

MAX *the* **MUTT**™



COLLEGE OF ANIMATION, ART & DESIGN

**INTERIM STUDENT POLICY MANUAL
FALL 2013 TERM**

August 2013

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ACKNOWLEDGEMENT

Receipt of Documents (all contained in Enrolment Contract)

I, _____ acknowledge that I have received a copy of the

Interim Student Policy Manual which contains the following:

- Schedule D:** Student Complaint Resolution Policy & Procedure
- Schedule E:** Discipline and Expulsion Policy
- Schedule H:** Attendance Policy
- Schedule I:** Privacy and Video Surveillance Policy
- Schedule J:** Code of Conduct
- Schedule K:** Anti-Bullying/Anti-Harassment/Anti-Discrimination Policy
- Schedule L:** Non-Disparagement Policy

By signing below, I certify that I have read, understood and agreed to the terms of each of the documents listed above, all of which are contained in the Enrolment Contract.

Name:

Date

SCHEDULE D – STUDENT COMPLAINT RESOLUTION POLICY & PROCEDURE

For Complaints to be addressed by the MTM's Registrar and Resolution Committee, hereinafter defined, in compliance with the Act and Section 36 of O. Reg. 415/06, the following procedure is to be used:

General Guidelines:

1. Statements of complaint must be made in writing.
2. All complaints are confidential.
3. The procedure outlined below must be followed.
4. A staff presented with a verbal complaint will ask the Student to follow the procedure and remind the Student of the written complain requirement.
5. The Registrar shall be made available by MTM to the students to deal with student complaints in a timely manner. The Registrar may be contacted using the following information:

Registrar
Max the Mutt College of Animation, Art and Design/Inc.
952 Queen Street West, Suite 300
Toronto, ON M6J 1G8
Telephone Number: (416) 703-6877 Fax Number: (416) 703-3930
Email: Registrar@maxthemutt.com

6. Complaints will be reviewed by a Resolution Committee, as established by MTM (the "Resolution Committee"), but only after the Student has complained to the Registrar.
7. The Resolution Committee will also ask for a copy of any written response(s) from those already contacted by the Student in accordance with the procedure.
8. Arrangements for meetings and written responses from the person being complained about will be made in a timely and professional fashion. No complaint will go unanswered.
9. Records of complaints will be maintained at the location where they originated for a period of at least three years.

Student Complaint Resolution Procedure

STEP 1: The Student will request a meeting with the instructor responsible for the course to discuss the complaint verbally.

If not resolved at this level, the Student will proceed to Step 2.

STEP 2: The student will submit a completed written complaint to the Registrar. The Registrar will arrange a meeting with the Student and Program Education Coordinator within 7 days of receipt of the written complaint.

The Student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. Minutes of the meeting will be recorded.

The Registrar will provide a written response to the Student, outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting. This response will include a decision statement, together with the reasons for which the decision is based and minutes of meetings held.

If not resolved at this level, the Student will proceed to Step 3.

STEP 3: The Student will submit a completed written complaint to the Resolution Committee. The Resolution Committee will arrange a meeting with the Student within 14 days of receipt of the written complaint (a copy of the written complaint which was submitted to the Registrar), the Registrar's response with recommended solutions, and the Student's objections or comments regarding these solutions.

The Student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. The minutes of the meeting will be recorded.

The Resolution Committee will provide a written response to the Student, outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

STEP 4: If not resolved in Step 3, the Student will proceed to contact the Superintendent using the following contact information:

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

Max the Mutt College of Animation, Art and Design Representatives:

Note: All listed individuals are subject to change with notice given to the Student.

Registrar / Administrator: Noelle Belgrave

Resolution Committee

- Program Education Coordinator
 - Animation Program: Tina Seemann
 - Concept Art Program: Roksolana Tchotchieva
 - Sequential Arts Program: Kent Burles

- Registrar / Administrator: Noelle Belgrave
- A Director: Maxine Schacker or Tina Seemann
- Student Representative: To be determined at time of hearing by mutual agreement between the Student and the Resolution Committee.

SCHEDULE E – DISCIPLINE AND EXPULSION POLICY

1. MTM reserves the right to enforce a student discipline policy that is not inconsistent with the laws, Regulations, and policy directives enforced by the Ministry of Training Colleges and Universities (the "**Ministry**").
2. MTM will attempt to enforce and uphold a discretionary *graduated* discipline policy, meaning that some forms of student misconduct will not warrant an immediate expulsion. Forms of academic discipline, other than immediate expulsion, include but are not limited to:
 - (a) Reduction in grade or "zero" (where appropriate);
 - (b) Verbal warning;
 - (c) Written warning (a "Pink Slip");
 - (d) Academic Probation; and
 - (e) Suspension.
3. Objectionable conduct includes, but is not limited to: dishonesty, academic fraud, non-payment of fees, academic failure, non-attendance, discriminatory or repeatedly disruptive conduct, abuse of drugs or alcohol, endangerment of staff, students or employees, or failure to abide by the school's rules, regulations, or code of conduct. More specifically:
 - (a) *Dishonesty*: shall be interpreted broadly and shall (without limitation) apply to any deception or dishonest conduct by the student which compromises the integrity of the program or MTM (including dishonesty in the application process itself).
 - (b) *Non-Payment of Fees*: a student may be suspended from classes after failing to pay any tuition installment within two school days of the payment due date. A student may be expelled from MTM after failing to pay any tuition installment within 14 days of the payment due date, but expulsion shall not be the sole and exclusive remedy for non-payment of fees (MTM may, at its discretion, exercise any remedy to protect itself that does not offend the Act).
 - (c) *Academic Failure*: students who do not meet the academic requirements of a program may be required to repeat the failed portion of the program or expelled.
 - (d) *Attendance*: students who do not meet the attendance requirements for each specific course may be subject to discipline as is reasonable in each circumstance.
 - (e) *Discrimination*: MTM will have a "zero tolerance" policy with respect to harassment and/or discrimination. Students accused of such conduct may be suspended immediately while an investigation is undertaken by MTM, and until a final determination is made regarding what (if any) further discipline is warranted.
 - (f) *Abuse of drugs or alcohol*: shall be reviewed on a case by case basis, but under no circumstances will MTM permit the use of drugs or alcohol on the premises. Nor will MTM allow the use of drugs and alcohol to compromise the integrity of MTM's programs or disrupt other students.
 - (g) *Academic Fraud*: includes, but is not limited to:
 - (i) Cheating on a test or assignment that is graded;
 - (ii) Plagiarism;
 - (iii) Violation of MTM's or instructors' copyright;
 - (iv) Unauthorized collaboration of graded work; and
 - (v) Alteration of academic records of any sort.

4. Students who are suspended or expelled will receive notification in writing, either hand delivered or by registered mail. Specific reasons will be provided for the suspension or expulsion.
5. Students wishing to appeal the suspension or expulsion must file an appeal within three days of notification of such disciplinary action by MTM. If a student is unsuccessful in appealing the suspension or expulsion, they may be able to appeal to the Ministry pursuant to the provisions of the *Act* so long as the discipline relates to an approved program.
6. Fee refunds will be governed by the provisions of the *Act*, O. Reg. 415/06 and any other laws and/or regulations as administered by the Ministry. However, where MTM has no legal requirement/obligation to refund tuition or any portion of a student's tuition to any student who has been suspended or expelled, the school shall have no obligation to refund tuition or any part of that student's tuition.
7. A suspension or expulsion will be recorded on a student's academic record and transcript, and all forms of discipline may be placed and retained in the student's file.

SCHEDULE H – ATTENDANCE AND GRADING POLICY

ATTENDANCE

1. Because the learning environment at MTM is practical, interactive, participative, and professional, students are expected to show up on time and be prepared for each and every class.
2. If there are any extenuating circumstances concerning a student's absence, the Program Coordinator should be notified as soon as possible. It is the student's own responsibility to stay current with the course material and course curriculum, and to "catch up" on any missed class content regardless of the reason for absence.
3. Any unexcused absences during theory components of the program may be made up by attending a future class to complete the missed hours. This may cause the anticipated end date of the program to be delayed, and such make-up classes shall also be subject to MTCU approval such that, barring any legal requirement for MTM to accommodate Students, the Student may not be allowed to complete the program.
4. Any unexcused absences during practicum components of the program may be made up by attending the placement on additional practicum days. It is the responsibility of the student to ensure that missed placement time will be made up by joining another supervised class when accommodation is available. Remediation of missed placement hours may cause the anticipated end date of the program to be delayed and shall also be subject to MTCU approval such that, barring any legal requirement for MTM to accommodate Students, the Student may not be allowed to complete the program.
5. Regular attendance is taken for each class and absenteeism as well as lateness will be recorded on the attendance sheet and forwarded to the administration office. Any absenteeism for more than three consecutive days must accompany a valid reason with documentation.
6. Failure to attend classes will affect a student's grades and could affect the Student's ability to progress in his or her Program. The following guidelines apply:
 - (A) A student who misses 25% or more of a course cannot receive a grade higher than "Low Pass";
 - (B) A student who misses 33% or more of a course will receive a grade of "Repeat";
 - (C) A student who is late for 33% of their classes in a course cannot receive a grade higher than "Low Pass".
 - (D) A student who is late for 50% of their classes in a course will not receive a grade higher than "Repeat".
7. The above standards apply to students regardless of the reasons for the student's absence or lateness. MTM may make exceptions to this policy in extreme circumstances.
8. All theory portions of the vocational programs must be completed prior to being eligible to proceed to the practicum components, unless otherwise provided for. This may cause the anticipated end of the program to be delayed.
9. Students must complete theory and practicum requirements prior to being eligible to write their final exams. Passbooks demonstrating the student's completed hours must be submitted.
10. MTM will be consistent and reasonable in deciding what constitutes a valid reason for an absence, and the director will have the sole and absolute decision-making discretion in this process (the "Director"). The Director will seek to balance the validity of the student's excuse with the importance of the course material missed.
11. Students who are absent for more than three consecutive days without a valid excuse and the supporting documentation are required to meet with their Program Coordinator prior to being allowed to attend further classes. MTM remedies will be governed by the requirements of the Ministry, any other regulatory requirements to which MTM is bound, MTM's Suspension and Expulsion Policy, and best practices in the circumstances.

GRADING

Academic Progress & Grading

12. MTM monitors the academic progress and performance of its students, and maintains academic records of all students in approved programs.
13. Students must demonstrate and maintain satisfactory academic progress towards the completion of the program. A minimum grade of “Pass” in all courses is required to automatically advance to the next year. Students who receive less than a “Pass” grade in any course will be required to meet with the Program Coordinator to discuss their progress and determine whether they will be able to advance. Students may be required to submit a course exemption or repeat a course before being allowed to advance. (See also: Academic Probation)

Withdrawal Without Penalty

14. Students wishing to withdraw from a course without academic penalty must withdraw by notifying the office before the end of the Work Week of each semester. Students who withdraw after Work Week will receive a final grade on their transcript as if they were still enrolled in the course. Students may petition for a late-withdrawal only under exceptional circumstances.
15. Students who withdraw by the Withdrawal Without Penalty deadline will have “Withdrew” in lieu of a grade on their transcript.

Grade Classifications

16. The following table provides a brief explanation of MTM’s grading classifications:

Max the Mutt College of Animation, Art and Design System	Explanation	Percentage Equivalent	Letter Grade Equivalent	GPA (4-point scale) Equivalent
Pass with Honours	Student has demonstrated exceptional understanding of both course and professionalism requirements.	90-100%	A+	4.0 - 4.3
High Pass	Student has demonstrated above-average understanding of both course and professionalism requirements.	80-89%	A-/A	3.7 – 4.0
Pass	Student has demonstrated a satisfactory understanding of course and professionalism requirements.	70-79%	B-/B/B+	2.7 - 3.3
Low Pass	Student has demonstrated a marginal understanding of course concepts and professionalism requirements.	60-69%	C-/C/C+	1.7 - 2.3
Repeat	Student failed to demonstrate sufficient understanding of course concepts and/or professionalism.	0-59%	F	0

17. Other possible classifications which may appear are:
18. Withdrew – The Student has withdrawn from the course. No grade assigned. (See “Withdrawal Without Penalty”)
19. Incomplete – Final grade pending submission of work (typically in the case of an assigned extension).

20. Exempt – The Student has demonstrated sufficient competence in the subject matter of the course to be exempted from the course.

Low Pass Warnings - Yellow Slips

21. By the sixth week of each term, all students who appear to be at risk of receiving a “Low Pass” or lower in a given course will be given a “Yellow Slip” notice by the course instructor. The Yellow Slip will detail the instructor’s concerns regarding the student’s course work, professionalism, and/or attendance and punctuality. This practice is intended to give the student an opportunity to correct their performance and improve their final grade.

Advanced Standing, Course Extensions and Course Exemptions

22. Students can apply for advanced standing based on their previous postsecondary studies or an assessment of their portfolio by submitting a request to the Program Coordinator. Advanced standing is considered approved only when it is approved in writing by the Program Coordinator.
23. Students who require additional time to complete their assignment may apply for a course extension with the approval of the course instructor. A completed Course Extension Form (available from the office) along with the \$50.00 (per course) fee must be submitted to the office prior to the end of the academic semester. Typically, a student with an approved course extension will be given an additional three weeks from the end of the semester to complete their outstanding assignments without penalty.
24. Students can apply for a course exemption with approval of the Program Coordinator. A completed Course Exemption Form (available from the office) along with the \$75 (per-course) fee applies for each course exemption requested. Students will be given detailed instructions regarding the portfolio of work they must submit in order to demonstrate their competency in the course. A course exemption is considered approved only when it is approved in writing by the Program Coordinator. A grade of “Exempt” will be assigned for courses the Student has been exempted from.

Instruction in English—English Competency

25. Students in all courses of all programs are expected to demonstrate an acceptable level of English speaking, reading, and writing skills, as a prerequisite to participate in MTM's courses. At the discretion of the instructor a percentage of any assignment may be deducted for spelling, grammar, and other language weakness.

Make-up Tests, Late Assignments

26. Make-up tests, in lieu of tests missed due to illness or other permissible circumstances are offered at the discretion of the instructor. Faculty members will inform their classes of their policy in writing regarding missed tests at the beginning of each course. Any student who is unable to write a test at the scheduled time must inform his or her instructor before the scheduled test time and follow up in person as quickly as possible.
27. Students are expected to complete assigned work in the time allotted. Late assignments with no legitimate excuse may achieve a maximum grade of 70%. Students will lose one grade-level for each day an assignment is late. Students who require an extension on an assignment must meet with the course instructor and arrange for an extension prior to the due date.
28. MTM will be consistent and reasonable in its approach to deciding what constitutes a valid reason for missing a test or assignment due date, the instructor will have absolute discretion in this process.

Plagiarism (See Also "Suspension and Expulsion Policy")

29. Plagiarism is the act of submitting, as your own, material or work, which is in whole or in substantial, part of someone else's work, such as:
30. Copying previously published work;
31. Copying another student's work;

32. Looking at materials or work from faculty mailboxes, printers, faculty desks or other sources, and adopting those works as your own;
33. Using the paid or unpaid services or other people to complete one's assignments.
34. Students are expected to acknowledge the sources of ideas and expressions they use in essays, reports, assignments, etc.. Failure to do so constitutes plagiarism and is subject to academic penalty. Students who knowingly loan work to be copied, in whole or in part, by another student, for which a grade is assigned, are equally at fault in cases where plagiarism has occurred, and may also be open to academic sanction.

Cheating (See Also "Discipline and Expulsion Policy")

35. Cheating is defined as any deliberate attempt to obtain credit through the use of deceit or dishonest methods. Examples of such behaviour include but are not limited to:
 36. Passing exam papers/solutions to another student;
 37. Repeatedly looking at other students' papers or assignments;
 38. Discussing or whispering of answers during a test;
 39. Submitting research reports in which no research took place

Cheating offences are subject to academic penalty.

Academic Penalty (See Also "Discipline and Expulsion Policy")

40. Academic penalty often begins with the awarding of a zero on the assignment/project/test for the first offence and a notification in writing, of the offence. This notification is copied to the director, and is kept on file in MTM's offices. A subsequent offence may result in removal from the course and possibly complete withdrawal/expulsion from the program.

Academic Probation

41. Academic probation at MTM serves as a warning to a student that failure to improve his or her overall academic performance may result in being asked to leave the school. Academic probation may come with specific performance requirements for the student (i.e. improving his or her punctuality, conduct, assignment quality, etc). A student may be placed on academic probation at the discretion of the Program Coordinator. At the end of a semester, the Program Coordinator will review the student's performance of the assigned requirements. Failure to meet the requirements may result in the student being asked to leave MTM.

Grading Disagreements and Appeals

42. Where a student disagrees with a grade received or any decision resulting from application of the rules, policies, and regulations, the following informal procedure should be followed prior to making any formal appeal:
 1. The student will discuss the matter with the course instructor in an attempt to resolve the problem;
 2. If unresolved, the student will start a formal appeal in writing to MTM office using the prescribed Student Complaint Resolution Procedure.
43. Both individual and/or group complaints should be handled as outlined above. Most complaints are resolved informally with the instructor responsible for grading that student.. The faculty should be transparent and fair in dealing with the student concerns.

Withdrawal

44. A student is considered to have withdrawn from his/her program of study if the student:
1. Has advised MTM that he/she has withdrawn from the program by completing MTM's withdrawal form; or
 2. Has not attended any class at MTM for four consecutive weeks for any reason, including absences for reason of sickness, accident, leave of absence, etc.

Re-Entering a Program

45. When re-entering a program all students:
1. Are subject to the current admission requirements for the program in question;
 2. Are subject to the order of priority of admissions applicable to the program;
 3. Are subject to program requirements in effect at the time of their return to MTM. Students who have interrupted their studies will not be eligible to graduate from a program that is no longer offered by MTM unless alternate arrangements have been approved by the director in writing.

Expulsion (See also "Suspension and Expulsion Policy")

46. Without limitation, a student may be withdrawn/expelled from a program after review by a director for one of the following reasons:
1. Failing or not completing all core courses (determined by program) in which the student is registered);
 2. Failing any core course for a third (or more) time(s); or
 3. Showing a consistent pattern of failing to meet the program's standards or failure to meet expectations under the Enrolment Contract. MTM will seek to apply its graduates discipline policy consistently, and in accordance with its "Suspension and Expulsion Policy", but also pursuant to the provisions of the *Act*.

Advanced Academic Standing

47. Students can apply and be granted advanced academic standing and exemptions based on their previous postsecondary studies or an assessment of his or her prior learning. The following documents are required when requesting advanced academic standing/exemption:
48. A written request by a student indicating clearly what courses they are requesting advanced standing for and the reason for the request;
49. Official transcripts, and/or assessments, certificates based on which the advanced standing is requested.
50. An advanced academic standing/exemption is considered approved only when it is approved in writing by the Director.

Academic Progress & Grading

51. Students must demonstrate and maintain satisfactory academic progress towards the achievement of accreditation. A minimum cumulative grade, as published and made known to the students on a regular basis, is required in each individual module to maintain satisfactory Academic Standing.
52. MTM monitors the academic progress and performance of its students, and maintains academic records of all students in an approved program.

SCHEDULE I – PRIVACY AND VIDEO SURVEILLANCE POLICY

1. MTM has created this privacy policy in order to demonstrate MTM's commitment to privacy and the protection of your personal information and information pursuant to current privacy legislation. Please read this policy to understand how your personal information will be treated.
2. MTM collects information in several ways. Some personal information is gathered if you register with MTM. During registration, we will ask for personal information such as your name, email address, gender, residential address, permanent address, cell phone number, occupation, industry and personal interests.
3. MTM may ask you for personal information outside of the context of registration, including, but not limited to:
 - (A) When you download a file (such as a PDF file) from MTM;
 - (B) When you ask us to contact you;
 - (C) When you join our mailing list, or
 - (D) When you report a problem relating to the services we provided or the courses offered. If you contact us, we may keep a record of that correspondence.
4. When prospective students ("**Candidates**"), provide us with information such as their name, mailing address, telephone number, and e-mail address, we use this contact information to send these candidates additional information about MTM. A Candidate's contact information may also be used by us to contact him or her directly. Candidates may choose not to receive future mailings or other communications from MTM at any time by notifying the Chief Privacy Officer at the address below.
5. MTM will not sell or rent your personal information to third parties without obtaining your informed consent. Generally, MTM does not sell or rent personal information in any event.
6. MTM's website provides much information spanning many topics. While MTM attempts to provide accurate information to its site users, it provides no guarantees regarding the accuracy or reliability of this content. MTM's website and/or any content on the internet relating to MTM, does not constitute a contract or promise from MTM to its site users, be they prospective students, students, or otherwise.
7. MTM's website has security measures and safeguards in place to protect against the loss, misuse, and alteration of the information that is under MTM'S control at any given time. However, since no data transmission over the Internet is completely secure, MTM cannot ensure or warrant the security of any information you transmit to MTM or in relation to MTM'S online products or services, and you do so at your own risk. Once MTM receives your transmission, MTM makes every attempt to ensure that it is kept secure with MTM. You must still be solely responsible for maintaining the secrecy of your passwords and/or any account information.
8. MTM may use "cookies" or similar tracking systems to store and sometimes track information about you. A cookie is a small amount of data that is sent to your browser from our web server and stored on your computer's hard drive. MTM may do this in order to further automate MTM's website or online forms, or to help MTM understand who may be interested in MTM's programs. By modifying your own browser preferences, you have the choice to accept all cookies, to be notified when a cookie is set, or to reject all cookies.
9. Subject to any legislated exemptions which would permit MTM to disclose your personal information as is necessary, MTM will not disclose any of your personal information except when MTM has your informed consent. "Personal Information" is defined broadly by governing legislation as any information about an identifiable individual except the name, title, and business address or office telephone number of an employee of an organization.
10. Pursuant to allowable exemptions under current legislation, MTM may disclose personal information when MTM has reason to believe that disclosing this information is necessary to identify, contact, or bring legal action against someone who may be violating MTM's policy, violating any law of the province of Ontario or Canada, or may be causing injury to or interference with (either intentionally or unintentionally) MTM's rights or property, other students or faculty members, or anyone else who could

be harmed by such activities. MTM may also disclose your personal information to a collection agency for the purposes of the lawful collection of a debt owed to us by you.

11. MTM's policy with respect to the use, collection, retention, and disclosure of all student records is governed by applicable privacy legislation as well as the relevant provisions of the *Act*, O. Reg. 415/06, and any policy directives by the Superintendent.
12. MTM makes every attempt to periodically update MTM's Privacy and Video Surveillance Policy such that it is in compliance with governing privacy legislation, legislation administered by the Ministry and is in general conformity with best practices.
13. MTM also abides by the Privacy Commissioner's guidelines released on March 6, 2008, regarding Video Surveillance Policy. To summarize, to the extent that it uses or will seek to use video surveillance, MTM will:
 1. Ensure there is a justifiable business purpose for the surveillance;
 2. Seek to avoid capturing the images of people not being targeted for some specific, legitimate purpose;
 3. To the extent possible, seek to not use cameras in areas where people have a heightened expectation of privacy;
 4. To the extent possible, seek to notify students and other individuals about the use of cameras before those individuals enter the premises;
 5. Subject to some legal justification to withhold and unless the data is destroyed, provide access to individuals whose images are captured on videotape;
 6. Ensure that video surveillance equipment and videotapes are secured and used for authorized purposes only;
 7. Ensure that to the extent that recorded images are stored, that they are stored in a secure location with limited access.
14. Should you have a question or concern about MTM 's Privacy and Video Surveillance Policy or MTM's practices in this regard, please contact the counsellor specifically assigned to you. Or contact our Chief Privacy Officer, at:

Noelle Belgrave, Chief Privacy Officer
Max the Mutt College of Animation, Art and Design
952 Queen Street West, Suite 300
Toronto, Ontario M6J 1G8

Email: nbelgrave@maxthemutt.com
Tel: 416-703-6877
Fax: 416-703-3930

SCHEDULE J – CODE OF CONDUCT

MTM's mission is to prepare students for employment in the working world. MTM's Code of Conduct is designed to mirror the expectations of industry employers. Over the years, we have found that significant factor in the success of MTM graduates in the working world is their reputation for consistent professional conduct. To help ensure a happy and welcoming community, a productive learning environment, and the building of skills essential to employment, please abide by the following:

Professional Behaviour

1. Behave on campus as you would in a professional working environment.
2. Show up on time and prepared for all your classes (see also: Attendance and Grading policy). Showing up 10-15 minutes before the beginning of your class is recommended.
3. If you are going to be absent from a class for whatever reason, please ensure you notify the instructor (by e-mail) prior to the start of that class.
4. Complete your assignments by the due dates assigned (see also: Attendance and Grading policy).
5. Be courteous and respectful when interacting with your instructors, peers, MTM administration, and visitors to the campus.
6. Do not use profanity while on campus.
7. Do not talk in the classroom while the instructor is teaching or other students are working. Focus on your work, and save discussions for break-time.
8. When finishing a class, ensure that everything is neat and tidy. Turn off any computer monitors and projectors.

Mutual Respect and Inclusion

9. As MTM is a small, close-knit environment, it is essential that everyone treat all other members of the MTM community with respect and courtesy at all times.
10. This means obvious things like being polite to instructors, staff and other students at all times.
11. It also means being mindful of others around you and ensuring that they do not feel excluded. Avoid behaviour which risks excluding your classmates, such as forming cliques, disparaging other students behind their backs, spreading rumors, and having conversations in which other students cannot participate.

Dress Code

12. Students are expected to dress appropriately for the studio environment.
13. Clothing should cover both the midriff and shoulders (no tank-tops, muscle shirts, tube tops, etc.); shorts and skirts should not rise far above the knee; shoes must be worn at all times; wearing pajamas and active wear is not permitted; caps should be removed while in the classroom.

Tuition Payments

14. Your Enrollment Contract lays out the amounts and due dates of your tuition payments. An e-mail reminder will be sent out before each tuition due date.
15. After your initial enrollment tuition payment, all tuition payments must be made in one of the following ways:
 - a. **Post-dated cheques** for each payment, provided at the beginning of the school year;
 - b. A **pre-authorized debit** from a Canadian bank account;
 - c. A **pre-authorized credit card** payment;
 - d. A **wire-transfer** for the full term's tuition due at the beginning of the term.
16. If you require an extension to the payment due date, please contact the Bursar's office prior to the tuition due date. Extensions will be granted by the sole discretion of MTM.
17. Failure to pay your tuition by the due date (without receiving an extension) may result in you being barred from attending classes until payment is received. This could affect your grades.
18. In the event that you withdraw, your tuition will be refunded as per the Tuition Fee Refund Policy and the *Private Career Colleges Act* (See also: Attendance and Grading Policy)

Food and Drinks

19. No food is permitted inside MTM classrooms. No drinks aside from bottled water are allowed.
20. The Student Lounge has a fridge, microwave, and vending machines for your use. Please clean the microwave after use, and ensure you take everything home from the fridge at the end of the day. MTM is not responsible for items left in the fridge.
21. Please be aware that some of students may have severe allergies to some foodstuffs. MTM may from time to time requests that students not bring in food containing ingredients which could trigger a potential allergic reaction in other staff or students.

Health, Safety, and Security

22. The health and safety of everyone on campus is of paramount importance to MTM.
23. All visitors are required to sign in at the office. If you have a friend or family member visiting MTM, please ensure that he or she signs in.
24. Do not prop open doors and do not open doors for people you do not recognize. Do not share the student access code with anyone. Refer anyone asking for access to the campus to the office.
25. Please clean up spills as soon as they happen. If you require assistance to do so, please ask.
26. If you notice something unsafe or suspicious activity, please report it immediately to the office.
27. If you have an allergy or other health concern, please let the office know so that we can make accommodations or emergency plans as necessary.

Computer and Internet Usage

28. When using school computers or your own device to access the internet on campus, please follow these guidelines:
 - a. Do not use the school's network for illicit activities such as file-sharing and piracy.
 - b. Do not display, watch videos, or visit sites with pornography, extreme gore/violence or other objectionable content while on campus.
 - c. Avoid high-bandwidth sites, including video-streaming sites such as YouTube. The wireless bandwidth is limited and students working on school assignments should have top priority.
 - d. Access to the internet is provided as a courtesy to MTM students. MTM makes no guarantee regarding the quality or availability of access.
 - e. Do not attempt to access restricted servers or networks, other students' work, or system files.
 - f. Do not install any software on school computers without permission of the IT Department.
 - g. Be mindful of e-mail attachments which may contain viruses or malware.
29. Network activity at MTM is monitored and violations of this policy may result in loss of network privileges and other disciplinary measures.
30. Please report any violations of this policy to the office.

Smoking, Drugs, and Alcohol

31. There is to be no smoking, consumption of alcohol, or use of illicit drugs on MTM property.
32. Students who are found to be under the influence of illicit drugs or alcohol will be subject to disciplinary action.

Violations of Policy (see also: Discipline and Expulsion Policy)

33. Violations of this policy will be subject to discipline as per MTM's Discipline and Expulsion policy. MTM has full discretion to determine the appropriate disciplinary action for any violation.

Name:

Date

SCHEDULE K – ANTI-BULLYING, ANTI-DISCRIMINATION, AND ANTI-HARASSMENT POLICY

SCOPE

1. **Who is Bound:** MTM has adopted this Anti-Bullying, Anti-Discrimination, and Anti-Harassment Policy (the “**Policy**”) to ensure ethical and respectful employment practices and treatment for all students of MTM, as well as employees. The Policy shall be visibly posted around the campus.
2. **Objective:** the objective of the Policy is to create a climate of understanding and mutual respect where each person feels a part of MTM community.
3. **Zero Tolerance:** MTM will have a zero tolerance policy for harassment or bullying. MTM will not tolerate, ignore, or condone any form of discrimination or harassment and is committed to promoting appropriate standards of conduct at all times.
4. **May Result in Dismissal or Expulsion:** all employees in MTM family are responsible for respecting the dignity and rights of their co-workers and the students whom they educate. Students are in turn are responsible for respecting the dignity and rights of their fellow students. Bullying and harassment are serious forms of employee and student misconduct which may result in disciplinary action up to and including discharge of an employee, and which may result in suspension or expulsion of a student.
5. **Harassment Free Workplace:** MTM will take any and all reasonable steps available to ensure a harassment-free environment, including barring the harasser from its facilities, where appropriate, or discontinuing business with harassers, as the case may be.

APPLICATION

6. **Online Bullying, Harassment, and Social Media:** harassment and bullying will not be tolerated *on or off campus* to the extent that such conduct compromises a respectful and harassment free environment at MTM. For example, online (social media, e-mail, or otherwise) harassment or bullying by a student or an Employee in MTM family will not be tolerated and will be treated as if it occurred on campus.
7. **Enumerated Grounds:** *without limitation*, the following prohibited grounds of discrimination and any combination of these grounds will specifically not be tolerated, apart and aside from any harassment or bullying issue:
 - (a) Race;
 - (b) Citizenship;
 - (c) Sexual Orientation;
 - (d) Ancestry;
 - (e) Creed;
 - (f) Age;
 - (g) Place of Origin;
 - (h) Sex (including pregnancy);
 - (i) Marital Status;
 - (j) Colour;
 - (k) Gender Identity or Gender Expression;
 - (l) Family Status;
 - (m) Ethnic Origin;

- (n) Disability;
 - (o) Record of offences;
 - (p) Association or relationship with a person identified by one of the above grounds;
 - (q) Perception that one of the above grounds applies;
 - (r) The raising of a concern related to harassment or discrimination based on one of the grounds mentioned in this policy.
8. **Right to Contract Equally:** every person having legal capacity has a right to contract on equal terms without discrimination based on those items enumerated in paragraph 7 above.
 9. **Equal Treatment in Employment:** every person has a right to equal treatment with respect to employment without discrimination or harassment based on those items enumerated in paragraph 7 above.
 10. **“Bullying” Standards may be Adopted:** MTM is mindful that at the time some provincial governments have introduced new draft legislation in relation to anti-bullying. While such legislation will not apply to the post-secondary education stream, MTM applauds the draft legislation and may, on a case by case basis, be governed by some of its principles to determine whether instances of “bullying” (which may fall short of or be different from “harassment”) have occurred.
 11. **Obligation to Report:** staff and Students *must* report any alleged form of discrimination, harassment, or bullying to Noelle Belgrave, Registrar, as soon as they become aware of an issue.
 12. **Discrimination:** discrimination, as used in this Policy, is any practice or behaviour, whether intentional or not, which has a negative impact on an individual or group because of personal characteristics or circumstances unrelated to the person’s abilities or the employment or service issue in question (e.g., disability, sex, race, sexual orientation). Discrimination may arise as a result of direct differential treatment or it may result from the unequal effect of treating individuals and groups in the same way. Either way, if the effect of the behaviour on the individual is to withhold or limit full, equal and meaningful access to goods, services, facilities, employment, housing accommodation or contracts available to other members of society, it is discrimination.
 13. **Duty to Accommodate:** this refers to the legal obligation of an organization to take steps to eliminate disadvantage caused by systemic, attitudinal, or physical barriers that unfairly exclude individuals or groups protected under the *Ontario Human Rights Code* (the “**Code**”). It also includes an obligation to meet the special needs of individuals and groups protected by the *Code* unless meeting such needs would create undue hardship.
 14. **Definitions:**
 - (a) **Bullying:** means the severe or repeated use by one or more pupils of a written, verbal, electronic or other form of expression, a physical act or gesture or any combination of them if it is directed at another person if it has the effect of or is reasonably intended to have the effect of,
 - (i) Causing physical or emotional harm to another person or damage to the another person’s property,
 - (ii) Placing another person in reasonable fear of harm to himself or herself or damage to his or her property,
 - (iii) Creating a hostile environment at MTM for another person,
 - (iv) Infringing on the legal rights of another person at MTM, or
 - (v) Materially and substantially disrupting the education process or the orderly operation of MTM ;
 - (b) **Employee:** *For the purpose of this policy*, the term employee includes: full-time, part-time, temporary, probationary and casual employees, co-op students, volunteers, job applicants, staff, contractors, and consultants working for MTM;

- (c) **Equal Treatment:** Equal treatment is treatment that brings about an equality of results and that may, in some instances, require different treatment. For example, to give all employees equal treatment in entering a building, it may be necessary to provide a ramp or an elevator for an employee who requires the use of a wheelchair;
 - (d) **Harassment:** Means improper comment or conduct based on one or more of the prohibited grounds listed in the *Code*, that a person knows or ought to know would be unwelcome, offensive, embarrassing or hurtful;
 - (e) **Student:** means student or prospective student of MTM;
15. **Discipline:** MTM will investigate any and all allegations for harassment promptly, in accordance with the law, and free from reprisal.
16. **Where to Report:** see the Registrar immediately if there are any questions or concerns about the Policy.

SCHEDULE L – NON-DISPARAGEMENT POLICY

1. **Consideration:** In consideration for delivery of the programs and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged by the all current students of MTM (the "**Students**").
2. **"Disparagement"** for the purposes of the Agreement, shall generally refer to negative remarks about MTM which are made maliciously *or* recklessly about MTM, 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.
3. **Who is bound:** subject only to Canadian law held to be applicable in any province (including but without limitation the enabling legislation governing private career colleges and the *Canadian Charter of Rights and Freedoms* if/where held to applicable), the Student shall be bound by, and shall familiarize themselves with this non-disparagement policy, which shall be Adhering to the policy is a condition of enrolment.
4. **Purpose of Policy:** MTM has a reputation for excellence. MTM **is a private institution, and is** committed to maintaining high standards in teaching and in ensuring that the value of MTM's credentials remain strong and are relatively uncompromised by the Students who seek to disparage MTM, its programs, its instructors, or its graduates.
5. **Social Media:** with the popularity of social media (Facebook, YouTube, Twitter, etc.) the Students, and the alumni of MTM, can communicate in a way that they have never done so before. MTM 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. MTM is confident that this will contribute to MTM's long-standing reputation in the marketplace.
6. **Reputation is a two-way street:** the Students derive significant benefit from being an alumnus of MTM. At the same time, MTM 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. MTM and the Students have a common interest in preserving and protecting the integrity and image of MTM.
7. **Specific Undertakings of Student:** with the above in mind, the Students shall undertake to do the following:
 - (a) Refrain from making any public statement or statements, through social media or otherwise, about MTM, which would be considered inaccurate, unduly critical or derogatory, or libellous, or which may tend to unfairly injure the reputation of MTM;
 - (b) 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 MTM;
Report to MTM 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 MTM, 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;
 - (c) Report to MTM 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 MTM. Such reporting shall include the author or authors of such publication, and all other specifics known to the reporting Student.
 - (d) Refrain from disparagement of MTM in any other form that would reasonably be considered to bring MTM, and without limitation, its faculty, staff, or alumni, into disrepute;
 - (e) Familiarize themselves with any other policies which bind them as Students, including but without limitation, MTM's Anti-harassment and Anti-bullying policy.
8. **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.

Name:

Date