



***Academic
Regulations
and Procedures
2017***

Approved March 27, 2017

Approval Statement

The following Academic Regulations and procedures have been unanimously recommended by the members of Yukon College Academic Council and are hereby deemed in effect the 27th day of March, 2017



Dr. Karen Barnes, President, Yukon College

Signed March 27, 2017

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1.0 Terms of Reference

Yukon College has established an Academic Council that is responsible for maintaining academic standards. The Academic Council performs its duties in a manner consistent with the highest ethical standards and within the limits of the law common to all persons.

Pursuant to the *Yukon College Act*, Paragraph 7(1)(e), and Section 10.(1), and with unanimous support from the members of the Academic Council and approval by the President, Yukon College hereby establishes the following policy:

1.01 Purpose

The purpose of this policy is to establish the roles and responsibilities of Yukon College's Academic Council and to the extent necessary authorize the Academic Council to act on any matter related to academic standards, student conduct, and policy decisions related to certificate, diploma and degree programs at Yukon College.

1.02 Membership

The membership of Academic Council will consist of the following fifteen members:

- The Registrar or, if there is no registrar, the person holding the most equivalent office, who shall be a member by virtue of their office;
- Five administrative officers, appointed by the President;
- One student, selected by the student union;
- Eight members of the college's teaching faculty, which includes counselling professionals selected by the heads of the academic divisions or departments.

A quorum of ten (10) members present at meetings is required to conduct business.

The Academic Council will have two (2) alternate administrative members, three (3) alternate faculty members, an alternate student member, and the Associate Registrar who may attend as the alternate for the Registrar. Alternates will only officially participate and vote in meetings when replacing an existing member.

For positions whose membership is not fixed, the term of appointment is for two-years beginning in September. Term appointments are renewable and will be staggered to ensure continuity.

Membership on the Academic Council is subject to the following conditions:

- Members must remain in the constituency for which they were appointed;
- Members are responsible for scheduling an alternate and informing the Chair when they are absent from a meeting;
- Members must maintain 70% attendance at meetings in any twelve (12) month period;

- Members and alternates may resign by providing written notice of such to the President and Chair;

1.03 Roles

The Academic Council fulfills three principal roles:

- To develop academic standards and, once approved, ensure compliance with them;
- To review course and program requests, to assign academic credit and to assess continuing education units (CEU's);
- To administer and to hear, as required, student appeals on academic matters.

1.04 Responsibilities

As a minimum, the Academic Council will ensure the following responsibilities are fulfilled:

- The Chair will be appointed by the President and shall ensure that at least once in each academic year the Board is apprised of all academic matters addressed by the Council;
- The Associate Registrar will serve as the Council's secretary and will ensure that meetings are conducted appropriately, minutes are recorded and circulated, and ensure that academic matters that do arise are resolved in a timely manner;
- The Council should meet every month during the academic year, will promptly meet at the call of the Chair and will meet no less than eight times per year;
- The Council will take reasonable steps to protect the confidentiality of private or sensitive material including closing a meeting to observers when such topics are discussed;
- The Council may establish ad hoc sub-committees as appropriate to ensure that it fulfills its roles. Members may be selected from outside the Council's membership but sub-committees will normally be chaired by a member of the Council.

1.05 Conflict of Interest

A conflict of interest arises when a council member's private interests supersedes or competes with his/her dedication to the interests of the institution. This could arise from Real, Potential, or Apparent Conflict of Interest for a Council member or related persons and may be financial or otherwise. For this purpose:

A "**Real Conflict of Interest**" occurs when a Council member acts on behalf of the College and at the same time knows that the action will further a private interest.

A "**Potential Conflict of Interest**" occurs when a Council member knows that an act on behalf of the College will further a private interest, but has not acted.

An “**Apparent Conflict of Interest**” occurs when a Council member could, and should know that an act on behalf of the College will further a private interest.

Declaration of Conflict

Council members must arrange their private affairs and conduct themselves in a manner to avoid conflict of interest. In cases where conflict cannot be avoided, a Council member has an obligation to declare a conflict of interest prior to discussion or decision of an issue. Upon declaration of a conflict of interest, the person recording the events of the meeting should duly note the declaration and the Council member must refrain from discussion on that particular matter, contract or arrangement.

1.06 Policy Review

The Academic Council will establish a Review Committee every five years to review the scope and application of this policy. The review will include consultations with students, staff, faculty, and management.

2.0 Admissions, Registration, and Program Advising

2.01 Authority to Admit

The Registrar or authorized designate has the authority to admit students to Yukon College. The Registrar is responsible for ensuring the integrity of the College's admission requirements while maintaining fair and equitable access to College courses and programs.

2.02 Admission Requirements

The College's programming divisions recommend admission requirements to provide students with the best opportunity for success in a program. Admission requirements are reviewed and approved annually by Academic Council. Specific academic and other requirements are listed under each program in on the College website. Applicants are responsible for meeting the academic requirements prescribed by the specific course or program.

Exceptions include:

- Applicants without the prescribed academic requirements may be admitted to some courses as part-time students only;
- Applicants without the stated program admission requirements may qualify by successfully completing admission tests as may be prescribed by the program division and approved by Academic Council.

2.03 Program Application

Applications must be made using the online application site, or an application form available from the Admissions Office.

Applicants will arrange to have transcripts for all prior education (high school, college, university) and any other required documents (ie: immunization record) sent to the Admissions Office.

2.04 Selection for Admission

Normally, qualified applicants can expect to be admitted on a "first-come, first-served" basis once all documents have been received by the College.

For programs that have a selective admission process, those processes will be established in advance and published in the current online academic calendar.

For courses and programs with specific admission criteria, those criteria will be established in advance and published in the current online academic calendar.

2.05 English Language Proficiency

English is the language of instruction and communication at Yukon College. All coursework required of students will be in English unless otherwise specified.

Regardless of country of origin or citizenship, all applicants will be required to demonstrate proficiency in English before being accepted to programs of study, other than the English as a Second Language program.

Applicants may demonstrate proficiency in English by providing any one of the following:

- Proof of achievement at the grade level designated as the academic prerequisite for the program to which the student is applying, or equivalent;
- Proof of achievement, at the prescribed level, in the Test of English as a Foreign Language (TOEFL);
- Proof of achievement, at the prescribed level, in the International English Language Testing System (IELTS).

International students seeking admission to professional programs and/or university transfer programs based on test scores must write the College English Assessment.

All other admission requirements for specific programs must be met as well.

2.06 Admission to “Brokered” Programs

Where academic responsibility for a program rests with another institution, such as a degree program offered by a university through the College, admission is granted by or approved by the delivering institution and may require dual registration.

In cases where an agreement between Yukon College and the receiving institution is in place, admission and registration will be as outlined in the agreement.

2.07 Admission Status

Accepted applicants will be so advised and notified of registration dates by a Letter of Acceptance.

A **Wait List** will be created when a program is full. An admissible applicant will be placed on the list and be advised of such. When a space becomes available it may be offered to the next qualified candidate on the list.

Undeclared full-time students may be allowed to complete up to 50% of a specific program before being required to apply for acceptance to that program. Undeclared student may be

limited by program requirements. This includes student who wish to take up two courses per term without making application to a specific program. Upon successful completion of 12 credits the students will be required to make program application.

Some professional programs may revise the number of credits an undeclared student may complete. An undeclared student will not be permitted to begin practicum placements prior to acceptance to the program.

An applicant who is refused admission will be advised of their right of appeal, the reason for refusal, and ways to upgrade their qualifications.

2.08 Appeal of Admission Status

An applicant who believes they have been unfairly denied admission has the opportunity for redress through the following appeal procedure:

- The applicant initiates discussion with the Associate Registrar as the first attempt to resolve the matter;
- The Associate Registrar shall convene a review committee composed of the appropriate Dean, a counsellor and the Associate Registrar as the second attempt to resolve the matter;
- If the resolution by the review committee is deemed unacceptable by any party, the decision may be appealed to the Academic Council following the procedures detailed in *Section 7.0 Student Appeals*.

2.09 Mature Applicants

An applicant who has not graduated from high school and is at least 19 years of age, or who is at least 17 years of age and has not attended school for one year or longer may be admitted to courses and programs at Yukon College as a mature student.

An applicant who has not reached 17 years of age or has attended school within the last year may be admitted to courses and programs as a mature student at Yukon College at the discretion of the Registrar. Discretionary decisions in this case are final and not subject to appeal.

2.10 International Applicants (Study Permit Applicants)

International students require a student visa if their studies at Yukon College extend beyond six months. For programs that do not exceed six months a visa is still required to enter Canada.

A letter confirming application or provisional admission will be provided to international applicants to assist in applying for student visa.

All international applicants must obtain a valid study permit upon entry into Canada to be admitted to Yukon College.

2.11 Applicants with Special Needs

Yukon College provides academic support services for students to ensure all students have full access to the College's academic facilities and learning environments as well as full access to all educational programs and other services provided by the College.

The Learning Assistance Centre is the designated functional unit at Yukon College responsible for receiving and assessing academic accommodation requests and providing related support services to students.

Students and applicants are encouraged work cooperatively with the College and are expected to exercise self-advocacy when seeking academic accommodation. Applicants with special needs are responsible for contacting the Learning Assistance Centre to identify their needs.

For further details on Academic Accommodation, see *Section 8. Academic Accommodation*.

2.12 Returning Students

Continuing Student: Students who have successfully completed one year (or part of a year) of a multi-year program will be automatically eligible to register the following academic year. Continuing students are normally expected to register for at least one course per academic year.

Returning Student: students who have had a break of at least one academic year in their studies and wish to return to the same or a different program. Returning student will be required to complete a new application form.

Students who were dismissed from a program, failed to attain an acceptable grade point average, or failed to complete program requirements within the prescribed time period, will be required to complete a new application form, be interviewed by a counsellor and receive approval of the Dean before registration will be permitted.

2.13 Academic Year and Term

The academic year at Yukon College is from September to August. Different programs, however, may have different beginning and ending dates.

In all Program Divisions, the academic year is divided into three terms: *Fall*, (September to December), *Winter* (January to April), and *Spring/Summer* (May to August). Terms will normally run for fifteen weeks, with the final two weeks of each term being set aside for exams.

2.14 Registration (Credit Programs)

All students admitted to the College are eligible to register in their courses during the published registration period. The registration period dates for each academic year are approved by Academic Council and are published in the Important Dates document on the College website. The registration deadline for each term is normally the end of the first week of classes (regardless of any calendar holidays).

All full time students registering in programs with elective course options are required to receive program advising prior to having registrations completed and approved. The signature of a program advisor is required on appropriate registration forms.

Students that have accepted a seat offer in a limited enrolment program and do not register will forfeit the seat.

Registration is final only upon payment of fees or upon special arrangement with the Registrar or designate. For information on tuition fees and other costs, see the Yukon College website at: http://www.yukoncollege.yk.ca/future_students/pages/tuition_fees

Sponsored applicants (applicants whose training costs are paid by employers or other agencies) will arrange to have a letter of sponsorship sent by the sponsor to the Registrar or authorized designate, outlining the extent of financial support for fees, books, supplies, etc. being provided.

Students wishing to register after the final date for registration must have permission of the Chair of the program that houses the course, and permission of the Registrar. All course fees will be due upon the day that late registration occurs.

A student who registers in a course for which s/he has not successfully completed the prerequisite by the first day of the term will automatically be de-registered from the course.

Back-dated registrations may be granted by the Registrar or designate. Discretionary decisions in this case are final and not subject to appeal.

2.15 “No-Shows”

An applicant who has registered into a limited enrollment program and does not attend the first two classes or days of instruction and does not notify the Admissions office will be declared a “no-show” and will be de-registered.

A student wishing to re-enter the program, who has been designated as a “no-show”, must reapply for admission.

2.16 Registering for Repeat Courses

A student may register for a course a maximum of three times. All attempts will be recorded on the student's transcripts (including course failures and withdrawals). Credit will be granted only once and only the highest grade obtained in any of the attempts will be used for Grade Point Average calculations.

A student may register for a course more than three times only with the Dean's approval. Discretionary decisions in this case are final and not subject to appeal.

2.17 Classification of Students

A **full course load** is normally considered to be a program or selection of courses consisting of 15 credits or 300 hours of classes in a term. One **full-time equivalent** (FTE) is equal to 30 credits or 600 hours of instruction.

Students are classified on the following basis:

- **Full-time Student** – normally takes 60% or more of a full course load in a given academic term;
- **Part-time Student** – normally any student registered in less than 60% of a full course load in a given academic term;
- **Continuing Education Student** – any student registered in Continuing Education courses;
- **Co-operative Education Student** – any student registered in both the academic and work placement components of a Co-operative Education Program;
- **Audit Student** – any student registered in a course where work is not evaluated nor credit awarded.

At the discretion of the Registrar, a student taking less than 60% of a full course load in a given academic term may be classified as a Full-time Student. Discretionary decisions in this case are final and not subject to appeal.

Applications for granting Full-time Student status with a reduced course load will be considered for academic accommodations, health concerns or in cases where unforeseen circumstances make it difficult or impossible to continue with a full course load. Applications are subject to the following requirements:

- The application for Full-time Student status with a reduced course load must be in writing and should be supported by documentation from a qualified professional;
- The application must be submitted by a student who has been accepted to a Yukon College program.

Students who are approved for Full-time Student status with a reduced course load will have a confirmation letter from the Registrar place on their student file. The following conditions apply:

- Ordinarily, Full-time Student status with a reduced course load applies only in the term or academic year requested. Any extensions to the status will be considered on a term by term basis;
- Students are responsible for notifying their funding agency and negotiating their status if required;
- Status granted at Yukon College will not affect the Canada Revenue (CCRA) status for T2202 purposes;
- In cases where Full-time Student status with a reduced load has been granted at the beginning of the term, students will pay the Part-time Student Union and technology fees.

2.18 Program/Course Changes

A student may change programs or courses, during the first two weeks of the term provided:

- The student meets the admission requirements of the program/course into which the student wants to transfer;
- Space is available in the receiving program/course;
- In the case of a program changes, the student receives approval from the Dean or Chair of the receiving program.

2.19 Withdrawals

A student may withdraw from a course or program without academic penalty up until two thirds of the course contact hours have been completed. Specific withdrawal dates may vary with each course.

Students withdrawing from a course must notify the Admissions and Registration office in writing either through an official withdrawal form or a dated letter clearly outlining the course name, number and section, and signed by the student. A grade of “W” will be assigned when a student officially withdraws from a course.

Late withdrawals may be accepted at the discretion of the Associate Registrar. Discretionary decisions in this case are final and not subject to appeal.

Failure to comply with these withdrawal procedures may result in a grade being assigned based on the work completed to the date of withdrawal, or a failing grade (F) and ineligibility for any refund of tuition fees. Withdrawals will not be accepted without the student’s signature or confirmation of identity.

2.20 Changing Course Status (audit/credit)

A student may change from credit to audit status up until two thirds of the term has been completed. In exceptional circumstances, students may change from audit to credit status after the term has begun, but that change must be approved by the Chair. Specific dates vary with each course and students should become familiar with these dates in their program.

Students switching course credit/audit status must notify the Admissions and Registration office in writing either through an official course change form, or on a dated letter or outlining the course name, number, and section, and signed by the student. Requests to change from credit to audit status will not be accepted without both a Chair's and a student's signature.

A grade of "AU" will be assigned when a student officially audits a course.

Once a student switches course status, s/he will not be allowed to switch status again before the end of the academic term.

Students will be able to audit the same course up to two times.

2.21 Program Advising

Each programming division will have trained faculty to serve as program advisors to ensure that students are provided with timely and accurate academic advice. Program advisors are responsible for:

- Providing ongoing academic advice to students about entry requirements, prerequisites, advanced standing/credit, transferability, course selection and load, and graduation requirements;
- Approving registrations, course additions or deletions, evaluation of transfer credits;
- Informing students of services at the college such as academic accommodation and counselling;
- Reviewing student progress on an ongoing basis to enable students to access academic support services if needed;
- Managing any correspondence regarding academic matters related to a student's program;
- Assisting with the verification of program completion;
- Assisting, as required, with academic appeals.

2.22 Financial Information

Current information about application, tuition and ancillary fees, service charges, penalties, refunds and estimates of educational costs are published on the Yukon College Website at: http://www.yukoncollege.yk.ca/future_students/pages/tuition_fees

Current information about student financial assistance is available to students through the Student Services Centre.

2.23 Email Communication

E-mail is one of the official means of communication between Yukon College and its students. All students are assigned a Yukon College e-mail address upon credit course registration. The e-mail address assigned to a student by the College will be the only e-mail address used by Yukon College for communication with credit students for academic and administrative purposes once the first registration has occurred. Students are responsible for checking their Yukon College e-mail account regularly so as to remain current with administrative and academic notifications. It is the student's responsibility to ensure that time-critical e-mail is accessed, read, and acted upon in a timely fashion. If a student chooses to forward College e-mail to another e-mail address, it is the student's responsibility to ensure that the alternate account is active.

3.0 Transfer Credit, Advanced Credit/Advanced Standing, Advanced Placement, CEU and Prior Learning Assessment

3.01 Transfer Credit, Advanced Credit and Advanced Placement

Yukon College recognizes educational and work/life learning that students have already acquired and may award any of the following credits to students to avoid unnecessary repetition of courses or course content:

- **Advanced Credit** is credit given for prior structured or unstructured learning experience, such as courses taken at other institutions and relevant work/life learning;
- **Transfer Credit** is advance credit based on credit courses taken at another institution;
- **Advanced Placement or Standing** refers to the practice of exempting students from specified courses in a program with the requirement that relevant learning be demonstrated, or approved courses be taken in lieu of exempt courses to complete the program requirements.
- **Prior Learning Credit (PLC)** is credit given for unstructured learning experience or relevant work-life learning.

3.02 “Transfer”/Transferability to Other Institutions

Yukon College has negotiated the transferability of many of its courses and programs with other institutions. Each agreement may have its own specific terms and requirements that must be met and the following conditions apply to all applications for transfer credits:

- A student may seek transfer credit for courses successfully completed at Yukon College at any time during or after completion of their course of studies at Yukon College;
- The student is responsible for pursuing transfer credit opportunities and the College will assist with appropriate documentation as requested;
- Completing the arrangements for transfer credits does not constitute admission to another institution;
- Many institutions will award transfer credits to admitted students on a course-by course basis even if formal arrangements have not been developed.

3.03 Authorization to Undertake Studies at Another Institution

A Letter of Permission may be given to students authorizing them to undertake studies at another Institution and receive transfer credits for courses they wish to take. The Letter of Permission will include:

- The student’s name, student number and the Yukon College program to which they have been accepted,
- The name of the institution where the course(s) will be taken, the course(s) to be taken and the Yukon College equivalent course(s) for which transfer credit is requested,

- A statement that Yukon College will accept the course for transfer credit upon successful completion,
- Relevant academic regulations that apply (minimum grade, 50% local courses, official transcript required on completion, student standing, etc.)

The Letter of Permission will be signed by the Dean or Chair and copied to the Registrar's Office.

3.04 Prior Learning Assessment and Recognition

Prior Learning Assessment and Recognition (PLAR) is an assessment of what a student has learned through non-formal education, training or experience that is worthy of credit in a course or program. Assessments are done by a qualified specialist using a valid and reliable means.

The following **Educational Standards** will be considered when awarding PLAR credits:

- Credit should be awarded only for demonstrated learning and not for experience;
- Credit should be awarded only for learning which is relevant to the content and learning outcomes of the course or program to which the credit is being applied;
- Credit should be awarded for learning which is consistent with the achievement levels required by the postsecondary credential to be awarded;
- Credit should be awarded for learning which has both the theory and practical applications that are appropriate to the subject, course or program;
- The assessment of prior learning and the determination of credit awards should be made by content specialists, with external advice as necessary.

The **Administrative Standards** to be followed when awarding PLAR credits include:

- Credits awarded as a result of PLAR will be identified as such on the student's transcript;
- Credit awards and the transcript entries will be monitored to avoid giving PLAR credits and other credits for the same learning;
- Students will be fully informed of the policies and procedures applied to assessment, including the provision for appeal;
- Fees charged to a student for assessment services will be based only on the services provided;
- All personnel involved in the assessment of learning are trained for the functions they perform;
- Continued professional development in areas related to PLAR is available.
- PLAR policies and practices are monitored on a regular basis, revised as needed and formally reviewed every five years.

3.05 Course Challenge

Course challenge is one method of prior learning assessment by which a student may receive credit for relevant knowledge or skills acquired outside of Yukon College. Availability of course challenge is dependent on the suitability of the challenge and administrative limitations.

Each Dean is responsible for outlining procedures, restrictions, or limitations respecting course challenges as well as identifying those courses that cannot be challenged and why. The following guidelines apply:

- A course for which credit has already been granted by Yukon College cannot be challenged;
- A student may not challenge a course if they have taken and failed the course previously;
- The challenge must evaluate performance on the full range of objectives and content related to the course;
- A maximum of one half of the total credits required for a program may be obtained by a combination of course challenge and transfer credit;
- Students will be admitted to the program or qualified for admission before seeking a course challenge;
- Students registered in a course may challenge that course within the first one third of the scheduled total number of course hours;
- Students may challenge a course only once. If unsuccessful, the student must register and complete the course in order to receive the credit.

3.06 Request for Transfer Credit

A student who wants to request credit for courses taken at another institution can make application for transfer credit through the Admissions office at the time of application for admission to a program. Applications for transfer credits are subject to the following conditions:

- Yukon College is a participating member of BCAAT and ACAT and will assign transfer credit based on their transfer credit guidelines;
- Evaluation of transfer credits (excluding BCAAT/ACAT courses) is the responsibility of the appropriate Dean and will normally be carried out by program advisors;
- Transfer credit will only be given to students who have been admitted to the program;
- Transfer credit will only be given for credit courses that are equivalent to Yukon College courses from recognized colleges, universities, technical institutes, professional bodies and selected courses from high schools;
- Official transcripts must be submitted, and course outlines (when requested) should be submitted before credit transfer is considered;

- A combination of transfer credit and course challenge will not exceed 50% of total credits required to complete the Yukon College program for which the student has applied;
- Courses or programs may be deemed “stale-dated” and not eligible for transfer credit where in the opinion of the Dean, there is an ‘obsolescence’ of knowledge and/or skills;
- Transfer credit will only be given for courses in which a grade of D (or equivalent) or higher has been achieved. However, minimum grade requirements in prerequisite courses (typically C or better) will normally apply;
- Courses not taken at Yukon College for which transfer credit has been granted will not be included in the calculation of term or cumulative grade point averages;
- For transfer credits that have no precise Yukon College equivalents, unassigned credits may be granted. These will not be applied towards specific course requirements within the program. Normally these may be used to satisfy elective requirements.
- Transfer credit will not normally be considered for any student based on an international transcript. Transcripts that have been certified by a Canadian transcript review service may be considered as a basis for admission.

3.07 Continuing Education Unit (CEU)

A Continuing Education Unit is a measure of the amount of organized study that a person has completed. One CEU equals ten (10) contact hours of participation in an organized continuing education experience under responsible sponsorship, capable direction, and qualified instructors.

CEU’s are not academic credits and are only used for continuing education courses and other activities not normally awarded academic credit. Consequently, those sections of the Academic Regulations and Procedures which apply to “credit” activities will not normally apply to activities for which CEU’s are awarded.

4.0 Academic Conduct

4.01 Attendance Policy

Students in all program areas are expected to attend classes and will be informed of any specific attendance requirements for their course by their instructors at the beginning of the term.

The following attendance requirements apply to all students:

- Attendance at practica and work placement activities is required. Students will notify the placement agency as well as the instructor whenever practicum/work attendance is not possible;
- Admission to a lecture or laboratory may be refused by the instructor due to lateness or misconduct and students who do not attend classes or submit assignments as required may be refused admission to further classes;
- Where a student is enrolled in multiple courses with overlapping timetables the instructors may adjust attendance requirements;

4.02 Inappropriate Student Conduct

Students are expected to contribute toward a positive and supportive environment, which is free of harassment and discrimination. Students are required to conduct themselves in a responsible manner. The following activities constitute inappropriate student conduct:

- Neglecting safety procedures/practices, intentionally creating safety hazards, or participating in unauthorized or illegal activities;
- Disturbing, disrupting or otherwise interfering with studies, work or activities of other students, faculty, staff, or the operation of Yukon College;
- All forms of academic dishonesty including cheating, plagiarism, fabrication, fraud, deceit, using the work of others without their permission, aiding other students in committing academic offences, misrepresenting academic assignments prepared by others as one's own, or any other forms of academic dishonesty including falsification of any information on any Yukon College document;

4.03 Discipline

Inappropriate student conduct will not be tolerated and may result in any of the following disciplinary actions:

- A failing grade or mark of zero in the course, examination or assignment in which the misconduct occurred;
- Requirement to rewrite an examination or to resubmit an assignment or essay;
- A reprimand placed on the student's file;
- Withholding of grades and certification;

- A demand for restitution in the case of property damage;
- Suspension or dismissal from the course, program, or in extreme cases, from Yukon College.

Where disciplinary action results in dismissal from a course, program or Yukon College, the student will be informed of the action in writing and a copy will be forwarded to the Registrar's Office.

All disciplinary actions may be appealed to the Academic Council following the procedures detailed in *Section 7.0 Student Appeals*.

If a student forgoes an appeal or appeals a dismissal from the College and the appeal is denied, s/he can apply for readmission after a period of two years. Readmission will require the approval of a counsellor, the Registrar and the Dean.

5.0 Student Evaluation, Grades and Records

5.01 General

Unless otherwise authorized by the Dean, instructors will provide course outlines to students within the first week of classes. Course outlines will follow the format prescribed by the Academic Council and include the course content and requirements.

5.02 Prerequisites, Assignments, Exams and Other Course Requirements

Prerequisites and co-requisites can be set for any course when necessary to ensure that students have a reasonable chance of success in achieving the learning outcomes of a given course. Prerequisites and co-requisites will be set at the minimum required for student success and will be as flexible as possible to facilitate student access to the course.

Normally, 30% of the total course grade will be assigned before the withdrawal date in any given term. The Dean is responsible for ensuring that course requirements are reasonable and major assignments and examinations are balanced during a term.

Instructors will inform students at the beginning of each course what the attendance requirements are, the class schedules, student evaluation methods, assignments and examinations and other course requirements.

Unless otherwise approved by the Dean, major assignments (those comprising more than 10% of the total course grade) will not be assigned in the two weeks immediately prior to the final exam period.

5.03 Evaluation Process

Student evaluation is based upon the student's academic performance throughout the term. All elements of the learning process may be evaluated, including examinations, assignments, laboratory work, field work, shop work, reports, projects, job placement, and class participation.

Instructors will ensure that students are informed, at the beginning of each term, of the evaluation practices that will be applied in each course/program under their jurisdiction.

5.04 Grading System

Yukon College's grading system is a letter-grade system based on a 4.0 point scale:

Grade	Grade Point Value	% Equivalent of most Yukon College Courses
A+	4.0	95-100
A	4.0	86-94
A-	3.7	80-85
B+	3.5	75-79

B	3.0	70-74
B-	2.7	65-69
C+	2.5	62-64
C	2.0	58-61
C-	1.7	55-57
D	1.0	50-54
F	0.0	Under 50%

The letter grade is normally determined by the percent equivalent as indicated in the above table. Some courses and programs may have a different correlation between letter grade and percent equivalent.

If Yukon college has an official partnership program with another institution, and the other institution requires number grades for any of the courses required in the program, number grades will be included on the official student record.

The College may assign codes other than grades according to the following:

Grade	Name	Description
AD	Advanced Standing, Advanced Credit, or Transfer Credit	Equivalent course work has been completed in another program or recognized educational institution, or through work/life learning.
AG	Aegrotat Standing	Aegrotat standing is the granting of credit(s) based on coursework completed when no further assessment (e.g., deferred examination) is considered feasible due to illness or other extenuating circumstances beyond the student's control. Students may only be granted Aegrotat Standing with the approval of the Dean of the School offering the course.
AU	Audit Student	Student is not required to complete course requirements.
CC	Course Challenge	Student has been granted credit as a result of successful completion of a challenge examination.
CP	Course in Progress	Course work that may bridge more than one term or academic year. (Access Programs only)
IN	Incomplete	Permanent grade is delayed, at the discretion of the instructor. Instructors provide a default grade based on work completed. All incomplete grades must be finalized within 60 business days. After 60 days, the default grade is applied to the student transcript.
IP4	In progress (Fourth Year)	Used only for fourth-year thesis or project courses. An IP4 must be cleared within 12 months of the initial registration, otherwise the student must re-register in the course and pay the appropriate course fee(s).
M	Mastery	Student has mastered the skills to the required standard in a given course.
NG	No grade submitted	NG is assigned until permanent grade is submitted by instructor. (This is only assigned by the Registrar's Office.)
P	Pass	Successful completion of the course requirements for non-credit courses, placement exams and Cooperative work terms.
W	Withdrawal	Officially withdrawn from the course with no academic penalty – this is only assigned by the Admissions and Registration Office.

CU	Continuing Education Unit	1 CU is assigned for every 10 hours of organized continuing education.
I	Include	Grade is for a duplicate course and will be included in calculation of GPA.
E	Exclude	Grade is for a duplicate course and will be excluded from the calculation of GPA.

Grade points are calculated by multiplying the number of credits assigned to a course by the grade point value of the grade assigned. The grade point average (GPA) is then calculated by dividing the total number of grade points earned in a term by the total number of credits for the courses taken during that term. Examples of mark equivalencies are shown below.

An example of Grade B+ in a 3-credit course and Grade C in a 2-credit course follows:

$$\begin{array}{r}
 3 \text{ (credits)} \times 3.5 \text{ (grade point value)} \qquad 10.5 \\
 2 \text{ (credits)} \times 2.0 \text{ (grade point value)} \qquad \quad + 4.0 \\
 \hline
 \text{Total Grade Points} \qquad \qquad \qquad = 14.5 \\
 \text{GPA (Grade Point Average)} \qquad \quad 14.5 \div 5 = 2.90
 \end{array}$$

5.05 Submission of Final Grades

Assignment and submission of final grades is the responsibility of the instructor. Final grades will be entered electronically, within five (5) working days of the final examination date or of the last day of classes.

After grades have been transferred to a student’s permanent record, a Grade Change form must be completed by the course instructor and submitted to the Admissions and Registration office in order to change a grade.

5.06 “Course Repeats”

A student may repeat a failed course in order to meet graduation requirements or improve a grade received in that course.

A student may take a course for credit a maximum of three times. Each occurrence will be noted on the student’s transcript and only the highest of the grades received will be used in the calculation of the student’s grade point average (GPA).

A student may take a course more than three times with the Registrar’s approval. Discretionary decisions in this case are final and not subject to appeal.

5.07 Clearance of Course Incompletes

A student with an incomplete grade must complete the outstanding requirements for the course within 90 days of the last day of exams for the term during which the course(s) was taken.

Students and instructors are required to prepare a written agreement that outlines the required work to be done, a default grade for work completed to date, and consideration of the following:

- Agreements will be completed on the Report of Incomplete Grade and sent to the Registrar's office, or submitted by email to the Registrar's Office;
- A permanent grade will be based on the work completed by the deadline;
- Instructors should not award an incomplete if they are not available to evaluate the outstanding work;
- Required work should be encouraged to be completed within three weeks (15 business days) of the last day of exams in which the course(s) were taken;
- An extension may be granted, but in no event will it extend beyond the end of 90 days following the last day of exams for the term during which the course was taken;
- A student with an incomplete standing in a course may not register for further courses for which that course is a prerequisite without the approval of the appropriate Dean or Chair;
- If a student has not met all requirements but has academically achieved any grade, then that grade will be given as the default grade that will be assigned after 60 business days from the end of the exam period.

In the event that no agreement is reached for the submission of outstanding work, the instructor will calculate and submit a grade based on the work completed.

5.08 Clearance of Other Course/Program Deficiencies

Deans will prescribe methods by which a student who has not completed the program requirements can rectify course deficiencies. Methods available may include deferral of final examinations, supplemental examinations and such other methods prescribed by the Dean.

5.09 Actions Following Unsatisfactory Academic Standing

Failure to maintain satisfactory academic standing in a course or program may result in a range of actions, such as termination from one or more courses, assignment of probationary status, suspension, termination from the program, or upgrading.

5.10 Probation – Academic and Professional Programs

5.10.i The first time that a full-time student achieves an overall grade point average (GPA) of less than 2.00 s/he will be considered for academic probation for the following term in which the student registers. A student whose GPA falls between 1.8 and 2.0 will automatically be reviewed by the program advisor or Chair. If the person who reviews the student's record feels that the student should be allowed to continue with only a warning, an email will be sent to the student informing the student that s/he will be placed on academic probation after the next term if the student's GPA does not rise to 2.0. Students receiving a warning should also be advised to

contact the appropriate academic support services at Yukon College for support and/or academic assistance. The student can also be placed on academic probation at this time (see below).

5.10.ii A student who achieves a GPA of less than 1.8 in any term will automatically be placed on academic probation. A student who achieves a GPA between 1.8 and 2.0 can be placed on academic probation at the discretion of the program advisor (above).

The program advisor, in consultation with the appropriate Chair or Dean may restrict the number of courses that the student can then register for in the following term. Students should be advised to contact appropriate academic support services at Yukon College for support and/or academic assistance. Students who achieve a single term GPA of at least 2.0 in the courses in which they are registered in each of the following terms with no failing grades will be allowed to continue in their studies, but will remain on academic probation as long as their overall GPA falls below 2.0. Students will be removed from probation when their overall GPA is 2.0 or above.

5.10.iii A student on academic probation who achieves a grade point average (GPA) of less than 2.00 in any term of study while they are on probation, or fail any courses while they are on probation will normally be suspended and not considered for registration for a period of at least one full term. Upon re-registration, the student will be placed on probation and will remain on probation as long as their overall GPA falls at or below 2.0. A student who has re-registered after being suspended will come off of academic probation when their overall GPA falls above 2.0.

A student does not need to re-apply to return after suspension. A student who returns after suspension and achieves a grade point average (GPA) of less than 2.00 in any following term will normally be terminated and not considered for readmission for at least one academic year. The student must apply for readmission to the College following termination. If re-admitted, the student will remain on academic probation as outlined above.

5.11 Probation – Pass/Fail and Mastery Programs

In cases of unsatisfactory performance, the student and the instructor will meet to discuss methods to improve the student's performance.

If the student's performance does not improve, the instructor will notify the Dean in writing of the instructor's concerns with the student's performance and the Dean will:

- Convene a meeting with the student, instructor, the Dean and a counselor;
- Inform the student that they are on academic probation and what must be done to remove it;
- Inform the Registrar's Office of the student's probationary status, which will be entered on the student's academic record.

Students who are enrolled in Pass/Fail or Mastery programs, who are on academic probation and have not improved their performance over the term of the probationary period, may be suspended by the Dean.

5.12 Levels of Certification

A certificate is awarded for successful completion of a program of studies of up to one year of full-time study or equivalent. A certificate “with honors” is awarded to graduates with a cumulative program GPA of 3.50 or greater. Students are normally expected to complete the requirements for a certificate within five years of beginning the program (maintaining registration of at least one course per academic year).

A diploma is awarded for successful completion of a program of studies of four terms of full-time study or equivalent. A diploma “with honors” is awarded to graduates with a cumulative GPA of 3.50 or greater in the program. Students are normally expected to complete the requirements of a diploma within eight years of beginning a program.

A Bachelor’s degree is awarded for successful completion of a program of studies of eight terms of full-time study or equivalent. A Bachelor’s degree “with honors” is awarded to graduates with a cumulative GPA of 3.50 or greater. Students are normally expected to complete the requirements of a Bachelor’s degree within ten years or less.

5.13 Certification Requirements

Students who have a cumulative GPA of 2.00 or greater in the program, and have met all the program requirements as outlined in the College Calendar at the beginning of their program, are eligible to graduate with certification.

Students who successfully complete a program must apply to the Registrar for the appropriate certificate or diploma in the term that the student completes the program requirements, as outlined in the College Calendar.

Students who already have a certificate or diploma from Yukon College may pursue another certificate or diploma subject to the following conditions:

- A minimum of one-half of the courses required for the additional certificate or diploma beyond the requirements for the first certificate or diploma must be completed.
- The student must meet all program and graduation requirements for the second certificate or diploma.

5.14 Transcripts and Mark Statements

Grade reports will be made available to students at the end of each term, which will list the grades achieved in each of the courses taken during the term. Grade reports will be made available in electronic form.

A Transcript is an official cumulative grade report of credit coursework undertaken at the College and bears the College seal and the signature of the Registrar or authorized designate.

A Record of Achievement is an official cumulative record of all non-credit coursework undertaken at the College and bears the College seal and the signature of the Registrar or authorized designate.

Official records are only available upon written request from the student, either from the official Transcript Request online, or a document containing the student’s signature.

5.15 Outstanding Debts

Students who have outstanding debts owing to the College or have not returned books or equipment they have borrowed will not receive official documents until all debts are paid and outstanding books and equipment returned.

5.16 The Dean’s List

In recognition of academic achievement, full-time students with a GPA of 3.50 or greater in any term shall be placed on the Dean’s List for that term.

In the event the term for any program extends beyond the normal end date, students with a GPA of 3.50 or greater may be included in the subsequent term’s Dean’s List.

5.17 Custodians of Confidential Records

Type of Record	Official Responsible
Student Records	Registrar
Student Counselling	Counsellor
Final Examinations and Papers	Dean
Learning Assistance Centre Records	LAC Coordinator

All final examination papers will be kept at least until the end of the following term.

5.18 Public Access to Student Records

The information available to the public concerning a College student is limited to the verification of whether or not the student attended a specific program/course between given dates, and

whether or not the student received certification. All other student information is confidential, unless the student explicitly consents to a release of information.

5.19 College Access to Student Records

Authorization for access to student records, information systems or data storage may only be approved by the Registrar or authorized designate.

All students have the right of access to their own records through the Registrar, Learning Assistance Centre Coordinator or counsellor. If information in the records is believed to be inaccurate, the student has the right to have the records corrected by providing appropriate documents.

Members of the College administration with a legitimate interest in specific student records may be granted access to such records. Access to electronic data will be allowed in accordance with procedures set out by the Registrar's Office.

5.20 Release of Confidential Information

The release of confidential student information will only be through the Registrar, Learning Assistance Centre Coordinator or a Yukon College counsellor.

Disclosure of information to external parties in response to verbal or written enquiries will consist only of information determined to be matters of public record as described in paragraph **5.18. Public Access to Student Records.**

Release of information beyond this requires written authorization from the student involved, legal authorization or a decision by a counsellor that confidentiality should be broken.

The following conditions will be considered when making the decision to disclose confidential student information without explicit written authorization from the student:

- If there is a danger of the client seriously hurting themselves;
- If there is a danger of the client seriously hurting someone else;
- If there is any indication that a child is at risk;
- If the file is subpoenaed by the court;
- If the client has been abused by a health professional.

5.21 Records Retention

All records and information pertaining to a student are subject to the Records Retention Schedule as defined by the College's Library, Archives and Records Management department.

6.0 Request for Action - Student Complaints - Investigations

6.01 Preamble

In accordance with the principles of fairness and natural justice, Yukon College is committed to providing any student who believes that they have been unjustly treated at the College access to a fair and just internal dispute resolution process.

Yukon College is responsible for taking whatever sanctions or steps that are reasonable and necessary to prevent the infringement of the rights of any individual and the College is committed to doing so when it becomes aware of an infringement.

At any point after being made aware of a dispute or infringement of a person's rights as defined in the *Yukon Human Rights Act*, the College may act independently of any complaint resolution process to address any matter it deems appropriate.

Any action or remedy arising from a Request for Action or Student Complaint or will be for the purpose of resolving the complaint, establishing future practices and/or providing appropriate remedies for damages.

All written and oral information that is created, gathered, received or compiled through the course of a Request for Action or Student Complaint will be treated as confidential by the Complainant and Respondent, their representatives, witnesses, and College officials. Such information may only be used for the purpose of resolving the issues raised and only by those persons who are necessarily involved in the resolution of those issues.

Students are expected to exercise self-advocacy when treated unjustly and follow the dispute resolution process outlined below:

Stage One – Informal Resolution

Any student who believes they have been unjustly treated at Yukon College is encouraged to discuss the concern with the other person directly involved or the Learning Assistance Centre as outlined in *Section 6.03 Informal Resolution*.

Stage Two – Request for Action

A student who is unable to resolve a dispute informally may submit a Request for Action or Student Complaint with the Registrar as outlined in *Section 6.05 Request for Action*

Stage Three – Formal Appeal

Where a student is not satisfied with the decision that results from a Request Action or Student Complaint, the student may initiate a formal appeal as outlined in *Section 7, Student Appeals*

6.02 Purpose

This policy works in conjunction with federal and territorial employment and human rights legislation as well as the Yukon College Policy Respecting Human Rights to establish the procedures for identifying, reporting, investigating and resolving disputes and complaints relating to academic matters.

6.03 Informal Resolution

Yukon College is committed to providing a positive and supportive academic environment, which is free of harassment and discrimination so that students are able to meet the learning objective of their courses and be fairly evaluated.

Any student who believes they have been treated unjustly can pursue an informal resolution independently by discussing the issue directly with the individual involved and resolving the dispute to the satisfaction of both parties.

Any student who wants assistance from the College to resolve a dispute can contact the Learning Assistance Centre to seek an acceptable resolution in the any of the following ways:

- With assistance from a third party, discuss the issue directly with the individual involved;
- Discuss the issue with the Dean, Chair or Supervisor of the individual involved;
- Receive advice from a Program Advisor, Student Counsellor or the Learning Assistance Centre Coordinator and/or support staff;
- Obtain a referral to other support services or external service providers;
- Pursue an informal inquiry, which would be performed by the Dean, Chair or appropriate department head or authorized designate;
- Prepare a letter to the individual whose conduct is at issue.

Informal resolution of a dispute can occur by mutual consent of both parties, but no informal resolution will compromise the academic standards at Yukon College.

Where an informal resolution is reached with the involvement of the Learning Assistance Centre (LAC), the LAC Coordinator will prepare a confidential written report of the matter and the outcome. A copy of the report will be provided to the Associate Registrar and to each of the parties involved. The report will be kept in the confidential files within Learning Assistance Centre and be separate and not part of the student's record.

6.04 Mediation

With the consent of both parties, a resolution to a dispute may be sought through a process of mediation. The parties are strongly encouraged to understand the process of mediation, what

mediation can offer, and the consequences of moving beyond mediation before consenting to the mediation process.

Where mediation is agreed to by all parties, Yukon College will take all reasonable steps to ensure a qualified mediator is available to supervise the mediation process. If the parties wish to access mediation services not provided through the College the parties do so at their own expense and the terms of any agreement remain subject to the provisions of this policy.

Information generated in a mediation process, disclosure of what took place during the mediation, and the terms of any mediation agreement are to be kept in the strictest of confidence and are not admissible in any subsequent College proceedings unless authorized by all parties.

Where a resolution is agreed to in mediation, the terms of the agreement are written out, signed by both parties, and countersigned by the mediator. Where an agreement entails action to be taken by the College or affects its interests, the College becomes a third party to the mediation and the Registrar or authorized designate must approve the agreement in order for it to be valid.

A copy of any agreement reached during mediation will be provided to the Registrar and all parties to the agreement. The agreement will be kept in the confidential files within Learning Assistance Centre and be separate and not part of the student's record. The mediator will destroy records and notes within his or her control relating to what took place during mediation.

6.05 Request for Action

Every member of the College Community is expected to contribute toward a positive and supportive environment for everyone at the College. When disputes arise, every effort should be made to resolve the dispute informally.

When all options for informal resolution have been exhausted and a dispute remains unresolved, a student who believes they have been treated unjustly may submit a formal written complaint to the Registrar in the form of a Request for Action.

These procedures apply to all Requests for Action or Student Complaints and are interpreted, administered and applied in conformity with the principles of procedural fairness and natural justice, which include, but are not limited to the following:

- All parties are entitled to support and assistance during these procedures;
- All parties are to be advised of the provisions of applicable policies and procedures available to them;
- All parties are to be provided with all information pertaining to the complaint, investigation and final decision;
- All parties must be given the opportunity to present evidence in support of their positions and to defend themselves against allegations of harassment and discrimination;

- Any party may object to the participation of a person in these procedures on the grounds of conflict of interest or reasonable apprehension of bias;
- Where any of the parties retain legal counsel or incur costs related to representation or support, that party is solely responsible for their own costs.

A Request for Action must identify the **Complainant**, who is the person making the complaint, and the **Respondent**, who is the person(s) whose conduct or action is at issue. The Request for Action must be signed by the Complainant and include the following information:

- A full and detailed account of the conduct, action or incident that forms the factual basis of the complaint;
- The policy or policies relied upon;
- A statement about desired resolution.

A Request for Action that is received by the Registrar or authorized designate will be reviewed and sent forward to the appropriate Dean, Chair, Director or designated College official, who becomes the **Complaint Manager**.

6.06 Student Complaint

Where the Registrar has reviewed a Request for Action and believes the matters contained therein may be harassing in nature or violate the rights of the Complainant on the basis of grounds that are protected against discrimination under the *Yukon Human Rights Act*, the Registrar may reclassify the Request for Action as a Student Complaint.

Alternatively, where the student wants to ensure the matter is investigated and a formal decision reached, the student may submit a formal written Student Complaint of discrimination and/or harassment as defined by the *Yukon Human Rights Act*. In such cases the Yukon Human Rights Commission will be advised and may become a party to the complaint.

The following procedures apply to all Requests for Action or Student Complaints.

The Complaint Manager will notify the Respondent in writing of the complaint within five (5) working days of the receipt of the Request for Action or Student Complaint. The Complaint Manager will include the following information in the notice:

- The identity of the Complainant;
- A summary of all allegations made;
- A copy of the relevant policy or policies.

The Respondent may respond in writing to the complaint no later than 14 days after being notified. The respondent may acknowledge or deny the validity of the allegations in whole or in part, provide new information, or propose a resolution of the complaint.

The Complaint Manager will forward a written summary of the response to the Complainant within (7) days after receipt of such by the Respondent.

The Complainant may respond in writing within (7) days after receiving the summary. The response may include, but is not limited to any of the following:

- Accept the response as a full resolution to the complaint;
- Withdraw the complaint;
- Provide additional information in defense of the complaint;
- Request additional efforts at informal resolution or mediation;
- Seek advice and support from the Learning Assistance Centre;
- Affirm all or some of the allegations made in the complaint.

Where the Complainant responds with additional allegations not contained in the original complaint, the allegations must be made in writing and the Respondent must be informed of them and be given a minimum of (14) days to respond.

The Complaint Manager will provide a written summary of the Complainant's response to the Respondent within (7) days after receiving a Complainant's response, which will include notice of any allegations that have been added or withdrawn by the Complainant.

When the exchange of documentation is completed the Complaint Manager will assess the file and make a determination as to whether the complaint should be investigated. The Complaint Manager will communicate this decision, in writing, to the parties in a timely manner.

Where the student has submitted a formal written Student Complaint on the basis of discrimination and/or harassment as defined by the *Yukon Human Rights Act*, the complaint will proceed to the investigation phase.

When a decision is made not to investigate a Request for Action, the request is considered dismissed and the file closed. In rendering a decision to not investigate a Request for Action, the Complaint Manager will consider the following:

- The timeliness of the complaint;
- The jurisdiction of the College;
- Whether the College human rights policies or procedures appear to apply to the situation;
- Whether the complaint is frivolous or vexatious;
- Whether the complaint arises from a systemic problem or is part of a pattern of incidents or conduct.

In cases where a complaint is dismissed, withdrawn or deemed frivolous or vexatious, the Respondent may request that appropriate remedial measures be taken to correct damage done to

their career development, academic progress, physical or emotional health, reputation or finances.

The decision to not investigate a complaint may be appealed by following the procedures outlined in *Section 7.0 Student Appeals*.

6.07 Investigations

With respect to all formal Student Complaints and where a decision is made to investigate a Request for Action the Complaint Manager will ask the Registrar to appoint an investigator with the following qualifications:

- Experience in administrative and human rights law;
- Appropriate training and experience to conduct an investigation;
- Free of any potential or perceived conflict of interest or personal bias.

An investigator may be assisted by associates who are similarly bound by the terms of these procedures.

An internal investigation may be conducted by the Complaint Manager or authorized designate after consulting with the Registrar on the procedures to be followed. An internal investigation is warranted under the following circumstances:

- Where the facts at issue are simple and straightforward or where the alleged offence, if proven, would warrant only relatively minor remedial action;
- Where the complaint has also been submitted to the Yukon Human Rights Commission, the investigation will be conducted by the person or designate responsible for preparing the College's responses to that complaint.

6.08 Terms of Reference for an Investigation

The Complaint Manager will provide the investigator with terms of reference for the investigation as well as the following information:

- Copies of the complaint file, including the formal complaint, responses and summaries exchanged;
- The applicable College policies and human rights policies where applicable;
- These procedures.

The terms of reference for an investigation will address the following matters:

- **The purpose of the investigation** – Provide a fact-finding report without recommending remedy or discipline;
- **The Scope of the investigation** – Where limits in the scope of the investigation are identified, they should be specified here and reported in the interim and final report;

- **Allegations to be investigated** – At the discretion of the Complaint Manager in consultation with the Registrar, allegations that do not need not be investigated are identified here;
- **Disclosure of allegations to the Respondent** – All allegations whether investigated or not must be disclosed to the Respondent. Such disclosure must include all relevant facts and provide the Respondent sufficient time to respond;
- **Time limits** – Time limits or variations to otherwise established time limits are specified here;
- **Nature of the evidence to be gathered and assessed** – May include written statements, documentary evidence, video footage, audio recordings, reports of oral statements, interviews, etc.;
- **Communications plan** – Where an investigation becomes lengthy all parties must be kept apprised of the progress of the investigation;
- **Reporting lines** – The name(s) and contact information for the person responsible for clarifying the terms of reference, expense and/or timeliness issues, and other instructions or direction as required.

Normally, an investigation will be initiated no later than (14) days after the appointment of an investigator and last no longer than (30) days. At any time during the investigation, the investigator may recommend to the Complaint Manager that the investigation be amended, adjourned, or terminated.

During the course of the investigation all parties may be accompanied at all times by legal counsel or a support person of their choice. Parties are not entitled to be present during any interviews other than their own interviews.

Where one or more of the parties refuse to co-operate with the investigator, the investigator will advise the Complaint Manager, who may:

- Continue the investigation;
- Terminate the investigation;
- Invite submissions from the parties for recommendations on how to proceed.

At the conclusion of the investigation, the investigator will prepare a draft report for review by the Complaint Manager that does not identify witnesses. The draft report will be sent to the Complainant first who may respond within (7) days. Together with the comments of the Complainant (if any), the draft report will be sent to the Respondent who may respond within (7) days.

When all parties have made submissions and the exchange of documentation is complete the investigator will prepare a confidential final written report for the Complaint Manager, which will include an opinion on the facts found during the investigation. Based on a neutral

assessment of the evidence, disputed and undisputed, and taking into account any responses to the draft report, the investigator may conclude whether or not there has been a violation of Yukon College policy. The investigator will not make any recommendations as to remedy or discipline.

6.09 Decision on a Request for Action or Student Complaint

The Complaint Manager will forward a written summary of the investigator's final report to the parties together with an invitation to meet with each of the parties separately to discuss the content of the report.

The Complaint Manager may request one or more supplementary reports from the investigator and will provide both the Complainant and Respondent with an opportunity to submit recommendations concerning the appropriate discipline or remedy.

When all parties have replied to the other party's submission and the exchange of documentation is complete, the Complaint Manager will render a decision on disposition of the formal complaint in writing, which will be forwarded to the parties and to the appropriate College office(s) responsible for implementation.

When the matter is closed, the complaint file will be forwarded to the Learning Assistance Centre to be retained in confidential files that are separate and not part of the student's record.

If discipline is imposed, a record will be placed in the personnel or student file, consistent with College policy.

Decisions made under this policy may be appealed by following the procedures outlined in *Section 7.0 Student Appeals*.

7.0 Student Appeals

7.01 General

In accordance with the principles of natural justice, Yukon College believes that any student appealing a decision on an academic matter has the right to a fair hearing.

The Registrar receives all academic appeals and acts on behalf of the Academic Council. The Academic Council is responsible for ensuring a fair and equitable system for all appeals dealing with academic matters.

A student or applicant who files a formal appeal is referred to as the **Appellant** in the appeal procedures.

Faculty and/or staff that are named in a formal appeal are referred to as **Respondent(s)** in the appeal procedures.

Deans and the Registrar are excluded as persons who are able to assist or represent the Appellant at an appeal hearing.

Personal attendance of any party at an appeal hearing can be waived if so desired by giving notice to the Chair of the Appeals Committee in advance of the hearing.

During the appeal process a student is expected to attend classes, except when a decision based on inappropriate student conduct is being appealed. Under such circumstances the student may not be allowed in classes during the appeal process. The decision to deny a student access to classes will consider the extent to which the presence of the student represents a potential safety, criminal, or personal threat to the learning environment.

A student who is denied access to classes during the appeal process may be offered alternative means of meeting the course objectives.

No record of the appeal will be placed on the student's file.

The Academic Council is the final level of appeal on all matters of an academic nature.

7.02 Appeals Committee Terms of Reference

The Academic Council will appoint three or more of its members as required to serve as members of a subcommittee called the Appeals Committee of the Academic Council. Two of these members will be appointed co-chairs of the Appeals Committee. They will serve for a period of two academic years.

The Chairperson will convene the Appeals Committee for the purpose of hearing all appeals referred to it by the Registrar within five (5) working days of the receipt of the written appeal.

If the Appeals Committee requires more members or replacement members due to time schedules, place of appeal, or conflicts of interest, the chairperson will select new or additional members to sit on a particular Appeals Committee.

If an issue on appeal raises an unclear or unresolved question of regulation or procedure of importance to the appeal, the Appeals Committee may refer that question to the Academic Council for resolution.

In order to ensure that an appeal is fairly conducted and that all parties have had a full and complete hearing, the Appeals Committee may, with the permission of all parties, waive procedural rules, or make other rules to the extent that common law and ethical conduct permits.

In rendering its decision the Appeals Committee may:

- Reverse the decision, or any part of the decision being appealed.
- Set aside the decision being appealed and return the question to the staff member to reconsider.
- Dismiss the appeal.
- Refer the matter to the Academic Council.

The Appellant and/or the Respondent may be required to appear or may request permission to appear before the Academic Council or its subcommittees.

7.03 Appeal Procedures

Students are expected to exercise self-advocacy and seek all appropriate avenues of redress to informally resolve a dispute before submitting a formal complaint as outlined in ***Section 6.0 Request for Action - Student Complaints - Investigations.***

A decision on any academic matter that has been rendered as a result of a Request for Action or a Student Complaint may be appealed by following the procedures outlined in this section.

A formal appeal may be initiated by informing the Registrar in writing within ten (10) working days of the incident or within five (5) working days of receiving the final decision from a Dean, Chair, Director, Complaint Manager or other designated College official.

The student should include the following in the written request for an appeal:

- The decision or act being appealed, including the name of the person whose decision is being appealed;
- The reasons why the student believes the appeal should be allowed;

- The remedy that the student is seeking.

Once a written appeal is received by the Registrar, the Registrar will:

- Begin a numbered appeals file for the student, which will contain the original written appeal and any other supporting documentation that may be presented;
- Inform the Dean of the student's division that an appeal has been received;
- Inform the Chairperson of the Appeals Committee that an appeal has been received.

Students seeking a grade appeal should contact their Instructor, Chair or Dean and attempt informal resolution before filing an appeal under this section.

Students seeking to appeal a disciplinary action or decision should contact the Dean or the Associate Registrar and attempt informal resolution before filing an appeal under this section.

Applicants appealing a decision based on admission status will have discussed the issue with the Associate Registrar and will also have had the issue assessed by the review committee as outlined in *Section 2.08 Appeal of Admission Status*, before filing an appeal under this section.

7.04 Procedures Prior to the Appeal Hearing

Upon the receipt of an appeal, the Appeals Committee Chairperson will ask the student (**Appellant**) and the person(s) who made the decision being appealed (**Respondent**) to submit the following information to the Chairperson:

- Copies of any documents which the Appellant or Respondent intends to rely on at the hearing;
- The names of any witnesses the Appellant or Respondent proposes to call at the hearing, as well as the names and roles of any persons who may assist and/or represent the Appellant or Respondent in the hearing.

Prior to the hearing all information pertaining to the appeal will be combined into an Appeal Package and the Chairperson will circulate copies of the Appeal Package to the members of the Appeals Committee, as well as to the Appellant and Respondent.

The Chairperson of the Appeals Committee is responsible to manage the process of the appeal hearing with consideration to the following guidelines:

- Attendance of any party to the appeal may be waived if the party so desires by giving notice to the Chairperson in advance of the hearing;
- Questioning of the parties and their witnesses normally occurs at the close of each person's testimony;
- Witnesses are usually present in the hearing room only during the time they are giving information;

- The Committee and the other party must be informed of additional witnesses prior to the appeal hearing;
- Parties to the appeal shall have access to all written or documentary evidence presented to the Appeals Committee.

All parties are encouraged to make every effort to proceed as quickly as possible in the appeal process. Each party is responsible for producing their own witnesses and for paying costs associated with their appearance at the hearing. Alternatives to appearing in person may include affidavits, teleconferencing, etc.

A student is expected to confirm their attendance at the appeal hearing. An appeal will be deemed to be permanently abandoned should the student fail to appear in person or by teleconference at a scheduled hearing without having given notice to the Chairperson in advance of the hearing. Under such circumstances the original decision will stand.

7.05 Procedures at the Appeal Hearing

During the appeal hearing members of the Appeals Committee may:

- Question both parties and their witnesses;
- Request more information than what was initially supplied by the Appellant or Respondent;
- Call its own witnesses or require the production of written or documentary evidence in addition to that provided by the parties to the appeal;
- Rule on the admissibility of evidence.

During the appeal hearing, subject to the rulings of the Committee, the following procedure should be followed:

a. The Appellant may make an opening statement. The Appellant is the first party heard and begins with an opening statement that contains:

- A brief description of the appeal;
- A statement(s) that explains why the action or decision is believed to be unreasonable, unjust, or unfair;
- An outline of the resolution or remedy that is being sought.

b. The Appellant may call and examine such witnesses as the Appellant sees fit. The Appellant's case should provide factual support to show why their grievance should be remedied and may include any or all of the following:

- Appellant's oral testimony;
- Oral testimony of Appellant's witnesses;
- Documents or other written evidence in support of the witness' testimony.

- c. The Respondent may ask questions of the Appellant and/or the Appellant's witnesses in order to clarify the verbal and written information presented to the Committee.
- d. Appeals Committee members may ask questions of the Appellant's witnesses.
- e. The Respondent may make an opening statement. The Respondent then presents their case, beginning with an opening statement that contains:
- A brief reply to the Appellant's claims;
 - The main arguments justifying the action or decision being appealed.
- f. The Respondent may call and examine such witnesses as the Respondent sees fit. The Respondent's case should provide factual support to defend the action or decision being appealed and may include any or all of the following:
- Respondent's oral testimony;
 - Oral testimony of Respondent's witnesses;
 - Documents or other written evidence in support of the witness' testimony.
- g. The Appellant may ask questions of the Respondent's witnesses (including the Respondent), in order to clarify the verbal and written information presented to the Committee.
- h. Appeals Committee members may ask questions of the Respondent's witnesses.
- i. The Appellant may make a closing statement.
- j. The Respondent may make a closing statement.
- k. The Appellant may respond to any matters arising out of the Respondent's statement to which the Appellant has not yet spoken.

7.06 Procedures After the Appeal Hearing

The Committee will move to a closed session to render a decision on the appeal. No new information may be introduced at this session. All members present will be bound by the requirement of confidentiality.

The Committee shall arrive at a decision by majority vote. The Committee's decision and supporting reasons will be communicated in writing to the Appellant and Respondent within five (5) working days of the appeal decision.

In the case of a minority vote, the minority may if it wishes give reasons for its dissent.

In the event of a tie vote, the decision shall be granted in favor of the student.

After the decision is reached, the Chairperson of the Appeals Committee will:

- a. Collect all pertinent and confidential information relating to the appeal from committee members, keep one copy for the file and shred the other copies;
- b. Deliver or mail the written appeal decision to the Appellant, Respondent, and Registrar. A copy of the decision, including any recommendations, shall be delivered to the President;
- c. Ensure a copy of the appeal decision is put into the numbered file along with any other supporting documentation resulting from the appeal hearing;
- d. Inform the Registrar that the appeal process has been concluded and deliver the numbered file to the Registrar for filing.

7.07 Annual Report of Student Appeals

The Chairperson of the Appeals Committee shall, in October of each year, provide to the Academic Council and to the President an annual review of all appeals. The report will include the number of appeals heard, their disposition and general nature, and recommendations made to

8.0 Academic Accommodation

8.01 Preamble

Yukon College is committed to providing a positive, supportive, and barrier-free academic environment for all its students. Where warranted, the College works cooperatively with students to provide academic accommodation and support services so that students who are academically qualified for admission to a program are able to meet the learning objectives of their courses and be fairly evaluated.

The Learning Assistance Centre (LAC) is the designated functional unit at Yukon College responsible for receiving and assessing academic accommodation requests and providing related support services to students, faculty and staff.

All qualified students are encouraged to work cooperatively with the College to make the best use of the academic support services that are available through the LAC. Students are expected to exercise self-advocacy when seeking academic accommodation and are responsible for contacting the LAC to identify and discuss their needs.

Any qualified student may request academic accommodation by following the steps outlined in *Section 8.12 Procedure for Requesting Academic Accommodation*.

All requests for academic accommodation will be assessed on an individual basis. All information relating to academic accommodation will be kept confidential within the LAC and separate from Student Records. The LAC will take all reasonable steps to consult with students as fully as possible about decisions that affect them.

Qualified students seeking academic accommodation may be provided with such accommodation once their request is duly assessed by the LAC. Such requests will not be unreasonably denied.

8.02 Purpose

This policy works in conjunction with federal and territorial human rights legislation as well as the Yukon College Policy Respecting Human Rights to establish the procedures for requesting, assessing, recommending, and providing academic accommodation and related support services to students of Yukon College.

8.03 Academic Support Services

Yukon College respects the law common to all persons, recognizes its obligations, and strives to ensure that the College's academic facilities, learning environments, and educational programs are accessible to all qualified students.

The College has established the following support services through the LAC to provide

every qualified student the opportunity to reach his/her full learning potential:

- Informing all newly-admitted students that academic accommodation is available for qualified students through the Learning Assistance Centre (LAC), how they can request it and the importance of contacting the Centre as soon as possible;
- Including relevant information in all course syllabi/outlines indicating that academic accommodation is available;
- Providing information and support to instructors and staff members who are involved in teaching or providing academic accommodation to students;
- Providing coaching, mentoring and/or professional development for staff and faculty who are involved in the assessment and implementation of requests for academic accommodation;
- Informing all members of the College community, including all faculty members, administrative and support staff, and management personnel of their duty to accommodate the needs of individuals who are protected under the *Yukon Human Rights Act* in order to ensure that all students have equal access to education at Yukon College;
- Establishing a Review Committee every five years to review the scope and application of this policy. The review shall include, but not be limited to, consultations with students, faculty, staff, and specifically users of the LAC.

8.04 Duty to Accommodate

The College respects the law common to all persons and accepts its duty to accommodate the needs of individuals who are protected against discrimination under the *Yukon Human Rights Act*.

Yukon College strives to provide academic accommodation and protect against discrimination on the protected grounds under the *Yukon Human Rights Act*, Section 7, which include:

- ancestry, including colour and race;
- national origin;
- ethnic or linguistic background or origin;
- religion or creed, or religious belief, religious association, or religious activity;
- age;
- sex, including pregnancy, and pregnancy related conditions;
- sexual orientation;
- physical or mental disability;
- criminal charges or criminal record;
- political belief, political association, or political activity;
- marital or family status;
- source of income;

- actual or presumed association with other individuals or groups whose identity or membership is determined by any of the grounds listed above.

A request for academic accommodation on the basis of protected grounds under the *Yukon Human Rights Act* will be duly assessed by the LAC and under normal circumstances be approved, unless it can be demonstrated that approving and implementing such a request would undermine the academic integrity of a College course or program or would cause undue hardship to the College.

A request for academic accommodation on the basis of protected grounds under the *Yukon Human Rights Act* may require relevant supporting documentation from a qualified professional before being approved.

All requests for academic accommodation are received and assessed through the Learning Assistance Centre (LAC) following the steps outlined in *Section 8.12 Procedure for Requesting Academic Accommodation*.

8.05 Types of Accommodation

Yukon College accepts its responsibility to make provisions for the needs of individuals who are protected under the *Yukon Human Rights Act*. Where warranted and without compromising academic standards or causing undue hardship, the College may implement such academic accommodations as:

- Adjusting a student's course load (i.e., the number of courses taken per term);
- Providing course materials and learning resources in an alternate format;
- Allowing extended time for course evaluation and/or examination procedures ;
- Arranging for individualized settings and/or on-campus access to assistive or adaptive technologies;
- Adjusting other course requirements such as field trips;
- Providing assistance with scholarship and other financial qualification requirements.

A complete list of the different types of academic accommodation is available at the LAC.

8.06 Specified Accommodations

Specified academic accommodations are available to students on the basis of disabilities, family status, religious observance, infectious illness, and language. Students seeking to request any of the specified academic accommodations are required to contact the LAC.

The specific requirements for each of the specified academic accommodations are described below.

8.07 Disabilities

Pursuant to the *Yukon Human Rights Act*, Section 8(1), Yukon College acknowledges that Students with Disabilities have a right to assistance and to reasonable academic accommodation that is consistent with the student's needs and the College's academic standards.

For the purpose of this policy, a disability that affects a student's learning may include, but is not limited to, conditions such as hearing or visual impairment, learning or developmental disabilities, orthopedic or mobility impairment, chronic health conditions, neurological or psychiatric disabilities, or psychological or emotional impairment.

Students seeking to request academic accommodation on the basis of a disability are required to contact the Learning Assistance Centre (LAC) and follow the steps outlined in *Section 8.12 Procedure for Requesting Academic Accommodation*.

A request for academic accommodation on the basis of a disability must be supported by relevant documentation from a qualified professional before such a request will be considered.

The degree or severity of a disability and its effect on a student seeking academic accommodation will be assessed on an individual basis and may result in different accommodations being provided to students with similar requests and/or different accommodations being recommended for a given student in different courses.

In cases where there are several options available for accommodating a student's individual needs, the student is expected to work cooperatively with the College to find an accommodation that ensures the student can perform the essential requirements of his/her academic program.

Students who experience a temporary disability during a term and require academic accommodation are also covered by this policy. Such students should contact the LAC and follow the steps outlined in *Section 8.12 Procedure for Requesting Academic Accommodation*.

8.08 Family Status

Yukon College recognizes the need for leave at the time of pregnancy, birth or adoption and will accommodate a pause in studies without academic penalty to allow student-parents to provide full-time care in the first year of parenting or for health-related family responsibilities.

Students seeking to request academic accommodation on the basis of a family status are required to contact the LAC and follow the steps outlined in *Section 8.12 Procedure for Requesting Academic Accommodation*.

Where both parents are students of the College, either parent or both can request parental leave under this section. The total amount of parental leave allowed for each child born or adopted will not exceed twelve months per family.

Students seeking academic accommodation for health related family responsibilities may need to provide relevant supporting documentation from a qualified professional before such a request is considered.

Students seeking academic accommodation for childcare responsibilities are expected to work cooperatively with the College to find an acceptable solution for the student without compromising the integrity of the College's academic standards.

8.09 Religious Observance

Yukon College recognizes its obligation to make reasonable accommodation for students whose observance of holy days of their religious or spiritual faiths would otherwise prevent them from attending classes, examinations, field trips, or other compulsory academic events. The College will accommodate qualified students who need to be absent for religious observance.

Students seeking to request academic accommodation on the basis of a religious observance are required to contact the Learning Assistance Centre (LAC) and follow the steps outlined in *Section 8.12 Procedure for Requesting Academic Accommodation*.

Students should make their request as early as possible in the academic term. A minimum of two weeks' notice is required to ensure a request can be duly assessed, approved and implemented.

Academic accommodation provided under this section will not compromise academic standards at Yukon College. Students are expected to work cooperatively with the College to ensure they meet the learning objectives of their courses when implementing an academic accommodation on the basis of religious observance.

8.10 Infectious Illness

Yukon College does not tolerate discrimination on the basis of infectious illnesses such as HIV/AIDS. The college recognizes that students with infectious illnesses have the right to pursue those activities that their medical condition and public health allow, including the pursuit of education.

Students with infectious illnesses are strongly encouraged to contact the LAC for support and academic accommodation by following the steps outlined in *Section 8.12 Procedure for Requesting Academic Accommodation*.

8.11 Language

English is the language of instruction and communication at Yukon College. All coursework submitted by a student must be in English, unless otherwise required as part of a specific course

or program. All otherwise qualified students must demonstrate the level of English proficiency listed in the College Calendar before being admitted to a College program.

Students are expected to exercise self-advocacy and work cooperatively with the College to meet the learning objectives of their courses and be fairly evaluated. A student seeking academic accommodation on the basis of language should contact the LAC and follow the steps outlined in ***Section 8.12 Procedure for Requesting Academic Accommodation***, as soon as possible after it is recognized that language barriers are preventing them from performing the essential requirements of their academic program.

Academic accommodations provided under this section may include:

- English language translations tools;
- Dictionary, Thesaurus, or other aids for improving English comprehension and communication;
- Suspending a student's studies without academic penalty while language barriers are removed;
- Referring a student to the English as a Second Language program.

In accordance with the principles of natural justice, Yukon College will endeavor to provide language advocacy services if such services are available from within the College community to any student involved in a complaint or appeal on the basis of the protected grounds of language as defined in the *Yukon Human Rights Act*.

8.12 Procedure for Requesting Academic Accommodation

Students are expected to exercise self-advocacy and, as such, any student who wants to initiate a request for academic accommodation must do so through the Learning Assistance Centre (LAC). The following procedure outlines the four steps required to complete a request for academic accommodation.

Step One - Contact

The first step to completing a request for academic accommodation is to contact the LAC, provide your name and contact information, and request an appointment with the LAC.

Students seeking academic accommodation should consider the following:

- Requests can be initiated prior to admission or at any time during a student's course of study, but students are encouraged to initiate their request at least one month before the term commences so that academic accommodations approved under this section can be implemented in a timely manner;
- Where a request for academic accommodation includes physical modifications to College facilities, or additional resources or materials not regularly available within the College, it is recommended that the request be initiated six months before the term commences.

- As the designated functional unit at Yukon College responsible for receiving and assessing requests for academic accommodation, the LAC can assist students through each step of the request, help students identify appropriate accommodation(s), and provide related academic support services to students as required.

Step Two - Documentation

The second step is to provide documentation to confirm the nature and extent of the student's individual needs so that an appropriate and reasonable accommodation can be determined. The following conditions apply:

- Students seeking academic accommodation on the basis of protected grounds under the *Yukon Human Rights Act* may be required to provide the LAC with relevant and current supporting documentation from a qualified professional confirming their disability, impairment, illness, family status, etc.;
- The LAC may request additional documentation to ensure that an appropriate and reasonable accommodation can be determined;
- Individualized Education Plans and/or narrative descriptions of learning assistance delivered through K-12 may provide valuable information, but does not constitute confirmation of a disability or accommodation to be provided;
- Students are responsible for any costs incurred in receiving, acquiring or accessing documentation of disabilities.

Step Three - Assessment

The third step is to assess the request for academic accommodation and the student's individual needs.

Students requesting academic accommodation will meet with a representative of the Learning Assistance Centre (LAC) in a first attempt to assess the request and the student's individual needs. Where personnel outside the LAC need to be involved in order to duly assess the request and/or the student's needs, written authorization must be received from the student prior to the release of any information.

The purpose of academic accommodation is to enable students to perform the essential requirements of their academic program. The LAC staff, in consultation with relevant College faculty, staff, and outside personnel if applicable, will work with the student to find an appropriate accommodation. Each student will be assessed for their individual needs on a course-by-course basis.

The LAC may engage in any or all of the following activities in its efforts to duly assess the request for academic accommodation and/or the student's individual requirements:

- Gather all necessary information and documentation;
- Recommend appropriate accommodations and/ or academic support services;
- Advocate on behalf of the student;

- Help the student negotiate the terms of an academic accommodation being recommended;
- Research alternative accommodation options that may be feasible for a student's unique circumstances;
- Provide and/or coordinate the accommodation or academic support services that were agreed to;
- Advise Yukon College administration on the resources that are required to meet the present and foreseeable special needs of Yukon College Students.

Step Four – Agreement and Implementation

The fourth and final step is agreement on and implementation of an academic accommodation.

Once academic accommodation strategies have been agreed to, a representative of the LAC will work with the student to write a Letter of Accommodation which details the accommodations to be provided, is sent to all appropriate College Instructor(s) and staff, and is signed by all parties. A Letter of Accommodation will include at least the following:

- A brief statement about the student's unique needs. **Note:** Students are not required to disclose the nature of a disability in the Letter of Accommodation;
- Some of the student's strengths, which could be used in support of the recommended academic accommodation;
- A list of the student's weaknesses and/or specific areas which need to be accommodated;
- A description of the academic accommodations agreed to (examples: material in alternate format, access to and use of specialized equipment, extended time for exams);
- Reaffirmation of the College's commitment to supporting students seeking academic accommodation.

The Learning Assistance Centre (LAC) will coordinate the implementation of an academic accommodation and ensure that such accommodations are arranged in a timely manner. Students, instructor(s) and other faculty or staff involved are expected to cooperate and actively participate in the implementation of an academic accommodation.

All academic accommodations are valid for a specific student in a specific course and for a specific time period, normally one term.

Problem Solving

Students, who qualify for protection under the *Yukon Human Rights Act*, may have a request for academic accommodation refused on the basis that it is deemed unreasonable. In such cases, the College is obligated to work with that student to determine whether there is some other reasonable accommodation that can be devised. Saying "no" to a request that is not reasonable should not be viewed as the end of the discussion on available accommodation options.

8.13 Undue Hardship

Reasonable accommodation is understood to be necessary and appropriate and does not impose undue burden on the College;

An academic accommodation may be considered not reasonable based on the following:

- **Safety** – The accommodation poses a direct threat to the health or safety of the individual or others;
- **Disruption of Services** – The accommodation results in a substantial alteration in the way services are provided to current or potential students or alters essential elements of a curriculum;
- **Contractual Obligations** – The accommodation would impact contractual obligations or job opportunities for others who have seniority rights under the collective agreement;
- **Financial Cost** – The demonstrated costs of an accommodation would impact on the financial viability of the College;
- **Business Efficiency** – The accommodation would have a significant impact on the efficiency of the College’s operations and functions.

8.14 Documentation Control and Retention

Documents and records related to students and academic accommodations are considered confidential and are subject to the provisions of Yukon’s *Freedom of Information and Protection of Privacy Act*.

All College faculty and staff involved in requesting, approving or implementing academic accommodations are responsible for maintaining document/record confidentiality. All information related to a student’s accommodation must be maintained in a separate, secure, confidential file (printed or electronic) and not included with the student’s academic record or transcript.

Student files and/or information that identify a specific student must not be removed from the LAC without authorization from the LAC Coordinator. The LAC will not release any identifying information on a student to anyone without written consent from that student.

When accepting information or document(s) from a third party, the LAC will exercise due diligence to ensure that the party has received appropriate permission from the student and will disclose to the student that the information/document(s) have been received.

Notwithstanding the above, the LAC may compile non-identifying operational information about service delivery and resource requirements to improve planning, program evaluation, and research.

8.15 Dispute Resolution/Appeal Procedure

A student seeking academic accommodation is expected to work cooperatively with the College to find an accommodation that permits them to meet the learning objective of their courses without compromising the academic standards at the College.

Disputes over recommended accommodations or accommodations that are being provided by the College should be resolved informally where possible by following the procedures outlined in *Section 6.0 Request for Action, Student Complaints, Investigations*.

Where a student is unable to informally resolve a dispute over academic accommodations and has received an unsatisfactory decision after submitting a Request for Action or Student Complaint, the student may appeal that decision to the Appeals Committee following the procedures outlined in *Section 7.0 Student Appeals*.

9.0 Assignment of Credit for a Course and Certification of a Program

9.01 General Principles

The role of the Academic Council as per its terms of reference is, “To develop academic standards and once approved, ensure compliance with them.” This role is partly filled through the “review of course and program requests.” As such, a request to the Academic Council for the assignment of credit or for certification of a program will occur late in the course or program development process.

The following applies only to courses and programs developed at Yukon College for Yukon College credit or certification. It does not apply to courses or programs brokered from other institutions.

9.02 Naming Courses

Yukon College course titles should not exceed thirty (30) characters in length and should provide students with a general idea of course content.

Subject codes shall not exceed four (4) characters in length and must be approved by Academic Council.

9.03 Approval of Credit for a Course

As per its terms of reference, the Academic Council has the sole responsibility for approving credit for Yukon College courses. The Academic Council will establish procedures and criteria to evaluate a Request for Assignment of Course Credit to ensure:

- That Yukon College does not currently offer similar courses;
- The criteria is based on relevant academic standards for the course or program being evaluated;
- The evaluation will conclude with a determination of whether the proposed course should be credit or non-credit.

A Request for Assignment of Course Credit may be submitted to the Curriculum Review Committee Chair or the Registrar by the originating school and include a completed course description and any other pertinent documentation. After reviewing the course description, the Curriculum Review Committee will make a recommendation to the Academic Council.

The Academic Council may direct further development or revision of the content prior to approval of credit and the Registrar or designate will maintain a registry of courses approved for credit.

9.04 Certification of a Program

All new programs and existing programs that are significantly modified must be approved by the Academic Council prior to the awarding of a Yukon College certificate or diploma. All requests for program certification are to be directed to the Chair, Academic Council. Each request will include a completed Request for Certification of a Program and all required documentation, including:

- The proposed program's title;
- An outline of coursework, admission requirements;
- Evaluation standards;
- Proposed external accreditation and transferability (if any);
- General learning outcomes/objectives;
- Instructional requirements/standards.

The certification equivalencies of a program must be completed prior to it being offered to the public as a program leading to certification.

The Registrar or designate will maintain a register of programs approved by the Council.

9.05 Assessment of Continuing Education Unit (CEU)

The Academic Council is responsible for the assessment of CEU's. All requests for CEU assessment must be submitted to the Chair of the Curriculum Committee using the Request for CEU Assessment form and must include a detailed description of the continuing education activity. A complete registry of assigned CEU's will be maintained by the Secretary of the Council or Registrar.

Appendix A

REQUEST FOR ASSIGNMENT OF COURSE CREDIT

Course Title: _____

Division: _____

School: _____

Credit Requested 1 2 3 4 5 6 (circle one) or Other: _____

Method of Instruction (circle one): Lecture Lab Other _____

Hours of Instruction: _____

Grading System (circle one): Standard Trades/Vocational Pass/Fail Mastery

Required Prerequisites: _____

Is this course equivalent to any previous Yukon College courses? If so, what course(s):

Is this course required to graduate in a program? If so, what program (s):

Can this course be used as an elective in a program? If so, what program(s):

Does this course have transfer equivalency to another institution? If so, what institution(s):

Recommended by FNI _____

Recommended by Chair: _____

Recommended by Dean: _____

Recommended by Curriculum Review Committee: _____

Date: _____

REQUEST FOR ASSIGNMENT OF COURSE CREDIT

FOR CURRICULUM REVIEW COMMITTEE AND ACADEMIC COUNCIL USE ONLY:

ASSESSMENT			
	YES	NO	COMMENTS
New Course			
Course Outline Provided (to College standard)			
Instructional contact indicated (including credits)			
Course description included			
Learning outcomes stated			
Delivery methods/format described			
Prerequisites stated (if required)			
Evaluation described			
Text/support materials indicated			
Equivalency and/or transferability included			
Instructional requirements			
Topic outline/syllabus included			

Title of Program: _____

REQUEST FOR CERTIFICATION OF A PROGRAM

Certificate _____ Diploma _____

Total number of credits: _____

List courses and credits below:

Recommended by FNI _____

Recommended by Chair: _____

Recommended by Dean: _____

Recommended by Curriculum Review Committee: _____

Date: _____

REQUEST FOR CERTIFICATION OF A PROGRAM

FOR ACADEMIC COUNCIL USE ONLY:

ASSESSMENT			
	YES	NO	COMMENTS
New Course			
Program Outline Provided			
Admission Requirement			
Graduation Requirement			
General learning outcomes/objectives			
Outline of coursework			
Instructor credentials/experience			
Transfer/Equivalency/Accreditation			

REQUEST FOR ASSIGNMENT OF CEU

Course Title: _____

Division: _____

School: _____

CEU Requested 1 2 3 4 5 6 (circle one) or Other: _____

Method of Instruction (circle one): Lecture Lab Other _____

Hours of Instruction: _____

Grading System (circle one): Standard Trades/Vocational Pass/Fail Mastery

Required Prerequisites: _____

Recommended by FNI _____

Recommended by Chair: _____

Recommended by Dean: _____

Recommended by Curriculum Review Committee: _____

Date: _____

REQUEST FOR ASSIGNMENT OF CEU

FOR ACADEMIC COUNCIL USE ONLY:

ASSESSMENT			
	YES	NO	COMMENTS
New Course			
Course Outline Provided			
Instructional contact indicated (10 hrs per unit)			
Learning outcomes stated			
Topic outline/syllabus included			
Delivery methods/format described			
Text/support materials indicated			
Instructor credentials/experience			
Evaluation			