



***Academic
Regulations
and Procedures***

July 1, 2019 – January 1, 2020

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 1st day of July, 2019



Dr. Karen Barnes, President, Yukon College

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1.0 Academic Council

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), the Academic Council determines and regulates Yukon College's policies relating to:

- admissions and registrations;
- terminations and withdrawals;
- transfer credit, advanced credit and prior learning assessment and recognition;
- curriculum content for courses;
- student academic conduct and student appeals on academic matters;
- requirements for graduation;
- award recognizing academic excellence.

1.01 Role

The Academic Council is authorized to act on *any matter related to academic standards, student conduct, and policy decisions related to certificate, diploma and degree programs* at Yukon College, fulfilling 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.

1.02 Academic Regulations Revision

New Academic Regulations passed in each *half-year period* become *active January 1st* (for changes made July 1 – December 31) and *July 1st* (for changes made January 1 – June 30).

Communication from Associate Registrar about Academic regulations and procedural updates passed by the Academic Council – December 15 and June 15.

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 August 31st of the previous academic year, by the Academic Council. Specific academic and other requirements are listed under each program 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 the 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 (i.e. immunization record) sent to the Admissions Office.

2.04 Selection for Admission

Applications will be evaluated once all documents have been received by the Admissions Office.

For programs that have a selective admission process or criteria, information will be presented in advance and published on the program specific page on the College's website.

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.

Students may be permitted to register in Yukon College courses as an **open-enrolled** student. Students in the open enrollment category are not committed to a program and are required to be accepted into a program should they choose to earn a credential. Students may be limited by program requirements.

This includes students who wish to take up to six credits per term without applying to a specific program.

Some professional or limited-enrolment programs may exclude an open-enrolled student's registration.

A 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 the reason for refusal, ways to upgrade their qualifications, and their right of appeal.

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 Secondary School Graduation Requirements for Program Admission

An applicant who will be at least 19 years of age before the first day of classes may be admitted to a Yukon College program by meeting the applicable entrance course requirements for that program, whether or not the applicant holds a Secondary School Graduation Certificate or Adult Graduation Diploma.

An applicant who will be between 17 and 19 years of age before the first day of classes may be admitted to a Yukon College program by meeting the secondary school graduation requirement for that program (if any) in addition to applicable entrance course requirements.

An applicant who has not yet reached 17 years of age before the first day of classes may only be admitted to a program with written permission of the Registrar.

2.10 International Applicants (Study Permit Applicants)

Once entrance requirements have been satisfied, all International applications must obtain a valid study permit upon entry into Canada to be admitted to Yukon College.

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.

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, will be required to submit a new application.

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 the 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).

Students will normally be 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.

Students may register for courses with a final tuition and fee payment deadline as published on the College's website. Students who fail to pay by the payment deadline will be blocked from future registrations, library loans and refused access to their official record until their accounts have been paid in full. Payment arrangements and tuition deferrals are made upon special arrangement with the Associate Registrar or Designate.

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 Admissions and Registration Office, outlining the extent of financial support for fees, books, supplies, etc. being provided.

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

A student who registers in a course must demonstrate completion of the course pre-requisite by the first day of the term or will 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 enrolment 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.

Upon recommendation from the Dean or designate a student may register for a course more than three times with the Registrar'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 Associate 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 placed on their student file. The following conditions apply:

- Full-time Student status with a reduced course load applies to a term or academic year as specified by the Learning Assistance Centre. 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 full-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.

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/Transfer Credit is awarded based on equivalent credit courses taken at another institution;

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 available in certain program areas and are done by a content 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.

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 (IB and AP courses);
- 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;
- All courses and previously earned credentials ten years old or less, whether from Yukon College or other institutions, will be considered for transfer towards a new credential. Exceptions to this are approved by the Registrar in consultation with the Dean of the program. Refer to section 5.11 on Levels of Certification for length of time permitted to complete a credential;
- Transfer credit will only be given for courses in which a grade of C (or equivalent) has been achieved;
- 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%

An alternate grading system is used for the College's Trades and Office Administration program:

Grade	Grade Point Value	Percent Equivalent
A	4.0	90-100
B	3.0	80-89
C	2.0	70-79
D	1.0	60-69
F	0.0	Below 60

The letter grade is 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.

The College may assign other grades or codes 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.
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 90 days. After this time default grade is applied to the student transcript.
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.

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.
NS	No Show	Typically used by Continuing Education when a registered student does not attend a registered course.
0-100	Numeric grades	Numeric grades are used for grading courses with the College's partnership institutions.

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: 3 (credits) x

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

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 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:

- Notice of an incomplete grade will be submitted 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 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 90 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.

5.07 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.

5.08 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.

5.09 Probation – Academic and Professional Programs

The first time that a **full-time** student achieves an overall grade point average (GPA) of less than 2.00, the student will be placed on academic probation for the following term in which the student registers.

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 will be allowed to continue in their studies. Students will be removed from probation when their overall GPA is 2.0 or above.

A **full-time** 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 will be dismissed 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 dismissed will come off of academic probation when their overall GPA is above 2.0.

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

5.10 Probation – Pass/Fail 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.

5.11 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 honours" 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 honours" 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 typically six to eight terms of full-time study (normally 90-120 credits, or equivalent). A Bachelor's degree "with honours" 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.

5.12 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.

5.13 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.

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.

5.14 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.

5.15 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.

5.16 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*.

5.17 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.

5.18 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.*

5.19 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.

5.20 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.

1. **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.
2. **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.

3. **The Complaint Manager** will forward a written summary of the response to the Complainant within (7) days after receipt of such by the Respondent.
4. **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 appoints *three (3) or more of its members (of faculty or student representative)* as required to serve as members of a subcommittee called the Appeals Committee of the Academic Council. Two of these members are appointed co-chairs of the Appeals Committee. They will serve for a period of *one academic year*.

The Chairperson(s) 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(s) will select new or additional members, including other Non-Academic Council faculty to sit on a particular Appeals Committee *as approved by the Appeals Committee Chairperson(s).*

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(s) 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(s) will ask the student (**Appellant**) and the person(s) who made the decision being appealed (**Respondent**) to *submit the following information* to the Chairperson(s):

- 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(s) will circulate copies of the Appeal Package to the members of the Appeals Committee, as well as to the Appellant and Respondent.

The Chairperson(s) 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(s) 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(s) 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(s) of the Appeals Committee will:

- a. Collect all pertinent and confidential information relating to the appeal from committee members, keep one copy for the numbered 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.

8.0 Academic Accommodation

8.01 Purpose

Yukon College is committed to providing a positive, supportive and barrier-free academic environment for all its students. Yukon College respects the law common to all persons, recognizing its obligations and strives to ensure that the College's academic facilities, learning environments and educational programs are accessible to all qualified students. This commitment is grounded in the institutional values of respect, dignity, and honoring diversity.

8.02 Governing Legislation and Relevant Documents

This policy works in conjunction with relevant federal and territorial human rights legislation as well as YC internal policy and guiding documents, including:

- Canadian Charter of Rights and Freedoms
- Yukon Human Rights Act
- Yukon Access to Information and Protection of Privacy Act
- Yukon College Code of Ethics
- Yukon College Student Rights and Responsibilities (SS-06).

8.03 Definitions

Academic Accommodations:

Academic accommodation is the removal of barriers for students with different needs based on the grounds listed in the Yukon Human Rights Act in order to enable students' full participation in academic pursuits. The purpose of an academic accommodation is to provide equal access to academic facilities, learning environments and educational programs for qualified students. Accommodations are a planned variation in the way a student engages with course content, participates in course activities or demonstrates mastery of course content and skills through evaluation or assessment.

Disability:

Students with disabilities are students who:

- Have been diagnosed by an appropriate health care professional as having mental health impairment, physical impairment, neurological impairment, learning disorder or sensory impairment, any/all of which may be permanent or temporary and is likely to continue and may significantly interfere with educational pursuits; AND
- Experiences functional restrictions or limitations in their ability to perform the range of life's activities; AND
- May experience attitudinal and/or environmental barriers that hamper their full and self-directed participation in life.

Essential Learning Requirements:

The knowledge and skills that a student must acquire and demonstrate to successfully meet the learning objectives of the course or program.

Prohibited Grounds/Protected Status:

The characteristics identified in the *Yukon Human Rights Act* and for which it is prohibited to treat any individual or group unfavorably.

8.04 Duty to Accommodate

Qualified students seeking academic accommodation may be provided with accommodation once their request is assessed by Yukon College. All requests for academic accommodation will be *assessed on an individual basis* and will not be unreasonably denied.

Yukon College acknowledges its responsibilities to make provisions for individuals who are protected against discrimination under the *Yukon Human Rights Act*. **Requests** for academic accommodations may fall into one of two categories:

1. Academic accommodations on the basis of *disability*.
2. Academic accommodations for reasons *other than disability*.

8.05 Requesting Academic Accommodation due to Disability

The Learning Assistance Centre (LAC) is the designated unit at Yukon College responsible for assessing and managing requests for academic accommodations due to disability.

Students requesting academic accommodations due to disability should *contact the Learning Assistance Centre in person, by telephone or email* as soon as they are aware of their need for accommodation:

<https://www.yukoncollege.yk.ca/student-life/learning-matters/learning-assistance-centre>.

YC Roles and Responsibilities

Yukon College will:

- Ensure applicants and students are aware of resources, including academic accommodations, to support students with disabilities.
- Ensure persons who are academically qualified are not denied admission on the basis of their disability.
- Provide reasonable accommodations to the point of undue hardship to students with disabilities under the *Yukon Human Rights Act*.
- Review documentation provided by students seeking academic accommodation to ensure decisions are based on appropriate information.
- Adapt or alter course/program requirements which are discriminatory on the basis of disability, except with respect to the essential learning requirements of the course/program.
- Actively participate in dialogue to develop and implement academic accommodations.
- Ensure personal information about students is handled in a confidential manner in accordance with Yukon Access to Information and Protection of Privacy Act.
- Ensure faculty and staff are knowledgeable about relevant institutional policies and procedures for enacting academic accommodations.
- Ensure faculty and staff have the resources and support to implement academic accommodations.

- Be willing to review and modify the accommodation plan as circumstances or needs change.
- Carry out a review process every five years to review the scope and application of this section of the Academic Regulations. This review should include consultations with students, faculty, staff and specifically users of the LAC.

Student Roles and Responsibilities

Students will:

- Request academic accommodations as early as possible once they are aware of their need for accommodation. Generally, the more complex the accommodations, the more time is required to arrange them.
- Provide the necessary documentation to support their request for academic accommodation.
- Actively participate in dialogue to develop and implement academic accommodations related to their own academic success.
- Follow the procedures set out by the learning Assistance Centre regarding the request and provision of academic accommodations.
- Advise the Learning Assistance Centre if their academic accommodation needs change.

LAC Roles Responsibilities

The Learning Assistance Centre will:

- Assess all student requests for academic accommodation on the basis of disability to determine if there are grounds for an academic accommodation and whether the documentation is adequate to support the request.
- Develop accommodation plans in consultation with the student and/or Instructor, Chair, Dean where appropriate.
- Inform Instructors of accommodation plans for all students with disabilities.
- Support faculty and staff as needed with the implementation of academic accommodations.
- Provide information, support and resources pertaining to academic accommodations to College faculty, staff and students as needed.

The Learning Assistance Centre will also establish and maintain the procedures that govern the request and provision of academic accommodations on the basis of disability. These procedures will conform to the following criteria:

- Requests for academic accommodation on the basis of disability must be initiated by the student.
- LAC staff will meet with the student and review the documentation provided.
- In consultation with the student, and/or the Instructor, Chair, or Dean, where appropriate, LAC staff will develop an academic accommodation plan based on the functional impact of the disability and environmental factors such as the nature of the courses, program, field of study.
- The LAC staff will communicate the accommodation plan to instructors, and, as needed, assist students and instructors in implementing the plan.

- A record of the plan will be kept by the LAC in accordance with *Yukon Access to Information and Protection of Privacy Act*.

Documentation of Disability

Student requesting academic accommodation on the basis of disability are *required to provide* documentation.

Documentation *must be in a written form* and from a *certified health care professional* who is qualified to diagnose the specific disability/condition for which the accommodation is requested. The *specific diagnosis is not required*; however, the presence of a diagnosis must be confirmed by the health care practitioner.

Documentation **should outline** the nature of the disability and must include a detailed description of the functional impact of the disability. The presence of a diagnosis alone is not sufficient to support a request for academic accommodation.

Documentation *must be current - within 5 years*. However, when a student's disability is variable or functional limitations show significant change, new or updated documentation may be required. *Students are responsible for all costs* associated with obtaining documentation of disability.

✓ *Provisional Accommodations*

In some circumstances, academic accommodations may be identified and implemented on a provisional basis, *without documentation*, while a student is waiting to be assessed by a health care professional to identify their current functional limitations. Yukon College will use the best information available including student self-reporting and non-current documentation to establish a provisional accommodation plan.

Provisional accommodation plans will be valid for up to one term and will be updated as soon as current documentation becomes available. Once assessed by a health care professional, it is the *responsibility of the student to submit valid documentation as soon as possible*.

✓ *Retroactive Accommodations*

A student may request accommodation after a scheduled evaluation (test, examination or assignment), or course has taken place and where the student has failed to meet learning outcomes due to a disruption related to their disability. *Sudden, unexpected, significant changes* to a student's functional ability may occur as a result of the acute emergence of symptoms or environmental factors. In such situations, students may *not be able to follow the protocol* for arranging academic accommodations set out in the Academic Regulations and by the Learning Assistance Centre.

Yukon College acknowledges its responsibility to consider requests for retroactive accommodation as described here. If requesting academic accommodations retroactively, *students should contact the Learning Assistance Centre as soon as possible*.

8.06 Requesting Academic Accommodation for Reasons other than Disability

Requests for academic accommodation for reasons other than disability may be made to the Learning Assistance Centre (LAC) **OR** the student's Instructor, Chair, or Dean. Where requests are made first to the Instructor, Chair or Dean, faculty are encouraged, but not required, to contact the LAC for resources and support.

8.07 Appeals

Disputes between students and Yukon College over the assessment of requests and implementation of academic accommodations may arise. In such cases, disputes should be resolved informally where possible in accordance with *Section 6, Request for Action, Student Complaint*.

Where a successful informal resolution is not attained, students may appeal to the Appeals Committee in accordance with *Section 7, 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.” 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 and subject codes are *determined by the Registrar* or designate in consultation with Data Governance Committee and the program area. Course titles and subject codes are *submitted to the Academic Council for final approval*.

Course titles will provide students with a general idea of course content. **Subject codes** are no more than *four (4) characters* and are abbreviations designed to identify the discipline content. Subject codes are *followed by three (3) digit numerical codes* that identify the course level and program classification.

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.

All New Courses must be submitted to the Academic Council for approval prior to the offering of the course, and must include the *Course Outline, Request for Assignment of Course Credit and Course Outline Approval Process* forms. All new course outlines must follow the course approval process as outlined in the Course Outline Approval Process.

New course outlines and changes to existing courses must be received by Academic Council **by February** for offerings that begin in **September**, **by August** for offerings that begin in **January** and **by January** for offerings that begin in **May**.

9.04 Approval or Modifications of a Program

All new programs must be reviewed and then recommended by the Academic Council to the Board of Governors for approval. **All existing programs** that are significantly modified must **first** be approved by the Academic Council **and, then** by the Board of Governors, if there are any fiduciary implications involved. These steps must be completed prior to the launch of a Yukon College certificate, diploma or degree. All requests for program approval/changes are to be directed to the Governance Office to be added to an Academic Council agenda.

The approval process includes several stages that must be completed prior to final approval at the Academic Council and/or the Board of Governors:

1. First, the New Program Proposal, Stage 1 (for both Degree and Non-Degree programs) document is completed and submitted to the Academic Council.
2. Following Stage 1 approval at the Academic Council, the New Program Proposal, Stage 2 (Degree Program or Non-Degree) document is completed and submitted to the Academic Council.

Program level is determined by the Registrar through consultation with the program area during Stage 1 of program development.

The Registrar or designate will maintain a registry of all existing and new programs.

Changes to an Existing Program

Following effective consultation regarding the changes, the following forms are to be completed and directed to the Governance Office to be added to an Academic Council Agenda:

- Updated Program Outline;
- Global Change Form.

Changes to an Existing Course

Following effective consultation regarding the changes, the following forms are to be completed and directed to the Governance Office to be added to an Academic Council Agenda:

- Updated Course Outline;
- Global Change Form.

All forms are located on MyYC under Academic Council.

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 registry.

APPENDIX A Academic Council Forms

- ✓ New Program Proposal, Stage 1 (for Degree & Non-Degree programs)
- ✓ New Program Proposal, Stage 2 (for Degree program)
- ✓ New Program Proposal, Stage 2 (for Non-Degree program)
- ✓ Program Outline Form
- ✓ Course Outline Form
- ✓ Request for Assignment of Course Credit
- ✓ Course Outline Approval Process
- ✓ Global Change Form

All forms are located on MyYC_Governance_Academic Council_Policies, Procedures and Forms