Trillium College

Student Handbook 2025-2026

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Welcome to Trillium College

Welcome to another exciting academic year at Trillium College! We are thrilled to have you join our vibrant and dynamic community. As you step into this new chapter of your educational journey, we want to share some of the fantastic opportunities and experiences awaiting you.

We're also excited to announce that our **Cobourg, Ontario campus is now fully online and accepting students**, expanding access to quality education across the province.. These modern, state-of-the-art environments are designed to enhance your learning experience and provide a comfortable and inspiring place to study and grow.

Our instructors are not only experts in their fields but are also passionate about teaching and committed to your success. They bring real-world experience and innovative teaching methods to the classroom, ensuring that our curriculum remains current, relevant, and engaging.

At Trillium College, we understand the importance of balancing academic commitments with personal life. Our student support services are here to help you navigate your studies, manage stress, and maintain a healthy study-life balance. From academic advising and mental health resources to career counseling, we are dedicated to supporting your overall well-being.

Trillium College life is about more than just academics. It's about forming lifelong friendships, exploring new interests, and becoming an active member of our college community. We encourage you to take advantage of all the opportunities available to you, from volunteer projects to social events.
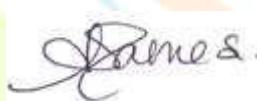
We are excited to see what you will achieve this year and are here to support you every step of the way. On behalf of the entire Trillium College team, we wish you a successful, enjoyable, and memorable academic year.

Welcome to the Trillium family!

Warm regards,

Robin Graham
Director, People & Policy

Amanda James
Director, Operations & Student Experience

Statutory and Scheduled School Holidays

The academic year is punctuated by several important dates and holidays that affect college operations. Understanding these dates is crucial for smooth academic planning and personal scheduling.

The college observes several statutory holidays throughout the year, including New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Labour Day, the August Civic Holiday and Thanksgiving Day. On these days, the college is closed

After each holiday or closure, classes resume promptly. It is important to note that some resumption dates differ for evening and daytime students, particularly after Good Friday observations.

Statutory and scheduled School Holidays 2025

New Year's Day .... January 1, 2025

Family Day ....February 17, 2025

Good Friday observed (Evening Students) ....April 18, 2025

Good Friday observed (Daytime Students) ....April 21, 2025

Victoria Day ....May 19, 2025

Canada Day ....July 1, 2025

Civic Holiday ....August 4, 2025

Labour Day ....September 1, 2025

Thanksgiving Day ....October 13, 2025

Winter Holiday Closure ....December 22, 2025

Last day of classes will be Friday December 19, 2025 and classes resume Monday January 5, 2026

<p align="center">Statutory and scheduled School Holidays 2026</p>

New Year's Day .... January 1, 2026

Family Day ....February 16, 2026

Good Friday observed (Evening Students) ....April 3, 2026

Good Friday observed (Daytime Students) ....April 6, 2026

Victoria Day ....May 18, 2026

Canada Day ....July 1, 2026

Civic Holiday ....August 3, 2026

Labour Day ....September 7, 2026

Thanksgiving Day ....October 12, 2026

Winter Holiday Closure ....December 21, 2026

Last day of classes will be Friday December 18, 2026 and classes resume Monday January 4, 2027

Our Core Values

Our campuses and center of excellence teams follow the Trillium College Core Values to make outcomes a reality.

Professionalism – we are passionate, hard-working people who believe in honesty, integrity, loyalty and respect for everyone.

Quality – we are committed to delivering an outstanding environment in which to learn and work.

Accountability – we own it; we do the things we say we will and expect others to do the same.

People – we value our students, our colleagues and the communities in which we work and live.

Teamwork – we work together to set and achieve challenging goals and inspire others to succeed.

Our Vision

Trillium College is dedicated to fostering knowledge, broadening students' perspectives, and enabling them to maximize their educational opportunities.

Our institution consists of individuals who are devoted to our mission and values, adhering to the highest professional practices and standards.

We are committed to providing quality education by understanding the unique needs of our students, clearly defining our roles and responsibilities, empowering our staff and students with accountability, and continually measuring our effectiveness.

We aim to create and maintain a flexible and supportive educational environment where everyone can reach their full potential through team-based decision-making, celebrating achievements, recognizing opportunities, and embracing change as a means for continuous improvement.

In exceptional circumstances, such as a pandemic, the President or their delegate may modify or change policies to align with government directives. Trillium College reserves the right to change, update, or delete the policies in this document at any time as deemed necessary. The most current version of this document is available in TCLearn, within the Learner Essentials module.

Our Campuses

Each Trillium College campus is committed to providing a high-quality educational experience, supported by fantastic instructors and a curriculum that keeps pace with current industry trends. Whether you are studying in Kingston, Cobourg, Oshawa, St. Catharines, or Sudbury, you will find a supportive community and a vibrant city ready to welcome you.

Kingston

Kingston, Ontario, known as the "Limestone City," is rich in history and culture. Nestled on the shores of Lake Ontario, Kingston is renowned for its beautiful waterfront, historic buildings, and vibrant arts scene. The city boasts a lively downtown area with a variety of shops, restaurants, and cultural attractions.

Campus Information

Located at the Cataraqui Centre, lower Level, 945 Gardiners Road. There is ample free parking and the mall is a hub for Kingston Transit.

Cobourg

Cobourg, Ontario, known as "Ontario's Feel-Good Town," is a charming lakeside town on the shores of Lake Ontario, known for its beautiful sandy beach, historic downtown, and vibrant community.

Campus Information

Located at the Northumberland Mall, 1111 Elgin Street West in Cobourg. There is ample free parking and the mall is one of two hubs for Cobourg Transit.

Oshawa

Oshawa, Ontario, located on the eastern edge of the Greater Toronto Area, is a city with a strong industrial heritage and a growing cultural scene. Known for its automotive industry roots, Oshawa has transformed into a hub for education, healthcare, and technology. The city offers a mix of urban amenities and green spaces, making it a great place to live and study.

Campus Information

Located at the Oshawa Centre, lower Level, 419 King Street W. There is ample free parking and the mall is a hub for Durham Region Transit.

St Catharines

St. Catharines, Ontario, known as the "Garden City," is famous for its lush parks, gardens, and proximity to Niagara Falls. As the largest city in the Niagara Region, St. Catharines offers a unique blend of urban and natural attractions, including the scenic Welland Canal and a thriving downtown area filled with shops, restaurants, and cultural venues.

Campus Information

Located at the Penn Centre, lower Level, 221 Glendale Avenue. There is ample free parking and the mall is a hub for Niagara Region Transit.

Sudbury

Sudbury, Ontario, is the largest city in Northern Ontario and a major hub for mining and natural resources. Known for its stunning landscapes, including numerous lakes and forests, Sudbury offers a unique combination of outdoor adventure and urban convenience. The city is also home to a thriving arts and culture scene, with numerous festivals, galleries, and theaters.

Campus Information

Located at the Elm Place Mall, Upper Level, 40 Elm Street. There is a hub for Greater Sudbury Transit.

Campus Practices

Welcome to Trillium College! To ensure a productive and respectful environment for everyone, we ask that all students adhere to the following campus practices.

Campus Hours

Our campuses are open from Monday to Thursday, 8 AM to 6 PM. Some campuses may also be open on Fridays for students scheduled for public clinics. Please check with your specific campus for additional details regarding Friday availability.

Classes are typically scheduled in the morning from 8:00am – 1:00pm. Some program requirements include placements and clinics that may require students to attend full days for 40 hours per week. Students should refer to their individual program timetable for their class hours.

Cancellation of Classes

Classes are cancelled only in cases of extremely poor weather conditions that are deemed to impact the safety of staff and students. Information regarding cancellation of classes will be posted on Trillium College Social Media Channels.

Campus Emergencies

In case of fire, the fire alarm will sound continuously. Students must obey all College and other officials during emergencies. Students must leave the premises **immediately and in an orderly fashion** utilizing the following evacuation procedures:

- Any person discovering a fire shall warn persons nearby and operate the nearest fire alarm station.
- When the fire alarm is sounding, students, staff, visitors and faculty should walk directly to the outside of the building using the nearest safe exists, keeping clear of exits once they are outside.
- Exterior doorways should be kept clear to ensure there is a clear area for all persons exiting the building and for Fire Department operations.
- Portable fire extinguishers should be used only on a small fire, provided there is no danger to the operator.

- No one should attempt to re-enter the building until clearance is given by the Fire Department or by a member of the Trillium College Campus Management team.
- All students should familiarize themselves with the nearest building exits.
- No one should attempt to collect any personal belongings before evacuating the building.
- Students with disabilities or requiring assistance should identify themselves to the class instructor.

Failure to adhere to these guidelines puts everyone in danger!

Injury

Students must immediately report all accidents and injuries while on campus, placement, in clinic or at outreach to their instructor and/or to the Academic Operations & Location Manager. Any injuries or incidents must be documented appropriately. See posted Health & Safety Policy for details.

Other Hazards

Any other danger, such as smell of natural gas or exhaust (it could be carbon monoxide), should be reported immediately to the Trillium College Campus Management Team and students should leave the affected area immediately.

Eating and Drinking

You are welcome to eat and drink on campus; however, please note that eating and drinking are strictly prohibited in clinic/lab areas to maintain cleanliness and hygiene standards.

Under no circumstances is food allowed in any clinical or laboratory environment. This is a health and safety policy.

Any student found eating in a computer lab, dental lab, or a clinical environment will be asked to leave. Bottled liquid or liquid contained in a tumbler will be allowed in classrooms at the discretion of the instructor and/ or as directed by the Academic Operations & Location Manager. Snacks are permitted in class.

Many healthcare programs have their own clinic/lab manual. Please refer to these program specific documents for dress, food and drink policy.

Student Dress Code

Trillium College seeks to help students prepare to work in their chosen field. We expect students to dress according to what is appropriate in the field. In Health Care Programs, students are

required to purchase and wear the designated uniform; this information is found in Learner Essentials course in TC Learn.

This dress code is in effect for all aspects of student's program, including classroom learning, field trips, and volunteer and workplace placements. Students should conduct themselves as they would in a place of business.

Students are not permitted to wear cut-offs, halter-tops, ripped clothing, or short-shorts. Students should not come to class online or at a campus with bare midriffs or bare feet.

Trillium College reserves the right to request any student wearing inappropriate attire to leave the campus. Failure to have appropriate attire in clinic and lab will result in being removed from class/clinic/lab and being marked absent for the day.

Front Desk Assistance

The Academic Operations Assistant is stationed at the front desk and is available to assist you with any questions or directions you may need. Whether you are looking for a specific classroom, need help with campus resources, or have any other inquiries, please do not hesitate to ask.

Quiet Environment:

To ensure that classes in session are not disrupted, we ask everyone on campus to keep noise levels to a minimum. Please be mindful of your surroundings and avoid loud conversations or activities in hallways and common areas. Your cooperation helps maintain a conducive learning environment for all students.

Respectful Environment

Our virtual classrooms, as well as our campuses, are places where respect and courtesy are paramount. We expect all members of our college community to treat each other with kindness and respect. Any form of abuse, harassment, or discrimination will not be tolerated. We are committed to maintaining a safe and welcoming environment for everyone.

By following these guidelines, we can ensure that Trillium College remains a positive and conducive place for learning and growth. Thank you for your cooperation and have a wonderful time on campus!

Student Services

At Trillium College, we are committed to supporting you throughout your academic journey and beyond. Our staff & faculty are here to ensure that you have access to the resources, guidance,

and support you need to thrive both academically and personally. Whether you are seeking academic assistance, career counseling, mental health support, or campus engagement, we have a wide array of services designed to enhance your college experience.

Our goal is to create a nurturing and inclusive environment where you can achieve your full potential. We understand that balancing academic responsibilities with personal life can be challenging, and we are dedicated to providing you with the tools and support necessary to maintain a healthy and productive balance.

Peer tutoring, study groups, and academic advising can help you succeed in your coursework.

Academic Advising

Again, your instructor is here to support you. If you feel you are struggling, can't get organized or have questions about the profession you are entering, let your instructor know. They are the specialists in the field and can provide you with answers you are looking for. Your Academic Operations & Location Manager are also there as a next-level contact for any additional questions you may have about the college itself.

Accommodations for Students with Learning Disabilities

At Trillium College, we are committed to providing an inclusive and supportive learning environment for all students. If you have a learning disorder, we are here to ensure that you receive the necessary accommodations to succeed in your academic journey.

We offer personalized support through our assessment of student-provided documentation to address specific needs. These plans are tailored to provide appropriate accommodations, such as extended test time, to help you achieve your educational goals. Our goal is to support your academic success while maintaining a balanced and equitable learning environment for all students.

Students are responsible for bringing any learning differences (e.g. visual/hearing/physical impairments, learning disabilities, attention deficit disorders) that could have an adverse effect on academic performance to the attention of the Career Coach and/or the Academic Operations & Location Manager at the earliest possible opportunity. To be clear, students are advised to do this at the time of enrollment if the issue is known or specifically diagnosed at that time. Strict confidence will be maintained.

For more detailed information on how we can support you, please refer to IEP & Accommodations policy in Academic Policies & Procedures in this Handbook.

Our dedicated staff is here to work with you and ensure that you have the resources and accommodations you need to thrive at Trillium College.

Learner Essentials

Learner Essentials is your go-to resource for all the essential information you need. This section is designed to help you stay informed and prepared throughout your academic journey.   Under content you will find:

- o Statement of Students Rights and Responsibilities.
- o Job Board
- o Job Search Module Policy
- o Placement Pre-Requisite Documents
- o Information regarding student kits

- o Instructions on how to order student uniforms.
- o Booklists
- o Academic Calendar
- o Tutorials on TC Learn
- o Guard Me

Lifelong Learner Program

The Life Long Learner program is a program that allows all graduates to return and audit courses as a refresher, at no charge.

The graduate should be directed to the Academic Operations & Location Manager of the program for details or to take part in the LLL program. The Academic Operations & Location Manager will check the schedule for the next available slot and connect the instructor and graduate so details can be arranged.

A graduate is able to audit any class in their program. Auditing means the graduate will not be added to the class list nor be eligible to hand in/submit assignments/tests or exams for evaluation by the instructor. No credit/mark will be awarded.

Peer Tutoring

Your instructor is your first point of contact. They can help find you a classmate who can help you when you are struggling with a particular course or concept. Maybe you can return the favour in the future!

Proof of Enrollment & Proof of Attendance

Students requiring proof of full-time enrollment may request a letter from the College; such letters are often needed to acquire reduced rates for car insurance, day-care, government or sponsoring agencies, etc. There is no charge for this document.

A Trillium College Career Coach can put you in touch with your Student Compliance Coordinator who can provide you with a letter of Enrollment confirming your full-time status.

Students requiring proof of attendance, for a funder may reach out to the Academic Operations Assistant, who can provide you with a record of your attendance from the system and a letter to accompany the record.

Student Employment Advisors

Post-Graduation Employment

Our employment support team works tirelessly to connect you with potential employers in your field of study. We provide resources, job placement assistance, and networking opportunities to help you secure employment after graduation. Our goal is to ensure that you have the tools and connections you need to launch a successful career.

Part-Time Employment

In addition to post-graduation support, we also help students find part-time employment opportunities. These jobs can provide the necessary income to help cover your expenses while you are in school. Whether you need help with job searches, resume writing, or interview preparation, our team is here to assist you every step of the way.

By leveraging our employment support services, you can gain valuable work experience, ease your financial burden, and enhance your professional skills—all while completing your studies at Trillium College.

Reach out to your Student Employment Advisor with any questions.

Student Finance Planners

Trillium College Student Finance Planners are here to support you in managing your tuition payments. They can provide information on various funding options and assist you in setting up a manageable payment plan that suits your financial situation. Whether you need guidance on scholarships, loans, or other financial aid, our planners are available to help you navigate your options.

Student ID Cards

Student ID cards are available to all Trillium College students. Students can upload a photo through the student portal and pick up their card at the closest campus when it's ready.

Students who have a program that has placement or any public clinic or salon are expected to request a student ID, as they are required to wear it during these modules.

All students are able to use their student ID at any businesses in their community that may provide student discounts to Trillium College students.

Student Portal

The student portal is where a student can access their schedule, grades and upload required documents needed. During tax season, a student can also access their T2202 through the student portal.

Students can upload a photo for their student ID. IDs can be picked up at the closest campus.

Study Groups

Teamwork is the dream work! Step out of your comfort zone (or not) and approach classmates with whom you can share a plan. Set up a time to meet, get organized and study. A "study team" not only helps you prepare, but it helps you hone your teamwork skills as you prepare for your future fields. Talk to your Academic Operations & Location Manager if you need some space on campus to meet.

Student Support Services

Students are also encouraged to bring problems, such as health, academic, financial, or personal to the attention of the College. The Academic Operations & Location Managers will do all that they can to help you deal more effectively with your concerns. Developing positive relationships with College staff and fellow students can provide valuable experience that can be used in the workplace.

For students who require academic accommodations during their program, please see "IEP & Accommodations" under Academic Policies and procedures.

TCLearn

TCLearn is our learning management software. It is the hub for everything academic.

TCL is known as Bright Space outside of Trillium College. Students login for access to:
- the course material (released to them day by day by from the instructor).
- Virtual students login to TCLearn to access their Zoom classroom.
- Assignments are uploaded here
- Tests/exams and other evaluation are taken.
- Deadlines
- Discussion Forums
- student email (instant messaging & emailing in modules)
- student portal

Telephone Calls or Messages

The College does not accept responsibility for relaying telephone messages to students. We will relay messages immediately in cases of emergency; otherwise, messages will be kept at the front desk and given to your instructor at break or upon your departure. The College will not confirm any information on the telephone, and any person requesting information over the telephone will be required to provide proof that they are entitled to receive the information being requested including who is or is not present/enrolled at the college.

Guard Me

Trillium College subscribes to Guard Me for all of its students. Students can receive support 24 hours per day, 7 days per week at no cost to them from a Guard Me counsellor that understands the unique challenges faced by students.

Counsellors are available 24/7 via phone, text, email or video. The service is completely anonymous.

More details can be found in Learner Essentials.

Text Books, Software Uniforms and Kits

All Textbooks and other digital and print materials required for a course will be listed on the program specific Booklist. All program booklists can be found in TCLearn, in the Learner Essentials module under Content.

Students are expected to have all materials required for a module before the module begins. Some resources are digital and will need to be purchased through instructor provided information. Trillium College will not tolerate copyright infringements.

Purchasing the books on your program's booklist is not just recommended—it is a requirement. These materials are essential for understanding course content, completing assignments, and actively participating in class discussions. Students who come prepared with the required books will have a significant advantage in grasping key concepts and performing well in their studies. Arriving to class without the necessary books or materials is unacceptable and will result in the student being asked to leave. To stay enrolled and succeed in your courses, you must obtain all required books before each module begins.

Uniforms and kit information is also located in Learner Essentials, these can be ordered through the links provided. For certain programs, uniforms and specific footwear are mandatory.

Student Records & Fees

Tuition and Program Fees

Trillium College charges and collects all program fees in Canadian dollars. In addition, the College may only charge or collect fees that are published on the Service Ontario website as registered with the Ministry of Colleges and Universities. These fees cannot exceed the published and registered amounts. For more information about program fees, please visit the Ontario government website at:

https://www.pcc.tcu.gov.on.ca/PARISSearchWeb/search.xhtml

As a student at Trillium College, you are responsible for all tuition and program fees as outlined in your student enrollment agreement. It is important to understand your financial commitments and ensure that all fees are paid according to the agreed schedule.

Students who do not pay their fees as contracted and do not make satisfactory arrangements to pay them will lose access to their TC Learn account and be unable to attend class. If the situation is not resolved the student will be put on probation. If non-payment continues, the student will be dismissed from the College.

Additional Fees

Transcripts and Diplomas

An official transcript can be provided to students at any time during their studies. A final transcript will be issued after graduation. A fee of $15.00 will be levied for any additional transcript requests.

Diplomas are issued within 60 days of graduation, provided all financial obligations have been met. A fee of $30.00 will be levied for replacement of lost or damaged diplomas.

To request additional transcripts, please visit trilliumcollege.ca., look under Alumni Services and complete the Alumni Services Request Form.

Non-Sufficient Funds Fee

An NSF fee of $25.00 will be applied to the student account of any student with a payment returned from a financial institution for insufficient funds.

3rd party Examinations

Challenging the NACC exam after completing the Personal Support Worker program is included in program fees paid by the student. If the student is unsuccessful they must pay to write each subsequent attempt. Payment must be made to accounting@trilliumcollege.ca before the re-write will be scheduled.

Challenging the National Payroll Institutes exams while completing the Payroll Specialist program is included in program fees paid by the student. If the student is unsuccessful, they must pay to write each subsequent attempt. Payment must be made to accounting@trilliumcollege.ca before the re-write will be scheduled.

Challenging the CIFFA exams while completing the Supply Chain Logistics & Management program is included in program fees paid by the student. If the student is unsuccessful, they must pay to write each subsequent attempt. Payment must be made to accounting@trilliumcollege.ca before the re-write will be scheduled.

Please speak to your Academic Operations & Location Manager if you have any questions regarding third party examinations. Please speak to your Student Financial Planner regarding any fees.

Change of Address or Personal Data

It is the student's responsibility to inform the College of any changes in name, address, telephone number or any other pertinent information. This information is vital to providing you support and services both while attending school, and as alumni.

A student's personal contact information can be updated in the student portal.

Student Financial Assistance Programs

Student financial assistance programs are funded by both the federal and provincial governments which provide loan assistance to qualified full-time students. The type and amount of assistance available varies widely and depend on a student's circumstances. Student assistance programs are intended to supplement, not replace, the resources of the student and his/her family. Repayment of loans to the National Student Loans Service Centre commences six months after the completion of the student's program or immediately following the last day of attendance in the event of withdrawal form full-time studies.

Students can reach out to the Nation Student Loan Service Center for more information regarding the status of their loans or to apply for the Repayment Assistance plan. Different contact methods are available at https://protege-secure.csnpe-nslsc.canada.ca/en/public/contact/contact-us/send-email

Repayment Assistance Plan (RAP)

If you are having financial difficulty and cannot make your payments, the Government of Canada can help you pay towards your loan through these plans:

- Repayment Assistance Plan (RAP)
- Repayment Assistance Plan for Borrowers with Disabilities (RAP-D)

Depending on your income, you may qualify for reduced payments or no payments at all.

Students should reach out to their Student Financial Planner about more information including how to apply.

Applying for Financial Assistance in Ontario

In Ontario, the financial assistance program available to students is known as "OSAP," the Ontario Student Assistance Program.

Apply online on the OSAP website at: http://osap.gov.on.ca

Student Loan Obligations

Students applying for and accepting assistance from a government-sponsored student loan program are assuming a serious responsibility and obligation. It is the student's responsibility to understand the term and conditions under which funding is provided. When students apply for financial assistance and negotiate their first loans, they sign a document that summarizes these obligations and responsibilities. Students will receive a copy for their files. Questions can be directed to the Student Financial Planner or to one of the resources listed below.

National Student Loans Service Centre

Trillium College's student finance office works in conjunction with the Career Colleges Ontario (CCO) and with the National Student Loans Service Centre (NSLSC).

The NSLSC will:

- process each loan certificate
- arrange for the deposit of loan funds into the student's bank account
- assist students in tracking loan amounts and amounts to be repaid
- administer interest-relief and debt-reduction programs
- work with students to set up a loan repayment schedule

The NSLSC consists of two divisions, one for students attending public universities or colleges and one for students attending private postsecondary institutions, such as Trillium College.

Additional Information and Resources
　　Internet Address　　　　　　　　　　　http://osap.gov.on.ca
　　Automated Voice Response Systems　　1-866-330-3331 (toll-free)
　　Canada Student Loans Program　　　　www.canlearn.ca
　　National Student Loans Service Centre　1-88-815-4514
　　Private Postsecondary Division　　　　www.canlearn.ca
　　Trillium College Financial Aid Office　　1-905-448-4130

Default Rates Disclosure

The Province of Ontario requires all postsecondary institutions participating in programs administered by OSAP to disclose information about graduation rates, graduate employment rates, and loan-default rates for all their programs. This information is available on the OSAP website at https://osap.gov.on.ca/OSAPPortal/en/PlanYourEducation/ChooseaCareerSchoolProgram/PRDR012287.html

Student Files

At Trillium College, we ensure that all students have a comprehensive student file, consisting of both a physical copy and an electronic copy. These files are meticulously maintained by our compliance team and are required to include specific documents throughout your educational journey.

Basic Contents of the Student File:

- o Enrollment Agreement: Your initial agreement upon joining Trillium College.
- o Payment Plan: Details of your tuition payment arrangements.
- o Funding Documents: Any financial aid or funding information.
- o Admissions and Placement Requirements: Copies of admissions/placement documents
- o Clinic Requirements: Documentation related to clinic participation and requirements (if applicable).

Upon Graduation

Once you graduate, your student file will be updated to include:

Graduation Requirements: Confirmation that all academic and administrative requirements have been met.

Diploma and Final Transcript: Your official diploma and final academic transcript.

File Retention and Security

Your complete student file is retained in its entirety for three years after your graduation. After this period, the file is securely destroyed, ensuring your personal information remains protected. However, your diploma and final transcript are preserved indefinitely through a third-party company approved by the Ministry, Colleges & Universities. This ensures that your key academic documents are always accessible, no matter how much time has passed since your graduation.

Written permission from a student is required before any information is released to anyone other than the student. For parents and/ or spouses who would like access to a student's file, a Release of Information form must be signed by the student allowing such access. The Release of Information form may be requested from a manager.

Compliance and Audits:

Please be aware that your student files are subject to audits by various bodies, including government agencies and third-party program governance bodies. These audits ensure that we maintain the highest standards of compliance and integrity in our educational processes.

By maintaining detailed and secure student files, we aim to provide reliable support and documentation for all our students, both during their time at Trillium College and beyond.

Withdrawal Procedures

Trillium College's policy on withdrawals and refunds adheres strictly to the Ontario Career Colleges Act (2005), Sections 25 to 33 of Ontario Regulation 415/06, which all students sign at enrolment. Under these regulations, students wishing to withdraw from their program must meet with the Student Experience Manager and a Student Financial Planner and submit a letter of withdrawal.

Please note that verbal notice and/ or non-attendance does not constitute official notice of withdrawal.

Graduation Requirement

To be eligible to receive your diploma upon graduation, your account must be paid in full. Ensuring that all tuition and program fees are settled is a critical part of your journey toward completing your program and achieving your educational goals.

By staying on top of your financial obligations and working with our Student Finance Planners, you can focus on your studies and successfully reach your graduation day. If a student has questions regarding their account the student should book an appointment with their Student Financial Planner.

Tuition Deferral

Deferral of tuition payment can be offered to students who have applied for financial assistance though a student loan program but have not yet received the necessary loan documents by the first day of class. Tuition payment can also be deferred for students documented to have been sponsored by an agency.

If a student chooses to withdraw after accepting deferral, they are responsible for any tuition fees incurred.

Deferral of tuition must be approved by a Director.

Tuition Tax Receipts

Tuition receipts (CRA form T2200) for income tax purposes will be available to students who have made payments in the previous calendar year and are generally available in February of the following year.

The most recent year is available through the student portal, accessed through TC Learn.

If a student requires a previous year's form, the student should email info@trilliumcollege.ca to request the form.

Student Code of Conduct Statement

At Trillium College, students are expected to uphold a standard of behavior that promotes a positive, respectful, and productive learning environment. This Student Code of Conduct outlines the expectations for student behavior and interactions, ensuring a harmonious community where everyone can thrive.

Trillium College expects mature and professional behavior on the part of its students. Students should conduct themselves as they would in a place of business. This serves two purposes.

First, all students have the right to an educational environment in which they can learn to their maximum potential. Poor behavior on the part of some students will have a negative impact on all students.

Second, Trillium College would like to provide more than basic training to its students. We hope that students will be exposed to all aspects of life in the workplace, including the requirement of appropriate professional conduct.

For these reasons, Trillium College reserves the right to initiate formal disciplinary action and, if necessary, impose disciplinary sanctions upon a student whose work or conduct is deemed unsatisfactory.

Adherence to Policies and Procedures

Students must follow all policies and procedures outlined in the student handbook. These guidelines are in place to maintain a safe and effective educational setting for all members of the college community.

Any student found to have committed an act of misconduct is subject to the disciplinary consequences outlined herein.

Please note that the misconduct list included in this handbook is not all-inclusive, but is intended to be an example of the categories of misconduct as defined by Trillium College.

Calm, Kind, and Courteous Behavior

Students are expected to remain calm, kind, and courteous in all interactions. This includes respectful communication and behavior towards fellow students, faculty, and staff. Treating others with respect is fundamental to maintaining a positive campus atmosphere.

Respect for Instructors and Staff

Respecting the decisions made by instructors and staff members is crucial. While students have the right to question or challenge decisions, it is important to do so respectfully and constructively. This respect does not limit a student's ability to follow the appeal process when necessary, but it does emphasize the importance of maintaining a respectful demeanor throughout the process.

Appeal Process

Students have the right to appeal decisions they believe are unfair or unjust. The appeal process is designed to ensure fairness and transparency. Throughout this process, students are expected to remain respectful and courteous, understanding that the goal is to reach a fair resolution.

For complete appeal process students should refer to the Trillium College website at

https://www.trilliumcollege.ca/employment-services/issue-resolution-form/student-complaint-procedure/

By adhering to this Code of Conduct, students contribute to a supportive and respectful learning environment that benefits everyone at Trillium College.

Academic Policies & Procedures

All references in this student handbook apply equally to hybrid and in-person programs. All policies apply equally to on-line and in-class students.

Academic Action Plans

When a student is having academic difficulty, an Academic Action Plan (AAP) can be put together in collaboration with the student and the student's instructor and other staff as needed. An AAP establishes the activities and timelines to which a student is committing in order to resolve the issue. Being offered an AAP is a privilege, not a right.

An Academic Action Plan can only be offered at the end of a module. If the instructor feels the student has earned the opportunity. A student will not be offered an Academic Action plan if they have passed the module, it is not to be used to increase a mark.

In addition, when an academic action plan is used the student can only obtain the minimum benchmark required to pass the module.

Example:

A student initially missed a quiz, which negatively impacted their final grade—resulting in a score of 55%, below the passing mark of 60%.

As part of an approved academic action plan, the student is later allowed to write the missed quiz. After completing it, their overall course grade improves to 65%.

However, in accordance with the academic policy, when a grade is adjusted due to a missed assessment that's made up through an action plan, the final recorded grade is capped at the minimum passing mark.

Therefore, even though the student's calculated grade is now 65%, their official final grade is adjusted to 60%, enough to meet the pass requirement.

See Academic Action Plan Form

Academic Concerns

In certain circumstances, an instructor may have a concern regarding a student's progress in a module. If the instructor feels they are unable to support the student in the necessary way, they will email the Academic Operations & Location Manager. If necessary, the AOLM will step in to help with a concern so it does not become larger issue

Trillium College Logo

The name Trillium College, and any other name or logo(s) employed by the college are the exclusive property of the college and may not be used without first obtaining authorized permission.

Visual Confirmation Policy

To ensure virtual students are meeting both the active participation and attendance policies, the following requirements have been instituted:

A student's screen name must read as StudentFirstName Student ID, for example John 1750001.

A student is required to be on camera for the entire duration of the class, no exceptions or accommodations will be made. If a student refuses to turn on the camera or is unable, they will be removed from class by the instructor and counted as absent.

A student is required to be engaged in the class for the entire duration of the class (i.e. no operation of a motor vehicle and not engaged in other activities). The student is expected to contribute to classroom discussions and be available to answer questions posed by the instructor.

Instructors record attendance in the first hour of class and add any updates by the end of class. It is recorded in the student's academic record.

Recorded Attendance by the Instructor

Student Log In	Marked As	Note Added
On time, camera on	Present	
Arrives late or Leaves Early	Late /Left Early	time of arrival/departure
Does not Attend	Absent	
Attends, camera off	Absent	Camera Off – removed from class

If a student has a pattern of tardiness (two or more lates/left earlies in a 5-day period), the student may be placed on Attendance Warning or Probation.

To remain fair and transparent, these mark deductions apply to all students equally, regardless of the reason for absence or late arrival/early departure from class. In most cases, the marks will be deducted from the Business Ethics mark, part of the overall mark in most modules.

For details on attendance marks see Overall Attendance Policy

Basic Classroom Expectations affecting Business Ethics Mark

All students are required to meet the following list of expectations in the classroom, this list is not exhaustive. For more information, please see classroom expectations.

- Students are expected to complete all assignments, projects, homework, tests and quizzes, as assigned.

- Prepared with required material/equipment (textbooks, kits, computer [BYOD])

- Students are expected to participate actively in classes, labs, and placements and to contribute to all discussions, debates, question periods etc.

- Students are expected to be punctual and to remain for the full, scheduled time each day.

- Students are expected to be responsible for their success and to be pro-active in seeking help when it is needed (e.g., academic, financial, budgeting, guidance, etc.)

- Students are expected to adhere to dress code policies and, when applicable, maintain and wear uniforms in a professional manner. Appearance/uniform should be in line with program expectations and/or requirements both in the campus and online. Proper footwear according to student dress code and industry requirements. For more details see Student Dress Code

- Students are expected to represent the College in a positive and professional manner while off campus during placement and field trip activities.

- Students are expected to refrain from using phones or recording devices in class, show respect for fellow students and instructors and take responsibility for their behavior in class. (See classroom expectations.) All cell phones should be on silent.

Professional Conduct – including but not limited to:

- Refraining from inappropriate language

- Adhering to faculty instructions and requests related to the class

- Being respectful if others' opinions

- Avoiding inappropriate and/or loud or disruptive talking

- Managing your learning environment appropriately when at home (distractions etc.)

Academic Dishonesty

Any acts of Academic Dishonesty on an assignment, test or exam will not be tolerated. Academic Dishonesty can include but is not limited to; copying another students work, engaging another person to complete an evaluation in the assigned students place or having someone supporting a student writing an exam in a virtual manner. Any student caught committing or having committed an act of Academic Dishonesty will face the following penalties:

1st offence – zero on the assignment, test, or exam
2nd offence – expulsion

Any use of Study Aids that have not been expressly permitted will result in immediate removal from the exam room/virtual classroom.

Active Participation Policy

Students must meet Trilliium college's requirements for attendance and participation. Those standards are as follows:

Students are expected to attend 100% of all classes, clinics and outreaches scheduled for their program as scheduled.
Also see Visual Confirmation Policy.

To meet the expectation of Active Participation, video must be on during all virtual classes. Each student is required to adhere to the Visual Confirmation Policy.

Advanced Standing and Transfer Credits

Policy

Transfer credit, credit transfer, or advanced standing are the terms used by Trillium College for the procedure of granting credit to a student for educational experiences or courses undertaken at another accredited institution.

Transfer credits are courses completed at other accredited institutions that are assessed, and when granted, may be used toward Trillium College diploma requirements.

Advanced standing is used to describe the status of a student granted credit, as distinct from normal course entrants who commence the stream of study at the beginning.

In order to be considered for a transfer credit, a minimum grade of 60% is required for all courses completed at a post-secondary institution and it must have been completed within the previous 5 years, unless otherwise outlined by specific program requirements; e.g., specific

course benchmarks. (i.e. massage therapy courses must be no more than 3 years)

Credits awarded through transfer credit are not transferable to other learning institutions. When a transfer credit is granted, the course fees and contact hours will be adjusted accordingly on the enrolment contract.

Transfer credits may be granted to a maximum of 30% of the overall program applied for. In order for a student to be eligible for advanced standing, all documentation must be reviewed by the Academic Department prior to enrolment.

Transfer credits are not granted for placement/externship or clinical hours that have been completed at another academic institution.

Advanced standing will not be granted after the date issued on an enrolment contract.

Exceptions to the policy may be granted on a case-by-case basis with a documented written request and approval from the Director, People & Policy.

Transfer credits will be awarded at the sole discretion of Trillium College.

Procedure

1. Student submits course outlines and official transcript to their Career Coach.
2. Career Coach fills out the application and submits to Academic Operations for Review. Academic Operations may be required to fill out the actual form if the review is complicated. (i.e. evaluating courses from a different institution)
3. AOLM makes the final decision. However; they may use the expertise of a program lead or instructor if required.
4. The AOLM approves or denies and notifies the Career Coach of the decision.
5. The Career Coach notifies the student and the Student Finance Planner if the request is approved and fee adjustment is required.

Escalations can be submitted to a Director for review.

In the case of a student returning to complete their program after a drop/withdrawal, who would like to receive advanced standing for previous coursework, please understand the following:

1. If a program has changed substantially in the time the student has been away, the required courses to return and complete are at the sole discretion of the academic department.
2. If practical skills are a part of the program and the student has been out for more than 6 months the student must repeat/or be tested on the competencies.

3. Any student returning less than six months later may be asked by the instructor to repeat/be tested on specific competencies. This is at the discretion of the instructor.

In the case of NACC PSW students, in addition to the above, if a student wishes to return and finish the program, they must do so in the 12 months following their last day of attendance. If the student fails to return within the required timeline, they are required to re-take the program in its entirety including financially.

For more information on returning to Trillium College after an absence, please see Returning to a Program after an Interruption of Studies.

Assessments, Assignments and Final Exams

Assessments, assignments and exams are given at regular intervals. Final exams are typically scheduled for the last day of the module. Regular in-class test and quizzes will be scheduled by the instructor according to the lesson plan. Quizzes may not be re-written unless an Academic Action Plan is approved by the instructor and only after the module has ended. If the student has passed the module, the quizzes cannot be re-written to improve a final mark.

Students may ask questions during an exam. Answers will be limited to only those questions which pertain to the interpretation of the exam.

Students are required to remain in the classroom for the duration of the exam if they are in person. Students may leave their virtual classroom after an online assessment, and log back in when the instructor indicates. In the event of an emergency, the College will interrupt the exam.

No time extensions will be given on a test or exam. All test and exams must be completed within the official time allotted, whether online or in person. The instructor will provide instructions pertaining to timing before the exam has begun. No additional time will be given for a test or exam if the student is late, but the student may attempt to complete the assessment in the time remaining for the exam.

A student who is absent for a test or exam or fails to submit an assignment on the due date will receive a grade of zero. The following exceptions may apply:

If the student can provide an adequate reason for the absences or missing a deadline, e.g., illness documented by a doctor's note, the instructor may provide a make-up test/ exam or accept the assignment without penalty.

If the absence cannot be substantiated with adequate documentation, the exam may be re-taken, but if passed the student will only be able to receive the minimum passing grade on the

test or exam. (i.e. if 60% is required to pass the test/exam, regardless of the mark achieved a 60% will be granted).

In the case of an assignment and a student missing a deadline, if the tardiness cannot be substantiated with adequate documentation, an instructor may, at their discretion accept a late assignment. The late assignment will be docked 10% per day.

The make-up test/exam will be written outside of regularly scheduled class hours. The assignment must be submitted immediately. Only one date will be arranged for a make-up test/ exam.

Failure to write a make-up test/ exam or submit the assignment as scheduled will result in a grade of zero.

If a student does not successfully pass the final exam, a student can request to re-take the final exam based in the College's review of the Active Participation Policy and the recommendation of both the instructor and Academic Operations & Location Manager. The maximum number of re-takes is two.

Should an exam be cancelled due to extreme weather conditions, alternate arrangements will be made by the College, and the exam will be re-scheduled.

All assessments (quizzes, tests, exams etc.) will be kept with the student's records. Students are not permitted to keep their assessments.

During exams, the use of cell phones, iPads or any other electronic device is strictly prohibited, unless the use of the device is a requirement of the exam.

Students must complete modules and sit the exams as scheduled. Challenge exams are not permitted.

Personal Support Worker NACC PSW Final Comprehensive Theory Examination. As a graduation requirement, all PSW students are required to successful complete the NACC Cumulative Exam:

- Student has a maximum of three (3) attempts to pass the NACC Final Exam.
- The pass mark is 65%.

NACC Exam Re-Write Policy

- A student who fails to pass the NACC PSW examination at the first attempt may re-write at the published rate by NACC.
- If the student fails to pass the examination re-write, the school must submit a training plan to NACC, with the re-write application, and provide verification that the student completed the training plan, prior to the second re-write attempt.

- If the student fails the second re-write, the student WILL NOT be permitted any further re-write privileges. The student must re-register as a new student for the full program, complete the program in full and attempt the NACC exam again.

Attendance Policy

Trillium College, the Ministry of Colleges and Universities, OSAP and sponsoring agencies require written attendance tracking and records. Daily attendance is 100% mandatory to ensure successful completion of the students' program and to maintain compliance with the College and third parties.

Consecutive Days Missed

Any student who has missed more than five (5) consecutive days must provide sufficient supporting documentation for the absences on the first day of return to Trillium College to be eligible to submit any missed assignments or complete any assessments according to the Grading Policies. Valid reasons for absences may include, but are not limited to:

Illness	Family Breakdown
Family emergency	Homelessness
Childcare issues	Incarceration
Care of elderly or infirm relatives	

Any student who misses 12 consecutive instructional days will be dismissed from the program and reported to their funder if applicable.

Overall Attendance Policy

We understand that students may be absent from time to time due to unforeseen circumstances. The missed time and material needs to be made up.

Students who miss class time are expected to email their instructor regarding their absence. They are also required to complete the learning outcomes and objectives that were missed. This information should be obtained from the instructor. If poor attendance becomes a recurrent problem, the student will be subject to the actions listed below.

The percentages indicated are based on the number of absences out of the total program duration to date.

10% - Warning, in writing, requiring immediate improvement in attendance
15% - Probation, in writing, requiring an immediate improvement in attendance
20% - Dismissal from the program

Once a student is placed on Attendance Warning, they will remain on Attendance Warning throughout their program unless they are approved to make-up missed time or are placed on probation.

The following tardiness policy will be enforced consistently by all instructors:

- One percentage point will be deducted if a student is absent for class.
- One percentage point will be deducted if a student leaves class prior to midpoint of class.
- One percentage point will be deducted if a student arrives to class after mid-point of class.
- A half percentage point will be deducted if a student arrives late prior to mid-point.
- A half percentage point will be deducted if a student leaves early after mid-point.

A student who attends class for less than 2 hours will be marked absent.

A student may be placed on warning or probation as per the Active Participation Policy if the College deems that the student has abused any one of the above tardiness criteria. If the problem persists after being placed on probation, the student may be expelled.

Make-Up Time

Make–up hours are a privilege granted to students who provide documentation of an absence and notify their instructor. These make-up hours are at the discretion of the instructor with the support of the Academic Operations & Location Manager.

In extraordinary situations, instructors may request approval from the AOLM for a student to make-up missed hours to keep the student within attendance expectations. These situations may include illness, family breakdown, death etc. Make up hours must be completed no more than 7 days after the end of a module. Make-up hours can include but are not limited to; missed readings, missed assignments, additional assignments; quizzes, tests or exams. The instructor will assign appropriate hours to each task.

After AOLM approves plan, instructor will present student with the Plan to Make Up Time Form. Once the student completes all required work, the student will sign off and return to instructor. The instructor will verify all is complete then sign and send to AOLM.

The AOLM who updates the "absent" on student attendance file by editing "absent" to "present" with a note that says, "**Student Absent - Make-Up Hours Documented**" after uploading the signed AAP. The AOLM will add a note to the student file copying the instructor confirmation email.

Attendance marks will not be granted/returned after making-up time.

Business Ethics Mark Summary

A portion of grades awarded in all programs will be given for attendance and participation based on the student's progress with respect to the **Active Participation Policy and Classroom Expectations**. This mark is referred to as "Business Ethics."

In each module offered at Trillium College, an instructor will assign a maximum mark of 10% overall for Business Ethics.

The Business Ethics mark will be broken down between Active Participation/Classroom Expectations and Attendance/Punctuality. Attendance is monitored and recorded daily in the student's records.

- 5% will be based on the Active Participation Policy and Classroom expectations
- 5% will be awarded based on Attendance and Punctuality

The following tardiness policy will be enforced consistently by all instructors:

- One percentage point will be deducted if a student is absent for class.
- One percentage point will be deducted if a student leaves class prior to midpoint of class.
- One percentage point will be deducted if a student arrives to class after mid-point of class.
- A half percentage point will be deducted if a student arrives late prior to mid-point.
- A half percentage point will be deducted if a student leaves early after the mid-point.

A student who attends class for less than 2 hours will be marked absent.

A student may be placed on warning or probation as per the Active Participation policy if the College deems that the student has abused any one of the above tardiness criteria. If the problem persists after being placed on probation, the student may be expelled.

Communicating with Trillium College

There may be times when students need to communicate formally with Trillium College, for example, giving notice of intent to withdraw from a program and receive a refund of fees or to file a complaint against the College. When this is the case, students should do so in writing and the document should be delivered to the College via email. Students should keep copies of any official communications they send to the College.

Confirmation of Graduation

Employers regularly contact the college to verify education. All requests should be emailed to alumni@trilliumcollege.ca

To comply with privacy laws, students must provide written consent prior to any faculty, staff or administrator confirming any information regarding the student.

Employment After Graduation

After graduation, the Student Employment Advisor will contact each student to update his/her status. Students may also receive other correspondence from the College as well as the Superintendent's designates at the Ministry of Colleges and Universities. Remember, our team is here to help, so we urge graduates to call us with all questions and to give us the good news when they find employment.

It should be understood by students that Trillium College does not guarantee employment for any student.

Employment Search Support

As graduates of Trillium College, students will be eligible for job search assistance. Our Student Employment Advisors provide support with resume polishing and will assist students on how to effectively search for employment while in school or after graduating.

It should be understood by students that Trillium College does not guarantee employment for any student.

Evaluations and Grading Scale

Students are evaluated throughout their program(s) at Trillium College, using formative and summative assessments. A grade for each module is required upon completion in order to receive academic credit. If a final grade of F or below 59.99% is earned in any course, the student must meet with a designated member of the academic team to determine how credit for the subject may be earned.

Letter Grade	Description		Numerical Grade	Description
F	Fail		90.00-100%	Honours
IN	Incomplete		80.00-89.99%	Good
C	Complete		70.00-79.99%	Average
TC	Transfer Credit		60.00-69.99%	Poor
W	Withdrawal		00.00-59.99%	Failing

Fail (F) – Issued when a student is unsuccessful in completing a course which has no numerical grade attached.

Incomplete (IN) – Issued when a student is unsuccessful in completing a course which has no numerical grade attached.

Complete (C) – Issued when a student is successful in completing a course which has no numerical grade attached.

Transfer Credit (TC) – Issued based on a review of academic courses completed in a previous program either at Trillium College or another academic institution

Withdrawal (W) – Issued when a student shows attendance for a class, but withdrawals before the module is complete.

Note: Some programs require specific grades in specific modules/assessments. See Program Grading Policies.

Grounds for an appeal

The grounds for an appeal involves one or more of the following:

1. Compassion:
   Health or extenuating circumstances have occurred that are beyond the control of the student.

2. Policy Violation:
   An academic decision that has been made without due regard to Trillium College policies.

3. New Evidence:
   Situations where relevant evidence emerges that was not available at the time of the original decision during a student assessment, informal appeal, etc.

4. Bias:
   Decisions that the student believes were biased.

5. Severity of Sanction:
   Situations where the student believes the severity of the sanction imposed was not reasonable.

In the event of an appeal for a program dismissal, the student may appeal and, if granted, return a maximum of 2 (two) times.

After two granted appeals, and the third dismissal, if a student would like to return they must start at the beginning of their program. Advanced standing will not be a consideration of returning.

If a student is returning on an attendance appeal, their attendance history remains, and are expected to attend each scheduled day for the remainder of their program or they may be dismissed from the College again.

The student will be granted an additional 5% allowable absence for what remains in their program. (e.g. student previously dropped due to 20% absence. Student has request to return granted to complete remaining 12 weeks. The student will be removed if they miss more than 3 days)

The college acknowledges that there may be an avoidable absence, in the case of a returning student on attendance appeal. All missed time must be made up in this case. For the policy on make-up time, students should refer to the policy in Learner Essentials.

IEP and Accommodations

If a student requires learning accommodations, the student should immediately reach out to their AOLM. Although this process is preferred prior to the start, so a student can be set up for success in their program, this can happen before or at any point during the student's program.

This policy reflects the college's commitment to identifying, removing and preventing barriers to the full academic participation of students with permanent or temporary disabilities, and its commitment to complying with the Ontario *Human Rights Code*. Trillium College creates all policies and procedures with our Core Values in mind.

Once a student self-identifies as requiring accommodations, the student should immediately be referred to their AOLM. This can happen before or at any point during the student's program. The student will be required to submit documentation. Acceptable forms of documentation:

- Psychoeducational assessment (PA) or
- OSAP Disability Verification Form (ODVF) or
- Individualized Education Plan (IEP)

Each form will detail the particular disability as well as list of suggested accommodations.
The student will have the PA to submit. If they are having trouble locating the document, the student should reach out to the last school they attended. Public Schools in Ontario are required to keep these documents on file for 25 years.

In the case of the OSAP Disability Verification Form (ODVF), this is a document that the student submits to OSAP, this details any potential disabilities and recommended accommodations. The student may provide this to the AOLM for review of potential accomodations.

Trillium College will make accommodations that are reasonable to the curriculum and do not cause undue hardship (i.e. financial burden).

Examples of Acceptable Accommodations:
- Student requires additional time on a test/exam.
- Student requires a separate, quiet place to test.

Examples of Accommodations that may cause undue hardship:
- Purchase of specialized equipment
  - The college can allow the equipment to be used but will not purchase equipment
- Hiring a tutor
  - The college will do their best to secure a peer tutor but will not hire a tutor for a student.

The AOLM will make some decisions based on documentation submitted by the student:

- Is the accommodation reasonable?
- Does the accommodation cause an undue hardship to the college?
- Can the accommodation be made while still maintaining the dignity of the student?
- If there is a third party licensing exam post graduation, will the third party make the same accommodations? If not, it is a disservice to the student.

Once the AOLM has decided what accommodations are applicable to the student in their program, the AOLM will fill out a Learner Accommodation Form. This form will list all the student identifiers as well as accommodations required.

The most common accommodation is extra time. The documentation submitted should say how much time exactly. If a time is not specified, the AOLM will make the official accommodation 1.5X. (i.e. 2 hour exam with accommodation = 3 hour exam). The instructor will make that accommodation for an individual student in TCL for all tests/quizzes.

The Learner Accommodation Form is a commitment between the college and the student to set the student up to experience success in the classroom. Both the student and the college play equal parts.

Once the Learner Accommodation Form is filled out and signed by the student and the AOLM, the student will be provided a copy to ensure that each instructor the student has, is aware of the accommodations agreed to by the college and the student. The AOLM will email a copy to the student's current or first instructor.

Information Technology ("IT") Security Policy

The Trillium IT security Policy is a valuable guideline by which faculty, staff, and Students can review the requirements of legal and ethical behavior within the Trillium community when using a computer, computer system, or the network. Headings and numbering are for ease or reference only.

Purpose

As a part of its commitment to achieving desired learning outcomes, Trillium acquires and maintains computers, computer systems, programs, and networks. It also outsources secure synchronous and asynchronous programs and program modules which form part of the Trillium curriculum. These computing resources are intended for Trillium -related purposes, including direct and indirect support of Trillium 's learning outcomes; of Trillium administrative functions; of Student and campus life activities; and of the free exchange of ideas among members of the Trillium community and between the Trillium community and external communities.

The use of Trillium computing resources (which includes outsourced programs and program modules), like the use of any other Trillium -provided resource and like any other Trillium - related activity, is subject to the normal requirements of legal and ethical behavior within the Trillium community. Thus, permitted use of a computer, computer system, or network does not extend to whatever is technically possible. For Students, a breach of this policy may lead to a range of discipline, including expulsion in the most severe of circumstances. For faculty and staff, breaches of the policy can also lead to a range of discipline, including dismissal in the most severe cases.

though some limitations are built into computer operating systems and networks, those limitations are not the sole restrictions on what is permissible. Users must abide by all applicable restrictions, whether or not they are built into the operating system or network and whether or not they can be circumvented by technical means.

Who does this apply to

This policy applies to all users of Trillium computing resources (including but not limited to Students, faculty, and staff, or whether affiliated with the Trillium or not, and to all uses of those resources, whether on campus or from remote locations.

The Trillium may also take action relating to a Student's or staff member's use of Trillium or non-Trillium computer resources, either on campus or elsewhere, when such behavior may involve the commission of a crime or poses a danger to others or is in contravention of any Trillium policy.

Policies on the Use of Trillium Computing Resources

Users must comply with all municipal, provincial, federal and other applicable law; as well as all generally applicable Trillium rules and policies. Examples of such potentially applicable laws, rules and policies include the laws of libel, privacy, copyright, trademark, obscenity and child pornography; the Ontario Freedom of Information and Protection of Personal Privacy Act; the Personal Information Protection and Electronic Documents Act and the Criminal Code of Canada, which, while it does not specifically name them, prohibits the intent of "hacking", "cracking", and similar activities; and each of Trillium's policies to which Students, faculty and staff are specifically bound.

Users who engage in electronic communications with persons in other provinces or countries or on other systems or networks should be aware that they may also be subject to the laws of those other provinces and countries and the rules and policies of those other systems and networks. Users must be sure that the use of any downloaded material (including print, audio, and video) stored on Trillium or a personal computer is not in violation of copyright laws.

Users are responsible for complying with the requirements of the contracts and licenses applicable to the software files and other data they install on Trillium or personal systems. Proof of legal licensing should be available upon request. Users may utilize only those computing resources that they are authorized to use and use them only in the manner and to the extent authorized. Ability to access computing resources does not, by itself, imply authorization to do so. Users are responsible for ascertaining what authorizations are necessary and for obtaining them before proceeding.

Accounts and passwords should not, under any circumstances, be shared with, or used by, persons other than those to whom they have been assigned by the Trillium -- not even with family members or a partner.

Users must respect the privacy of other users and their accounts, regardless of whether those accounts are securely protected. Again, ability to access other persons' accounts does not, by itself, imply authorization to do so.

Users must respect the finite capacity of those resources and limit use so as not to consume an unreasonable amount of those resources or to interfere unreasonably with the activity of other users. Although there is no set bandwidth, disk space, CPU time, or other limit applicable to all users of Trillium computing resources, the Trillium may require users of those resources to limit or refrain from specific uses in accordance with this principle. The reasonableness of any particular use will be judged in the context of all the relevant circumstances.

Trillium computing and network resources and services may be used only by authorized persons for Trillium -related purposes, including those listed in the Purpose section above. These resources may not be used for other purposes except as authorized by Trillium. For example, the reselling of network services or other uses of computer resources for personal financial gain is not permitted.

Use of computers and networks for personal purposes such as email and web access is allowed as a privilege, as long as it does not interfere with work responsibilities, does not place a burden on resources, is done on the individual's own time and conforms to Trillium policies. Personal use is a privilege, not a right, and therefore users are expected to respect the priority of Trillium business and keep personal use to a minimum.

Mass emailing or spamming of sub-populations in the Trillium community are not allowed.

Individuals may not state or imply that they speak on behalf of Trillium and may not use Trillium trademarks and logos without authorization to do so. Affiliation with Trillium does not, by itself, imply authorization to speak on behalf of Trillium. Authorization to use Trillium trademarks and logos on Trillium computing resources must be obtained prior to their use. The use of appropriate disclaimers is encouraged e.g. "the thoughts expressed here are my personal opinion and do not represent the position of Trillium in any way."

The Trillium may temporarily suspend or block access to an account, prior to the initiation or completion of an investigation, when it reasonably appears necessary to do so in order to protect the integrity, security, or functionality of Trillium or other computing resources or to protect the Trillium from liability.

Trillium may also refer suspected violations of applicable law to appropriate law enforcement agencies. Users who violate this policy may be subject to disciplinary action, and may be denied further access to Trillium computing resources. Disciplinary action may vary depending on the violation and pursuant to Trillium's other policies.

Trillium College employs various measures to protect the security of its computing resources and of their users' accounts. Users should be aware, however, that the Trillium cannot guarantee such security. Users should therefore engage in "safe computing" practices by establishing appropriate access restrictions for their accounts, guarding their passwords, and changing them regularly. Users should also be aware that their uses of Trillium computing resources are not guaranteed to be private. While the Trillium does not routinely monitor individual usage of its computing resources, the normal operation and maintenance of the Trillium's computing resources require the backup and caching of data and communications, the logging of activity, the monitoring of general usage patterns, and other such activities that are necessary for the provision of service. Trillium may also specifically monitor the activity and accounts of individual users of Trillium computing resources, including individual login sessions and communications, without notice, when:

- The user has voluntarily made them accessible to the public, as by posting to Usenet or a web page;

- It reasonably appears necessary to do so to protect the integrity, security, or functionality of Trillium or other computing resources or to protect Trillium from liability;

- There is reasonable cause to believe that the user has violated, or is violating, this policy;

- An account appears to be engaged in unusual or unusually excessive activity, as indicated by the monitoring of general activity and usage patterns;

- It is otherwise required or permitted by law.

Trillium, at its discretion, may disclose the results of any such general or individual monitoring, including the contents and records of individual communications, to appropriate Trillium personnel and/or municipal, provincial or federal law enforcement agencies and may use those results in appropriate Trillium disciplinary proceedings or in litigation.

Trillium has the right to change this policy as necessary with reasonable notice to those impacted, including Students.

"Cyberspace" is not a separate legal jurisdiction, and it is not exempt from the normal requirements of legal and ethical behavior within the Trillium community. A good rule of thumb to keep in mind is that conduct that would be illegal or a violation of Trillium policy in the "off-line" world will still be illegal or a violation of Trillium policy when it occurs online. The online world is not limited to Trillium.

Computer users who engage in electronic communications with persons in other provinces or countries or on other systems or networks may also be subject to the laws of those other provinces and countries and the rules and policies of those other systems and networks. It is therefore impossible to list and describe every law and policy that applies to the use of Trillium computing resources and the Internet - since, by and large, they all do - but the following are some of the ones that most frequently cause problems: Copyright Law Copyright law generally gives authors, artists, composers, and other such creators the exclusive right to copy, distribute, modify, and display their works or to authorize other people to do so. Moreover, their works are protected by copyright from the moment that they are created, regardless of whether they are registered with the Canadian Intellectual Property Office and regardless of whether they are marked with a copyright notice or symbol ©. That means that virtually every email message, web page, or other computer work you have ever created - or seen - is copyrighted. That also means that, if you are not the copyright owner (and bearing in mind this is in no way legal or any kind of advice to you from Trillium), you may not copy, distribute, modify, or display it unless one or more of the following is true:

- Its copyright owner has given you permission to do so;
- It is in the public domain;
- Doing so would constitute fair use;
- You have an implied license to do so.

If none of these exceptions apply, your use of the material constitutes copyright infringement, and you could be liable under federal law for fines and damages for each use.

For further information about your use of Trillium computing resources and the corresponding protection of your data, it's best to ask before proceeding. Employees should reach out to the IT Team, a student should ask their instructor to reach out to the IT team on your behalf.

Email services are provided to the Trillium community in support of the teaching, learning and research mission of the Trillium and the administrative functions to carry out that mission.

This policy and related policies provide the framework in which all email services are provided and used at Trillium.

Definitions Relating to Accounts and Passwords

Email account: An email account is the location where mail is actually delivered. It is a combination of a login username and password and disk space. A person may have several email accounts on different computers or email servers. Users are to take precautions to prevent the unauthorized use of email account passwords. Passwords are not to be shared with others and their confidentiality is to be strictly maintained.

Email username: The actual name of the account as typed in at the Username prompt when logging onto email.

Email name address: The email address is the name address or alias (example: janedoe@protonmail.com) It is linked to a preferred email account but is, itself, not an account username, but rather a permanent email alias.

Choice of Passwords

In choosing passwords, users should select codes that are difficult to guess and should change them on a regular basis. Users will be held accountable for all actions performed with their passwords, including those performed by other individuals as a result of user negligence in protecting codes.

No one is to use another individual's account, with or without permission. Email accounts can be immediately locked at the request of Trillium, or alternatively blocked by Trillium.

Commercial use of mailing lists, except for authorized Trillium business is prohibited.

Users are not advised to send confidential Trillium communications (as determined by law, policy, etc.) via email. While Trillium will make every attempt to keep your data private and secure, here are a few examples of when email confidentiality cannot be guaranteed:

- Email may be subject to disclosure in accordance with the law.

- Back-up copies may be retained for periods of time and in locations unknown to senders and recipients even if the user has deleted it from their account or PC.
- In the course of routine systems maintenance, troubleshooting and mail delivery problem resolution, network or systems staff may inadvertently see the content of email messages.

It is the user's responsibility to back up copies of their own email.

Interruption of Studies/ Withdrawal

Trillium College does not allow students to take leave of absence. If for any reason a student chooses to interrupt their studies they must meet with the Student Experience Manager and their Student Financial Planner. After meeting with both people and the student still wishes to withdraw, they must submit a formal withdrawal letter. If a student ceases to attend class without completing the steps, the attendance policy will be followed and the student will be dismissed from the program.

In the event a student interrupts their studies, the Ontario Student Assistance Program (OSAP) and/or any sponsoring agencies will be advised. Students who have received financial assistance may become ineligible for continued assistance and are responsible and obligated for the loans they have incurred. Further information can be obtained from the Student Financial Planner.

Please note that non-attendance does not constitute official notice of withdrawal under the Ontario Career Colleges Act (2005), Sections 25-33 of Ontario Regulation 415/06.

Job Search Policy

The Job Search module is a part of many programs at Trillium College. The purpose of the module is to train students to secure gainful employment in their field.

However, Trillium College understands that students may secure employment before successfully completing the module. In this case, a student may apply to the Student Employment Advisor for a "complete" grade in the module. It is not an exemption, but complete grade signifying that the student has secured in-field work.

For complete details, please see Job Search & Gainful Employment Policy in the Learner Essentials module in TCLearn.

Non-Disparagement Policy

Consideration: In consideration for delivery of the programs and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged by all current students of Trillium College (the "Students").

"Disparagement" for the purposes of the Agreement, shall generally refer to negative remarks about Trillium College which are made maliciously or recklessly about Trillium College, including all of those persons covered under this policy, or without taking reasonable steps to verify the truth of such remarks prior to having made them.

Who is bound: subject only to Canadian law held to be applicable in any province (including but without limitation the enabling legislation governing Ontario career colleges and the Canadian Charter of Rights and Freedoms if/where held to applicable), the Student shall be bound by, and shall familiarize himself/herself with this non-disparagement policy, which shall be Adhering to the policy is a condition of enrolment.

Purpose of Policy: Trillium College has a reputation for excellence. Trillium College is a Ontario institution and is committed to maintaining high standards in teaching and in ensuring that the value of Trillium College's credentials remain strong and are relatively uncompromised by the Students who seek to disparage Trillium College, its programs, its instructors, or its graduates.

Social Media: with the popularity of social media (Facebook, YouTube, X, etc.) the Students, and the alumni of Trillium College, can communicate in a way that they have never done so before. Trillium College applauds the fact that the Students and alumni have new opportunities to network for employment in their chosen vocation and can communicate with each other socially. Trillium College is confident that this will contribute to Trillium College's long-standing reputation in the marketplace. Distance learning is an extension of existing social media platforms, and has proven to be a vital aspect of achieving desired pedagogical outcomes during COVID.

Reputation is a two-way street: the Students derive significant benefit from being an alumnus of Trillium College. At the same time, Trillium College is ultimately "defined" by the "quality" of its graduates i.e., where they end up working, how they are putting their skills to the test in the workforce, and whether they are happy with their chosen vocation. Trillium College and the Students have a common interest in preserving and protecting the integrity and image of Trillium College.

Specific Undertakings of Student: with the above in mind, the Students shall undertake to do the following:

- Refrain from making any public statement or statements, through social media or otherwise, about Trillium College, which would be considered inaccurate, unduly critical or derogatory, or libellous, or which may tend to unfairly injure the reputation of Trillium College;
- Refrain from making any public statement or statements, through social media or otherwise, that would be considered inaccurate, unduly critical or derogatory, or libellous, or which may tend to unfairly injure the reputation of another (and without limitation) existing or former student, instructor, or staff member of Trillium College;

- Report to Trillium College immediately, the publication of any unduly critical, derogatory, or libellous statement or statements, or statement/s which may tend to unfairly injure the reputation of Trillium College, through social media or otherwise. Such reporting shall include the author or authors of such publication, and all other specifics known to the reporting student;
- Report to Trillium College immediately the publication of any inaccurate, unduly critical or derogatory, or libellous statement or statements tending to unfairly injure the reputation of another (and without limitation) existing or former student, instructor, or staff member of Trillium College. Such reporting shall include the author or authors of such publication, and all other specifics known to the reporting Student.
- Refrain from disparagement of Trillium College in any other form that would reasonably be considered to bring Trillium College, and without limitation, its faculty, staff, or alumni, into disrepute;
- Familiarize herself/himself with any other policies which bind them as Students, including but without limitation, this policy and Trillium College's Sexual Violence and Misconduct Policy.
- Discipline for Non-Compliance: Discipline, including expulsion or other sanctions as appropriate may result from non-compliance with this policy and will be carried out as per the Expulsion and Discipline policy.

On-Line Classrooms/Virtual Learning

Students are provided with a list of the equipment needed to succeed in the on-line portions of any program upon enrollment. The requirements are as follows:

Trillium College's programs are all synchronous learning, at all times, both on-line and in the classroom, students will experience live instructor-led classes.

As students access a software application on our Student Remote Desktop, the best method for accessing the Student Remote Desktop is to use a Windows 10 PC or Laptop.

Newer MacBook and ChromeBook devices will work but have been known to cause issues when connecting for the students. Older Macs and Chromebooks will not work.

Operating systems: Windows 10 1703 or later.
CPU: 1 GHz or faster processor.
RAM: 1024 MB.
Hard drive: 100 MB or more.
Video: DirectX 9 or later with WDDM 1.0 driver.
Internet: Stable 1.5 Mbps Internet Connection

Video Game Designer students should see the Video Game Designer Student Computer Information for computer requirements specific to their program.

Students have a responsibility to prove their identity when logging onto a virtual classroom. They must identify themselves by name (see Visual Confirmation Policy) and by image. Students are all required to be on camera throughout the duration of class. This is how the student is identified when completing on-line assessment and evaluations.

A student is required to keep secure any user credentials (user names, passwords, access codes etc.) issued to them by Trillium College. Additionally, a student is required to not permit someone else to take part in lessons or evaluations.

Placement & Employment

Student Placement

Many Trillium College programs include student program placement. In this portion of their program, students will be placed at a host site for a specific period of time depending on the program. The program placement provides an opportunity for students to gain valuable work experience in their chosen field in addition to establishing a relationship with a potential future employer. As part of the placement process, students will be reviewing their resumes and cover

letters for submission to host sites in order to secure placement. Students are expected to participate in this process to ensure a good fit.

Students will have a Student Employment Advisor to work with for their program placement. Students will sign a pre-placement package agreement acknowledging their obligations to their host site while they are on placement.

Certain programs require placement documents. These documents are program specific and are required to be submitted for placement. These items can include Trillium College Record of Immunization or a Vulnerable Sector Police Record Check.

The NACC PSW program requires that the NACC Medical Record and CPIC including Vulnerable Sector Screen submitted no more than 45 days after the student start date.

If a student fails to respond to requests for the documents or fails to submit them on time, the college will first suspend access to TCLearn. If the student is absent for more than 12 instructional days they will be removed from the program and be subject to the Student Refund Policy.

If a student has questions regarding documents, how to complete them or any deadlines they can refer to their enrollment agreement or reach out to their Student Employment Advisor.

Program Changes

A student may be allowed to change programs, however the following things must occur:

- o Student will request to make a program change through speaking with their Academic Operations & Location Manager, or the Student Experience Manager.

- o If a student is not progressing well and it is identified by the instructor, the AOLM or SEM could suggest a program change to facilitate a more successful path for the student.

- o Student must meet with a Student Financial Planner to discuss funding implications and loan responsibilities for changing programs.

- o Meet with a Student File Coordinator to sign a new contract and submit new admission requirements.

Program Grading Policies

Each student is responsible for maintaining satisfactory academic progress (SAP). A student must maintain an average of 70% with no grade less than 60%, unless specified otherwise in the program-specific requirements.

Personal Support Worker Program

In the Personal Support Worker program, students must achieve a 70% average in all assessments (quizzes, tests, assignments, exams and performance demonstrations), a 70% average in each module and a 70% cumulative average.

- The maximum mark the student can attain for a rewrite/redo Module activity is 70%.
- A student who fails the rewrite/redo must repeat the Module.
- The maximum number of Module rewrites/redo's is three (3) with no more than one (1) rewrite/redo in any one Module.
-

Personal Support Worker NACC PSW Final Comprehensive Theory Examination. As a graduation requirement, all PSW students are required to successful complete the NACC Cumulative Exam:

- Student has a maximum of three (3) attempts to pass the NACC Final Exam.
- The pass mark is 65%.

NACC Exam Re-Write Policy

- A student who fails to pass the NACC PSW examination at the first attempt may re-write at the aforementioned fee (Refer to Section 1-13.2.4 above).
- If the student fails to pass the examination re-write, the school must submit a training plan to NACC, with the re-write application, and provide verification that the student completed the training plan, prior to the second re-write attempt.
- If the student fails the second re-write, the student WILL NOT be permitted any further re-write privileges. The student must re-register as a new student for the full program, complete the program in full and attempt the NACC exam again.

In the Massage Therapy program, students must achieve a minimum 70% average in each module.

In the Dental Assisting Level 1 & 2 program, students must achieve a 70% in the radiology module. This is a requirement to be HARP certified.

In the Payroll Specialist program, students are required to achieve a minimum final grade of 65% in each of the National Payroll Institute (NPI) courses. In addition, a student is required to score a 65% minimum score on each final exam. This is a requirement of both NPI and a graduation

requirement of Trillium College. In addition, Introduction to Accounting transfer of credit is a requirement with NPI and their passing mark for the transfer credit is 65%.

In the Supply Chain Management & Logistics program, students are required to achieve a final grade of 70%, in each of the CIFFA courses. This is a requirement of both CIFFA and a graduation requirement of Trillium College.

The advanced standing agreement with the National Institute of Supply Chain Leaders, applies to graduates of the Supply Chain Management and Logistics program who have achieved a grade of 70% or higher within the past two years. The exemptions that can be applied towards the Certified Supply Chain Leader (CSCL) designation include:

1. Module 2: Procurement and Supply Management
2. Module 3: Logistics and Transportation
3. Module 4: Operations and Process Management
4. Module 7: Supply Chain Management in the Public Sector
5. Workshop 2: Negotiation Skills

In the Electrician pre-Apprenticeship program, student are required to achieve a final grade of 70% in each of the core modules.

A student is evaluated in every module. Students who fail to achieve the minimum level will be notified according to the SAP policy. The minimum level varies depending on the module and the program and will be indicated on course syllabus documents.

All documentation will form part of the student's record.

Punctuality

Punctuality is as important as good attendance. Students are expected to call or email Trillium College if they will be late. Students who arrive after the class has officially started may only enter at the discretion of the instructor. Repeated tardiness will affect the final grade in the module.

Breaks during class time will be given. Students are expected to return from break promptly. Returning late from break is disruptive to the class and may affect the final grade in the module.

A student may be placed on *Warning or Probation* if there is a record of excessive tardiness or leaving early. This is defined as two or more tardies or left early in a 5-day cycle. They are not mutually exclusive and can be combined.

Punctuality expectations apply to both in-person practical training and on-line virtual training.

References, Recommendations

There may be occasions when students approach Trillium College faculty, staff, and administrators to request a reference letter or recommendation. These could be for the purpose of gaining employment, applying to other post-secondary institutions for additional education, applying for scholarships, bursaries, and awards, or for other unspecified reasons.

To comply with privacy laws, students must provide written consent prior to any faculty, staff or administrator acting as a reference. Students have the right to inspect and review reference letters unless they waive their right in writing.

Please note that faculty, staff, and administrators always have the right to not provide a reference or recommendation in any scenario. This is especially the case if the reference or recommendation is outside of their scope of practice.

Repeating a Module

It is important to note that the repeating of a module is a privilege that the student must earn. The repeating of a module may be allowed if the student meets the conditions outlined below.

When possible, the module to be repeated will be done after the student has completed the balance of their program as scheduled. An exception will be made when the module to be repeated is a prerequisite to one or more modules. Please note that there may be a fee for materials; for example, if a new edition of a textbook must be purchased.

A student who has attained a grade of less than 60% in a module or has obtained a grade of 60% or more in every module but does not meet the graduation requirements (aggregate average of 70% or more) may request to repeat a module. Students may only repeat the module with the lowest overall percentage.

The student's eligibility to repeat a module will be determined through a meeting with the instructor or the Academic Operations & Location Manager if required. The decision to permit a student to repeat a module will be based on the student meeting the requirements of the Active Participation Policy.

The College will also carefully review the following criteria:

The student has attended all scheduled classes.
The student has been punctual for class.
The student has demonstrated significant effort.
The student has completed all the requirements for the module.

The maximum number of modules a student may repeat without incurring additional financial charges is two. No student may repeat the same module more than twice.

If a student fails three modules they will be removed from the program. A student may appeal the dismissal.

Failing a module also has an impact on a student's academic progress. See Student Academic Progress Policy.

Note:

For students enrolled in the Personal Support Worker program there are program specific requirements prescribed by NACC. Please see program specific information under Program Grading Policies.

Depending on funding rules, a student may have their funding impacted if they do not finish the program in the registered timeframe.

Returning to Program after an Interruption of Studies

The college does not take a withdrawal lightly. In the event a student is dropped or withdraws them self from a program, the student must wait a minimum of 6 weeks before applying to be re-admitted.

Once 6 weeks has elapsed, the student may fill out an Appeal to Return Form. Once filled out in its entirety, it may be submitted to appeals@trilliumcollege.ca for review by the proper department. The student will receive an email that confirms the college has received the document and it is currently under review. If approved the student will receive a return schedule with the next available entry date for the student to return to studies. If the student accepts, the student will have their finance reviewed, and if approved can be contracted to return.

In addition, although students may be granted approval to return to the program the following is enforced and not appealable:

- If a program has changed substantially in the time the student has been away, the required courses to return and complete are at the sole discretion of the academic department.
- If practical skills are a part of the program and the student has been out for more than 6 months the student must repeat/or be tested on the competencies.
- Any student returning less than six months later may be asked by the instructor to repeat/be tested on specific competencies. This is at the discretion of the instructor.

In the case of NACC PSW students, in addition to the above, NACC requires that if a student wishes to return and finish the program, they must do so in the 12 months following their last day of attendance. If the student fails to return within the required timeline, they are required to re-take the program in its entirety including financially.

If out of the program for **6 - 12 months**, they must:

- Be approved to return by the AOLM after submitting a written appeal.
- Challenge the Module tests and performance demonstrations for modules already completed and receive a minimum passing score of 75%.
- They are only permitted to re-write two of these exams. If they are unsuccessful they must be re-admitted as a new student.

If out of the program for less than 6 months, they must rejoin the program where they left off and they must:
- Be approved to return by the AOLM after submitting a written appeal.

Aligning with the College of Massage Therapists of Ontario (CMTO), who require graduates to challenge the registration exams within three years of graduating, massage therapy student will not be permitted to return to the program after three years have passed since their last day of attendance.

For more information please see Advanced Standing and Transfer Credit Policy

Students Rights and Responsibilities

All students are required to be provided with the Career Colleges statement of Student Rights and Responsibilities.

The most up to date version of the requirement can be found at the government website: https://www.ontario.ca/page/career-college-students-rights-and-responsibilities.

Scheduling and Curriculum Changes

The College reserves the right to change program and course start dates, schedules, and assigned instructors without prior notice. The College reserves the right to schedule subjects within the curriculum in such order, as it may deem appropriate, and to modify its curriculum, programs, rules and regulations whenever necessary, without notice.

In addition, we reserve the right to change the times of the classes as it is deems necessary. Students will be given a minimum of two weeks' notice when changing class times.

Student schedules are a minimum of 20 hours per week. Programs with clinics, outreaches and placements have a higher hour per week average.

Classes, clinics, labs and outreaches will be scheduled between the hours of 8 a.m. and 10 p.m. Monday – Sunday. Students will be provided a schedule through the student portal. Schedules are subject to change with 2 weeks notice (14 calendar days).

Each five-hour class will also include a 20-minute break. At the discretion of the instructor, this can be broken into two ten-minute breaks.

Trillium College reserves the right to schedule modules within the curriculum in sequence it deems appropriate and to modify its curriculum, programs, commencement dates, rules and regulations whenever it deems necessary, without notice.

Satisfactory Academic Progress

Regular monitoring of Satisfactory Academic Progress (SAP) ensures that students are successfully progressing through their program of study in a timely manner.

In order to be considered a student meeting SAP, a 70% cumulative average must be maintained with no single module grade less than 60 (without an AAP in place). In the case of the NACC PSW program, no single module less than 70% (without an AAP in place). Satisfactory progress is evaluated weekly.

As part of the MTCU policy requirements, programs are to be completed within the standard time. For example, if the program is 40 study weeks, the standard time is 40 study weeks. Exceptions can be made where students have a permanent disability.

Additionally, exemptions can be made to the standard timeframe when students are unsuccessful and must repeat courses. This may involve the student entering into a private extension with the college.

See repeating a module

Satisfactory Academic Progress: Warning, Probation, Academic Dismissal

A student's academic progress (SAP) is measured in two ways:

1. Successfully passing each module.
2. Maintaining the required cumulative average.

These two factors are evaluated together.

Failed Modules

Student Academic Progress is impacted by failed modules. A failed module that is a pre-requisite to the following course can cause a student to be dropped from their program. However, even if there is no prerequisite, failed modules still impact progress.

Cumulative Average

If a student has no failed modules but is unable to meet the required cumulative average (70%) they will be also be considered as not meeting SAP.

If a student has failed modules this will dictate their SAP status, if there are no failed modules, the cumulative averages will dictate SAP status.

Failed module meaning for a student's SAP status:

Number of Failed Modules	SAP Status	Next Steps
0 Failed Modules	Meeting SAP Requirements	Maintaining a 70%+ cumulative average.
1 Failed Module	SAP-Warning	Must reschedule and pass the failed module.
2 Failed Modules	SAP-Probation	Must pass at least one rescheduled module to return to SAP-Warning.
3 Failed Modules (Before Passing Any Rescheduled Modules)	Academic Dismissal	May appeal for reinstatement (See "Returning to a Program").

Cumulative Average, this is a secondary evaluation (only considered if no modules are failed):

Cumulative Average	SAP Status	Next Steps
70% or Higher	Meeting SAP Requirements	Maintain 70% average.
Below 70% (First Review)	SAP-Warning	Given 25% of the program to improve cumulative average to 70% or higher.
Below 70% (Second Review)	SAP-Probation	Given another 25% of the program to raise the average.
Below 70% (Final Review)	Academic Dismissal	May be dismissed if SAP is not achieved.

SAP Cumulative Average Review Points per Program (25%)

Program	Weeks	25% in weeks		Program	Weeks	25% in weeks

BM	38	10		LC	59	15
CDSW	57	10		MT	88	22
DA	50	13		MLAT	41	8
DMS	18	5		MOA	34	9
ECA	42	11		PSW	29	5
EPA	29	7		PS	18	5
HS	55	14		PA	39	10
HRM	30	8		SCML	47	12
LS	52	13		VGD	74	19

Statement of Non-Discrimination

In determining what constitutes harassment or discrimination, Trillium College refers to the Ontario *Human Rights Code* (HRC). The HRC is a provincial law that confers to all people equal rights and opportunities without discrimination in the areas of employment, accommodation, goods, services, facilities, and membership in vocational associations and trade unions. The HRC's objective is to prevent discrimination and harassment because of:

race

place of origin

ethnic origin

creed (religion)

sexual orientation

age(18 and over; 16 and over in occupancy of accommodation)

sex (including pregnancy and gender identity)

record of offences (in employment only)

ancestry

colour

citizenship

disability

family status

marital status (including same sex partners)

receipt of public assistance (in accommodation only)

Students requiring more specific information may refer to the specific code as posted on the Provincial website at http://www.ohrc.on.ca/en/ontario-human-rights-code

Trillium College's full Human Rights and Anti-Bullying policy is posted on the Trillium College website here.

If a student believes they have been the victim of discrimination, they are asked to follow the student resolution concern process.

See Student Concern Resolution Process

Student Appeals

A student may appeal an academic decision, or an academic or attendance dismissal if there extenuating circumstances. These might include the death of a relative, an illness of or injury to the student or other extraordinary situations.

Students must understand that being granted an attendance or academic appeal is not a right, it is a privilege, and should be treated as such. The expectation is that there is immediate improvement to the situation(s) that created the dismissal and no further incidences occur. The student is expected to complete the appeal themselves with the documentation and information in their possession. The College will not provide support or documentation to assist. Part of the appeal process is the student's ability to accept responsibility and take ownership for themselves as well as their education. The effort made on the appeal is a consideration upon review of the appeal decision.

Students may initiate an appeal in relation to the following types of decisions:

- A final grade in a course.
- A grade within a course, whether something was denied reassessment or something that could not be reassessed (e.g. oral presentation, performance, practical exam, placement, etc.).
- An academic integrity allegation (e.g. plagiarism, cheating etc.).
- A program dismissal (satisfactory academic progress, attendance).
- A decision made in a course that has a negative impact on student's academic standing or progress.
- Expulsion.

A Student Appeal Form is available in Learner Essentials.

Graduating

Graduation

Trillium College has moved away from traditional formal graduation ceremonies based on student input and feedback. Instead, the college is introducing **Trillium Days**, which will take place twice per year at each campus. These events will provide a meaningful and interactive way for students to celebrate their achievements.

Trillium Days will offer students the opportunity to network with peers, faculty, and local employers. Graduates will also have access to professional graduation photos, ensuring they can still capture this important milestone. Additionally, the presence of local businesses will create valuable connections, giving students a chance to explore job opportunities and expand their professional networks.

By replacing formal graduations with Trillium Days, the college is aligning with student preferences while enhancing career-building opportunities. This new approach ensures that graduates not only celebrate their success but also gain practical benefits as they transition into their careers.

To graduate, students must have completed all requirements of their academic program by the graduation cut-off date. The graduation requirements for all students are as follows:

- Students must successfully complete all modules and all other requirements as specified in their contracts.
- Students must achieve the minimum aggregate average of 70% with no grades less than 60%. (See program-specific grading policies exact course and program benchmarks.)
- All financial obligations must be met.

Graduation with "Honours"

In order to receive a diploma with the "Honours" designation, a student must obtain a minimum aggregate average of 90% with no grade lower than 60%.

Student Transcript

A student transcript tells the story of a student's entire journey. It will always contain all modules taken and the grade received for each.

Student Expulsion Policy

Trillium College is committed to taking all reasonable steps to ensure that students have the opportunity to successfully complete their programs. Trillium College has a commitment to ensure all students are treated fairly and equitably. Students who do not support the Trillium College Core Values, academic and ethical goals of the College for themselves and their fellow students may be subject to disciplinary consequences, up to and including expulsion.

In general, and subject to exceptions where the conduct in question is extremely egregious, Trillium College will attempt to resolve a situation without expulsion based on a principle of graduated discipline. Verbal warnings, written warnings and suspensions may precede this final and most serious of actions.

In cases where the College deems the integrity, safety or well-being of the College, students, staff, clients, visitors and other guests to be in danger, the student responsible for the situation may be expelled at Trillium College's discretion at any point in the process.

Code of Conduct

As outlined in the Student Code of Conduct, all students are required to adhere to the expectations outlined in this handbook. Collectively, these are the Code of Conduct. The College may expel a student who has received a suspension for failure to comply with the College's Code of Conduct and has since violated any of its terms.

Action Regarding Code of Conduct Infractions

A code of conduct breach can be reported by anyone in the Trillium College Community. Unless otherwise stated in a policy specific document, the investigation will conducted by either the Academic Operations Location Manager or the Student Experience Manager. Investigations can include but are not limited to witness reports, interviews, zoom audits etc.

Investigations will be documented. This can include notes added to student file up to and including any disciplinary letters required. Any and all disciplinary sanctions will be noted and will form part of the student's confidential administrative file. If deemed appropriate, and depending on the sanction, sponsoring agencies and the student loans department may be informed of the sanction.

Prior to Expulsion, depending on the severity and nature of the situation, Trillium College may take intermediate steps, at its discretion, including: Warning, Loss of Privileges, Probation or Suspension.

The above list is not intended to be progressive, and Trillium College reserves the right to impose the sanction it deems appropriate to the circumstances.

During a suspension, a student shall be denied access to all areas of the College premises.

Students wishing to appeal any action in regards to breaches of the student code of conduct may do so by following the Appeal Process as outlined in this handbook.

The following outlines the conditions related to the Code of Conduct under which a student may be expelled without warning:

Academic Dishonesty – students may be subject to expulsion at the discretion of Trillium College for academic dishonesty. Academic dishonesty is any word, action or deed performed alone or with the direct or indirect intention of providing unfair advantage or benefit to oneself or other students(s), including but not limited to items such as: cheating, plagiarism, unapproved collaboration, alteration of records, bribery, lying and misrepresentation.

Plagiarism: AI and the Internet – Artificial Intelligence (AI) can be a valuable tool in education, supporting learning through research assistance, idea generation, and skill development. However, relying on AI to generate written submissions is considered plagiarism, as it undermines academic integrity and the development of critical thinking skills. Students are expected to engage with course material, analyze information independently, and produce original work that reflects their own understanding and effort. Proper use of AI should enhance learning, not replace the essential process of critical inquiry and personal academic growth.

Submitting work from any third-party software will be considered plagiarized work.

Students are permitted to utilize YouTube, Wikipedia, and other internet sites for research purposes only and must be sure that they cite all material appropriately, according to the standards of academic APA citations.

Outstanding Fees – Failure to pay outstanding accounts within a specified period is grounds for expulsion after a written warning has been provided by Trillium College and the student fails to comply within the stated parameters.

Impairment – Students who are found to be using/consuming, in possession of, or under the influence of drugs (legal or illegal) and/or alcohol or carrying weapons maybe subject to immediate expulsion.

Significant Omissions or Errors in Admissions Documentation – Trillium College has a responsibility to ensure students have been admitted in accordance with the registration requirements for the program. Students who knowingly misrepresent their applications are subject to immediate expulsion.

Academic Failure – Students who fail to maintain the required academic standing in their programs may be dismissed from the College. Trillium College may, at its discretion, offer alternatives to a student. These are outlined in the academic polies for the program of study.

Attendance – Students who do not maintain the required attendance as stated in the College policy are subject to expulsion, as stated in the attendance policy.

Harassment or Discrimination – Trillium College does not condone harassment or discrimination of any student, staff, client or visitor to the College. Students participating in harassing or discriminatory activities are subject to immediate suspension pending investigation. Expulsion is mandatory for any student who is deemed by the investigation to have engaged in harassing or discriminatory activities. (See Trillium College's statement of non-discrimination as well as the Workplace Anti-Violence / Bullying / Harassment Policy available on line at https://www.trilliumcollege.ca/employment-services/student-services/

Misuse of College Property – College property is for the provision of Trillium College services. Students who damage, misuse, steal or otherwise use the property in a way that is prohibited may be expelled and required to make restitution to the College. This includes but is not limited to physical property and online property.

Endangerment of Staff or Students - Trillium College is committed to maintaining the safety, privacy and well-being of all College staff, students, clients and visitors. Students who endanger their own safety or the safety of others by action or neglect in any way may be expelled.

Violence, Sexual Harassment or Deviant Behavior

- Trillium College has a zero tolerance policy with regards to any act, language or behavior related to violence, sexual harassment or deviant behavior. Students participating in any act of violence, sexual harassment or deviant behavior are subject to immediate suspension pending investigation. Expulsion is mandatory for any student who is deemed by the investigation to have engaged in acts of violence, sexual harassment or deviant behavior. To read the complete policy visit the Trillium College website at [Sexual Violence & Misconduct Policy.](#)

Human Rights and Anti-Bullying Policy

- Trillium College has adopted a Human Rights and Anti-Bullying Policy to ensure ethical and respectful employment practices and treatment for all students of Trillium, as well as employees. The Policy shall be available to everyone through the Trillium College website. The policy shall apply to not only all people on campus, but shall also apply to online activity that is contextual to a distance learning environment

Conduct violating Federal or Provincial law

– Any conduct contrary to provincial or federal law, including but not limited to the Criminal Code of Canada, the Controlled Drugs and Substances Act, the Personal Information Protection and Electronic Documents Act (PIPEDA), the Personal Information Protection Act and the Liquor License Act, which has, or might reasonably be seen to have an adverse effect on the reputation or proper functioning of Trillium College, its members or visitors, will not be tolerated.

Non-Disparagement

– Trillium College's Non-Disparagement Policy outlines the expectations for students regarding public statements about the institution, its faculty, staff, and alumni. The policy defines "disparagement" as malicious or reckless negative remarks made without verifying their truthfulness. This policy ensures that students contribute to maintaining the college's reputation for excellence. The policy emphasizes that both students and the institution share a common interest in upholding Trillium College's credibility, as the success and professionalism of its graduates reflect directly on the college's image.

Notification of Expulsion

Students who are subject to Expulsion for any reason will be notified in writing, either hand delivered, via email or registered mail. Trillium College is not responsible for non-delivery by registered mail or email if the student has not provided a valid home address where the student currently resides or a valid personal email address.

The notification will contain a description of the basis for the expulsion and the effective date. In order to appeal an expulsion decision, students must follow Trillium College's appeal procedure.

Fees upon Expulsion

Students who are expelled from Trillium College will be officially disenrolled and will be required to settle their financial account as described in their enrollment contract.

Student Concern Resolution Process

Policy

Trillium College is committed to promptly and equitably resolving all student concerns to the satisfaction of both the student and the College.

The Student Concern Resolution Process is designed to provide students with informal and formal processes whereby a student may request the review and resolution of a concern if satisfactory resolution has not been reached by way of the daily problem-solving activities between staff and/or instructors and students, which, in most cases, will result in immediate resolution.

While student complaints must be submitted in writing, the student has the right to additionally submit their complaint orally. The student also has the right to have an individual of their choosing present during all stages of the complaint process, and this individual may submit the oral complaint on behalf of the student.

Procedure

These are the steps to resolve any issues:
1. Students must begin by addressing their concern with their instructor.
2. If the issue cannot be resolved with the instructor or if the issue is with their instructor the student can express their concern to their Program Lead, or in the case of their being no access to a Program Lead, the student can address their concern to the Academic Operations & Location Manager (AOLM) via email.
3. If the issue cannot be resolved with either a Program Lead or an AOLM, the student should escalate the issue to the Student Experience Manager (SEM) via email.
4. Upon receipt of the email, the SEM will confirm receipt and set up a meeting.
5. At the conclusion of the meeting, the SEM will send a summary of the meeting to the student via email. If there are outstanding or follow up items, they will be documented in the summary.
6. Upon follow up the SEM will confirm if the issue has been resolved. If it has not been resolved, the student may escalate their concern through the Trillium College Website. The only website submissions that will be accepted are ones that have previously completed steps 1-5.
7. https://www.trilliumcollege.ca/issue-resolution-form/ and indicate:
* the nature of the concern
* time and date of occurrence
* facts surrounding the concern
* the individual(s) involved

- why they feel the concern was not resolved with the SEM
- recommended solution

8. The Director will respond (in writing) to the student within five (5) working days of the date of the escalation and provide a summary of the findings and the complaint resolution decision including the reasons for arriving at the decision.

9. A copy of the written communication between the Director and the student will be placed in the College's Student Complaint Binder, where it will be kept for a minimum period of three (3) years.

10. Complaints made through any social media forum will not be acknowledged, as they do not follow the College's complaint process.

11. Students that are not satisfied with the resolution of their complaint and attending a program recognized as being protected under the *Ontario Career Colleges Act 2005* may choose to refer the matter to the Superintendent of Career Colleges through PARIS, a new automated system. This will assist the Ministry, Colleges and Universities in better serving students by being able to track the complaint easily. First, please go to this website:

https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml

A guide for creating a student user account is available at the following URL: http://www.tcu.gov.on.ca/pepg/audiences/pcc/paris-enrolment-guide-for-new-users.pdf

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Administrative Information

Approvals

Ministry of Colleges and Universities

Career colleges in Ontario are regulated under the *Ontario Career Colleges Act, 2005*, which is administered by the Superintendent of Career Colleges. Prior to offering vocational programs to the public, career colleges must be registered and have their programs approved under the Act. For a list of registered career colleges and approved programs, please go to the Service Ontario website www.serviceontario.ca/pcc. Trillium College is registered and approved by the Ministry of Colleges and Universities to award diplomas.

The PSW program meets the Ministry of Colleges and Universities Personal Support Worker Training Standard, 2022. This allows graduates to work in Long Term Care Homes.

The Medical Laboratory Assistant/Technician program is currently in registered for accreditation status with EQual

Admissions Information

Admissions Requirements

Enrolment in all programs require the following:

Ontario Secondary School Diploma (OSSD), equivalent, or mature student status

The minimum requirement for admission is a Grade 12 OSSD, at the advanced, general, university, or college level. Applicants must provide evidence of meeting this requirement prior to enrolling or at the time of enrolment. Applicants who do not possess a Grade 12 OSSD may apply as a mature student. All mature student applicants must provide proof of age and pass an entrance exam.

A passing score on the Wonderlic test as detailed in the program-specific requirements
Any additional requirements as detailed in program-specific documentation.

Admissions Requirements for International Students

International students must meet all the aforementioned admission requirements. International students must also have a valid passport, study visa or permanent resident status. In addition, prior to being accepted into their chosen program of study, international students are required to have their documents sent from their home educational institution directly to World Education Services, the third party that will assess their credentials. International students should use the Internet Link #1 below to determine what is required according to their home country. Students can go online and begin their application using the Internet Link #2 below.

World Education Services
    Link #1 www.wes.org/ca/
    Link #2 WES Online Application

English Language Proficiency Requirement

In order to be admitted into a Trillium College program of study, all students whose first language is not English will be asked to provide evidence of English language proficiency. Please see below some program-specific requirements.

Massage Therapy applicants

Applicants whose first language is not English must meet the fluency standards for entry-to-practice based on the Canadian Language Benchmarks (CLB) scale: Listening 8, Reading 8, Speaking 8, Writing 7.

Personal Support Worker applicants

All applicants must write the NACC (National Association of Career College) entrance literacy exam and achieve a minimum score of 18.

Application Procedures

Admissions inquiries may be made by visiting a Trillium College campus or by visiting the College's website at www.TrilliumCollege.ca.

Applications for admission may be completed by contacting Trillium College to arrange an appointment with a Career Coach.

A career-planning session will be scheduled with the admissions team to review the College's programs.

Contract (Enrolment Agreement)

When students enrol in a program, they will sign and receive a written contract. Trillium College's written contract contains all of the following required terms and conditions:

- The Approved program name
- The start date and expected end date
- The admissions requirements
- Whether the program includes placement
- A place for the student to acknowledge that he/she has received a copy of the contract
- The College's fee refund policy
- The College's student complaint procedure
- A consent section for the collection and use of the student's private information and his/her address, telephone number and, if applicable, email address
- The language of instruction
- Total number of study weeks
- The fees in Canadian dollars and a schedule indicating the timing and amount of each payment
- A Statement of Student's Rights and Responsibilities issued by the Superintendent of Career Colleges for contracts executed after Jan. 1, 2007
- The College's policy relating to the expulsion of students
- Statements, in bold, that the contract is subject to the Ontario Career Colleges Act, 205 and the regulations made under the Act, and that the career college does not guarantee

employment for any student who successfully completes a vocational program offered by the College