



# 2025 STUDENT HANDBOOK



**SCIE**  
INSTITUTE  
  
VANCOUVER

Volume 03.25.25 Effective March 25, 2025

**CANADA.SAE.EDU**

# TABLE OF CONTENTS

<b>TABLE OF CONTENTS .....</b>	<b>1</b>
<b>A MESSAGE FROM OUR GENERAL MANAGER &amp; CHIEF OPERATING OFFICER.....</b>	<b>3</b>
<b>ABOUT SAE INSTITUTE.....</b>	<b>4</b>
SAE INSTITUTE CANADA.....	4
SAE INSTITUTE NORTH AMERICA .....	4
STUDENT HANDBOOK .....	4
<b>2025 SCHEDULE .....</b>	<b>5</b>
PROGRAM START DATES .....	5
HOLIDAY SCHEDULE .....	5
2025 ACADEMIC CALENDAR .....	5
<b>POLICIES .....</b>	<b>6</b>
ATTENDANCE POLICY.....	6
<i>Recording Attendance.....</i>	6
<i>Attendance &amp; the Recording of Hours .....</i>	6
<i>Notification of an Absence.....</i>	6
<i>Mitigating Circumstances.....</i>	6
<i>Attendance Requirements .....</i>	6
<i>Errors &amp; Omissions.....</i>	7
AUDIO VISUAL CONSENT POLICY .....	7
<i>Commercial Usage Limitations .....</i>	7
<i>Rights.....</i>	7
<i>Broadcast and Reproduction of Students and Student Likeness .....</i>	7
CAMPUS SECURITY .....	7
<i>Campus Procedures .....</i>	7
<i>Sexual Misconduct Policy.....</i>	8
<i>Sexual Assault Education.....</i>	9
DRUG AND ALCOHOL ABUSE PREVENTION POLICY .....	9
<i>Alcohol and Drug Abuse Prevention Information.....</i>	9
<i>Preventing Drug and Alcohol Abuse .....</i>	9
<i>Drug and Alcohol Abuse Resources .....</i>	10
FIELD TRIP WAIVER POLICY .....	10
GRADE APPEAL POLICY.....	10
<i>Assessment Principles.....</i>	10
<i>Flexibility of Assessment.....</i>	10
<i>Grounds for an Appeal of an Assessment .....</i>	11
<i>Process of a Grade Appeal of Assessment.....</i>	11
<i>Grade appeal of a Course Outcome.....</i>	11
HEALTH & SAFETY POLICY .....	11
RELEASE OF PERSONAL INFORMATION POLICY .....	11
<i>Personal Information.....</i>	12
<i>Research Purposes .....</i>	12
<i>Consent to Release Personal Information.....</i>	12
<i>Student Records .....</i>	12
RESPECTFUL & FAIR TREATMENT OF STUDENTS POLICY.....	12
<i>Equal Opportunity.....</i>	13
<i>Discrimination .....</i>	13

<i>Sexual Discrimination</i> .....	13
<i>Harassment</i> .....	13
<i>Sexual Harassment</i> .....	13
<i>Bullying</i> .....	14
<i>SAE Institute Responsibilities</i> .....	14
<i>Staff Responsibilities</i> .....	15
<i>Student Responsibilities</i> .....	15
<i>Procedure for Reporting and Acting on allegations of Discrimination or Harassment</i> .....	15
SEXUAL MISCONDUCT POLICY .....	16
<i>Confidentiality</i> .....	17
<i>Initiating a Complaint</i> .....	17
<i>Commencing an Investigation</i> .....	17
<i>Initial Response</i> .....	18
<i>Interim Intervention</i> .....	18
<i>Decision to Proceed with Investigation</i> .....	18
<i>Investigation Procedure</i> .....	18
<i>Determinations</i> .....	19
<i>Potential Sanctions</i> .....	19
<i>Outcome Notifications</i> .....	19
<i>Appeals</i> .....	19
STUDENT DISMISSAL & CODE OF CONDUCT POLICY .....	20
<i>Definitions &amp; Scope</i> .....	20
<i>Code of Conduct</i> .....	20
<i>Breaches to the Code of Conduct</i> .....	21
<i>Right of Appeal</i> .....	21
<i>Firearms or Other Dangerous Weapons</i> .....	22
STUDENT DISPUTE RESOLUTION POLICY .....	22
<i>Overview and Principles</i> .....	22
<i>Process for Filing a Complaint</i> .....	22
STUDENT LEARNING & EVALUATION POLICY .....	23
STUDENT RECORDS MANAGEMENT POLICY .....	23
<i>Student record compliance standards</i> .....	23
<i>Record storage standards</i> .....	24
<i>Archiving Student Records Standards</i> .....	24
STUDENT STATEMENT OF RIGHTS .....	24
TUITION REFUND POLICY .....	25
WITHDRAWAL POLICY .....	26
<i>Withdrawing</i> .....	26
<i>Refunds</i> .....	26
<i>International Students &amp; Study Permits</i> .....	26
<i>Early Release</i> .....	26
<b>CONSUMER DISCLOSURES</b> .....	<b>27</b>
CAMPUS SECURITY .....	27
EMERGENCY RESPONSE AND EVACUATION PLAN .....	27
COPY INFRINGEMENT .....	27
VACCINATIONS .....	27
DRUG FREE CAMPUS AND WORKPLACE .....	27
<b>ACCREDITATION AND REGULATORY INFORMATION</b> .....	<b>28</b>
THE PRIVATE TRAINING INSTITUTIONS REGULATORY UNIT.....	28
EDUCATION QUALITY ASSURANCE .....	28

# A Message from our General Manager & Chief Operating Officer

Hello & Welcome!

I want to thank you for choosing SAE Institute, a global leader in creative media education. We are thrilled to welcome you to our community. This is an exciting time in your life as you take an important step toward acquiring the knowledge and skills that will support you in achieving career growth and success. Here, we operate under a strong vision, with a purpose to support our students, while upholding an important set of values. All three of these tenants are designed to provide you with a positive educational experience.

**Our Vision:** To be one of the most trusted learning organizations in the world.

**Our Purpose:** Support student outcomes and student experience.

**Our Values:**

- We have conviction in our purpose and potential.
- We demonstrate drive by achieving and advancing together.
- We are adventurous in mind and spirit.
- We exhibit rigor in enhancing our professional reputation and credibility.
- We are genuine in the way we behave and deliver.
- We show respect by celebrating, valuing, and caring for people and the environment.

Our mission and values will never change. Each member of our community is committed to upholding these each day. We care deeply about your future and are here to help you achieve personal, educational, and professional success.

There are many things that make SAE Institute different from other colleges. One of the largest differences is the way we deliver the curriculum. Student-centered Active Education (S.A.E.) explains the way that SAE Institute prepares students for employment in their chosen fields. Students are actively involved in their learning and are taught the course information by applying it through practical, real-world assignments. Through these experiences, you'll develop and acquire practical experience that you can apply immediately upon graduation.

S.A.E. is just one of the many advantages that set SAE Institute apart—you'll discover even more as you continue your education. I wish you the best of luck with your studies and look forward to seeing you on campus.

Sincerely,



Jake Elsen  
General Manager & Chief Operating Officer



# ABOUT SAE INSTITUTE

## SAE Institute Canada

In Canada, SAE Institute debuted in October 2017 in Vancouver, BC. Previously known as Harbourside Institute of Technology, SAE Institute Vancouver offers diploma and certificate programs in audio.

At SAE Institute, we pride ourselves on delivering exceptional programs in professional-quality facilities. We ensure our students train on industry-standard equipment under the guidance of experienced professionals in order to be equipped with the skills needed to succeed in the industry after graduation.

## SAE Institute North America

SAE Institute was established in Australia as the School of Audio Engineering in 1976, making it the world's first audio engineering institute. The early success of SAE Institute and the demand for our practical, theory-based, and industry-relevant training quickly led to the establishment of other campuses across the world. SAE Institute has vastly expanded its curriculum and global network, now offering a diverse array of creative media instruction at more than 40 campuses around the world, to industry and academic acclaim.

In 1999, SAE Institute expanded its campuses to North America, opening the first two U.S. locations in New York and Nashville, Tennessee. Since then, three more locations have opened in Miami (2002), Atlanta (2007), and Chicago (2013). In 2017, SAE Institute expanded into Canada with the acquisition of the Harbourside Institute of Technology in Vancouver, British Columbia that is now known as SAE Vancouver. For a more detailed description of the history of SAE Institute, please visit the SAE Institute website at [www.sae.edu](http://www.sae.edu).

## Student Handbook

The purpose of this handbook is to provide key information to domestic and international prospective students and current students of SAE Institute Vancouver. This handbook contains information regarding policies that impact all students along with information for international students coming to Canada. It is strongly encouraged for you to fully read this document as all students are responsible for following the policies outlined in this handbook. Please see the Campus Director for any questions regarding anything within this document.

# 2025 SCHEDULE

## Program Start Dates

SAE Institute reserves the right to cancel any scheduled class start for reasons of insufficient enrollment, in which case all prepaid charges will be refunded.

Program Start Date	Projected Graduation Date
July 8, 2024	March 28, 2025
October 7, 2024	June 27, 2025
January 6, 2025	September 26, 2025
April 7, 2025	December 23, 2025
July 7, 2025	March 27, 2026

## Holiday Schedule

SAE Institute of Technology is closed for all U.S. national holidays. If a class is scheduled on a holiday, a make-up day will be required.

Holiday	2025
New Year's Day	January 1, 2025
Family Day	February 17, 2025
Good Friday	April 18, 2025
Victoria Day	May 19, 2025
Canada Day	July 1, 2025
B.C. Day	August 4, 2025
Labour Day	September 1, 2025
National Day for Truth and Reconciliation	September 30, 2025
Thanksgiving Day	October 13, 2025
Remembrance Day	November 11, 2025
Christmas Day	December 25, 2025

## 2025 Academic Calendar

The following calendar applies to the 12-month program

Module	Start	End
January 2025 Module	January 6, 2025	March 28, 2025
Module Break (No Classes)	March 29, 2025	April 6, 2025
April 2025 Module	April 7, 2025	June 27, 2025
Module Break (No Classes)	June 28, 2025	July 4, 2025
July 2025 Module	July 7, 2025	September 26, 2025
Module Break (No Classes)	September 27, 2025	October 3, 2025
October 2025 Module	October 6, 2025	December 23, 2025
Module Break (No Classes)	December 24, 2025	January 2, 2026
January 2026 Module	January 5, 2026	March 27, 2026

# Policies

## Attendance Policy

Regular classroom attendance is not only an essential ingredient for academic achievement but also a fundamental building block for success after graduation. Instructors and administration document attendance at the beginning of each class and students are expected to be present and on time for all scheduled classes.

SAE will maintain accurate and true records of student attendance in line with relevant legislation. SAE requires that students attend as many classes as possible to ensure their success in the program.

## Recording Attendance

SAE Instructors document attendance at the beginning of each class, and attendance will be monitored by the Administration. At the end of any week where instruction is given attendance records will be updated. Student attendance records will be retained on the student record.

## Attendance & the Recording of Hours

Student attendance records are used for the purposes of generating a record of the number of hours of instruction the student attended each day in an approved program of instruction. SAE applies the following calculation method of hours to student attendance;

- Present - a student who arrives on time and attends the full scheduled class will have the full-time allocation applied to their attendance record for that class, that week.
- Late - a student who arrives 30 minutes or later to a class will be marked absent and will not have any scheduled time added against their attendance record for that class and that week.
- Left Early - A student who leaves class prior to the conclusion of instruction will have their attendance allocation revised, unless mitigating circumstances apply.

## Notification of an Absence

Notification of an absence must be given by the student to their instructor or the Administration via phone call or email.

## Mitigating Circumstances

A student with approved mitigating circumstances such as documented illness or documented bereavement will have their attendance record omitted from the weekly hour's calculation for the course and class that they have been excused from.

## Attendance Requirements

The instructor and/or Senior Educational Administrator will monitor student attendance regularly. Students are required to maintain the following attendance requirements;

- Students are not allowed to miss more than 10 unexcused classes per term due to mitigating circumstances. When the limit of allowable absences is being approached the student will receive written notice. If attendance issues continue after a written warning has been issued, the student may receive an automatic failing grade and/or be removed from the course/program.
- Students who drop below 60% attendance for three consecutive weeks or drop below 12 hours for three consecutive weeks, will be dismissed from the program.
- Students receiving Student Aid are not permitted to miss more than 20% of the prescribed course load. Students who miss more than 20% will be reported to Student Aid, and their funding will be revoked or become immediately due.

## **Errors & Omissions**

If a student becomes aware of an error or omission to their attendance record, they must contact the Campus Director to correct their record.

## **Audio Visual Consent Policy**

As a practice based, industry aligned provider of creative media programs, SAE students collaboratively create a range of artefacts as part of their studies. Whilst enrolled, SAE students (and staff) may also be involved in the generation of various artefacts designed to enhance outcomes for students and/or promote the organization.

## **Commercial Usage Limitations**

Audio and video recordings produced on the SAE Institute Vancouver campus ("recordings") are the result of artistic collaboration among instructors, student producers, engineers, composers, arrangers, and musicians. The purpose of the recordings is to provide students with experiences they are likely to encounter in their professional careers. The recordings are for educational purposes only and not for commercial use by any party.

## **Rights**

SAE Institute Vancouver reserves rights in student participation in the recordings to promote the college and its programs, without payment of fees or royalties, and maintains ownership of the master recording for archival purposes. All rights in and to a composition remain the property of the composer(s).

## **Broadcast and Reproduction of Students and Student Likeness**

SAE Institute Vancouver reserves the right to record, edit, use, reproduce, publish, and distribute (via print, web, television, video, photography, and all other media) a student's visual and/or audio likeness, and is granted permission to use such likeness for news, educational, marketing, advertising, fund-raising, or other reasonable purposes.

## **Campus Security**

The safety of our students, staff, and faculty is of the utmost importance to us. To help ensure our campus remains a safe space for all those who visit them, we have policies and procedures in place.

The SAE Institute Campus Director can discuss any safety concerns with students or parents. Students and employees must report any crime that takes place on campus directly to the Campus Director. The Campus Director or his/her designee will contact law enforcement as needed to address any criminal activity on campus. Victims and witnesses can report criminal activity on a voluntary, confidential basis directly to the Campus Director. Students who are found guilty of criminal activity on-campus or off-campus during a school-sponsored activity will face disciplinary action from the school up to and including expulsion as well as a response from local law enforcement.

## **Campus Procedures**

Students and employees are encouraged to bring any security concerns directly to the Campus Director or Administration. In the case of an on-campus emergency, students must follow instructions from SAE Institute employees. In the event of an evacuation, students and employees should follow the evacuation maps found in each room on campus.



## Sexual Misconduct Policy

SAE Institute values civility, dignity, diversity, education, equality, freedom, honesty, and safety, as described in the Student Conduct, and is firmly committed to maintaining an environment free from sexual harassment, and sexual assault, collectively referred to in this policy as sexual misconduct.

Sexual misconduct jeopardizes the mental, physical, and emotional welfare of our students and employees, as well as the safety of our learning community. This policy provides information on how the school will proceed once it is made aware of sexual misconduct.

For purposes of this policy, sexual misconduct encompasses a range of behaviors that can create a hostile educational environment, including sexual assault and sexual harassment.

This policy applies to sexual misconduct that is committed by an SAE Institute student or employee whenever that sexual misconduct occurs on campus or off-campus in connection with an SAE Institute recognized program or activity or in a manner that may pose an obvious and serious threat of harm to, or that may have the effect of creating a hostile educational environment for any member(s) of the SAE Institute community. This policy also prohibits retaliation in connection with any reports of possible sexual misconduct that are made under this policy.

SAE Institute strongly encourages the prompt reporting of sexual misconduct to the Campus Director or other campus administrator. The report may be made by:

- A person who believes they experienced sexual misconduct (a “Complainant”); or
- A person who has information that sexual misconduct may have been committed by an SAE Institute student or employee.

If the Reporter or Complainant chooses not to participate in SAE Institute’s investigation of the incident, SAE Institute may, as described below, pursue the report without that person’s participation.

SAE Institute also encourages anyone who believes they experienced a sexual assault (or any other crime) to make a report to the local police department. Collection and preservation of evidence relating to the reported sexual assault is essential for law enforcement investigations, so prompt reporting of the incident to law enforcement is especially critical.

Once SAE Institute is put on notice of possible sexual misconduct, the Complainant will be offered appropriate confidential support and other resources. SAE Institute will take appropriate steps to prevent and/or address retaliatory conduct following a report. If requested, other participants in the process (such as Reporters or witnesses) may also be offered appropriate support services and information.

The Campus Director will determine the most effective method of investigating the concerns raised by the reported sexual misconduct. In all cases, SAE Institute will respond to the report in a prompt, thorough, procedurally fair, and effective manner. Upon receipt of a report, SAE Institute will strive to complete its investigation and notify the Complainant within 14 calendar days. The results of the investigation may include student or employee disciplinary action, up to and including permanent dismissal from SAE Institute. If deemed appropriate, SAE Institute may adjust the schedules of the students involved to ensure a safe learning environment. The decision may be appealed in writing to the General Manager/Chief Operating Officer. The General Manager/Chief Operating Officer or his designee will conduct a thorough investigation prior to rendering a decision to reverse, alter or uphold the disciplinary action. The decision of the General Manager/Chief Operating Officer is final.

## Sexual Assault Education

Sexual assault is a term that refers to an unwanted sexual act against or without a person's consent. This type of assault encompasses more than violent physical incidents—sexual assault refers to any sexual, physical, verbal, or visual act that forces a person against their will to join in unwanted sexual conduct or attention.

Sexual assault affects many lives—both directly and indirectly. It is a crime that spans age, sexual orientation, religion, and gender, and affects people of all socioeconomic backgrounds and education levels.

There are many short and long-term effects of sexual assault that affect the mind, body, and spirit. Many survivors experience one or more of these effects and they are not mutually exclusive. For example, a physical reaction to trauma such as self-injury can be the result of depression. The physical, mental, and spiritual effects following sexual assault and rape are difficult to cope with. If you or someone you know is experiencing effects from a sexual assault, there are many resources that can assist.

In an emergency situation, always call 911. Emergency situations include a recent threat of violence, a recent act of violence, or if someone's health is in imminent danger.

VictimLink BC is a toll-free, confidential, multilingual crisis hotline available 24 hours a day, 7 days a week.

[VictimLink BC](#)

1-800-563-0808

## Drug and Alcohol Abuse Prevention Policy

SAE Institute forbids the use, possession, distribution, or sale of illegal drugs or alcohol by students, faculty, or staff anywhere within the school facilities or on campus grounds. Anyone in violation of provincial, federal, or other local regulations with respect to illegal drugs or alcohol may be subject to both school disciplinary action and criminal prosecution, up to and including school expulsion for students or termination of employment for employees.

## Alcohol and Drug Abuse Prevention Information

Alcohol and illegal drug consumption cause a number of changes in behavior and physiology, posing a significant threat to the health and welfare of our nation's citizens. Even minor usage can impair judgment, coordination, and abstract mental functioning.

Statistics show that the vast majority of violent behaviors (including acquaintance rape, vandalism, and assaults) involve alcohol and/or drug use. Additionally, continued use stresses social relationships and may lead to dependency, which often causes permanent damage to vital organs and is counterproductive to a healthy lifestyle.

## Preventing Drug and Alcohol Abuse

Drug abuse costs Canadian taxpayers billions of dollars in preventable health care, law enforcement, crime, and other costs, not to mention the emotional costs to the abusers and their families. But, as the sentence states, it is preventable. Addiction is a developmental disease, usually starting during adolescence when the brain is still going through critical developmental phases. Studies have shown that prevention and early intervention work best. Early intervention programs such as D.A.R.E. (Drug Abuse Resistance Education) and The Courage to Speak Foundation, which is "saving lives by empowering youth to be drug-free and encouraging parents to communicate effectively with their children about the dangers of drugs" are best at preventing future alcohol and drug abuse.

## Drug and Alcohol Abuse Resources

The results of alcohol and drug abuse can be devastating, but students and employees can find help. [HealthLink BC](#) provides resources to find help when needed.

## Field Trip Waiver Policy

As part of the curriculum offered by SAE Institute Vancouver, the student may have an opportunity to participate in one or more field trips.

Field trips are voluntary and attendance is within the student's personal discretion, as a condition of such participation the student agrees as follows:

1. The student understands and appreciates the risks inherent in travel of the nature of the field trip(s), and voluntarily and knowingly assumes those risks. The student releases SAE Institute Vancouver, its employees, officers, trustees, directors and assigns from any liability for any injury or loss the student might incur in connection with the trip(s) and waives and releases forever any and all rights for claims and damages against the Institute, its trustees, officers, employees and agents, including the staff members and supervisors, in any manner due to any personal injury or property loss sustained by me as a result of traveling to and from the field trip destination(s) and/or the students participation in the activities associated with the field trip(s), including any activities the student may engage in during free time while participating on the field trip(s).
2. For participating in the trip(s) the student agrees to follow the directions of instructors and staff members and adhere to the Institute's code of conduct.
3. The student understands that he/she will be responsible for their own welfare and safety.

## Grade Appeal Policy

SAE applies assessment principles to ensure that student's assessments (and subsequent grades) are fair, valid, flexible and reliable. Where a student believes that one or more of these principles has not been applied

## Assessment Principles

Student assessment is a mechanism for ensuring the attainment and maintenance of academic standards. SAE Institute requires that student assessment strategies are:

- Fair,
- Valid, and
- Reliable.

The Institute will ensure assessment requirements are effectively communicated to students through the publication of course materials.

## Flexibility of Assessment

Where appropriate, students may be afforded some degree of flexibility in the means by which they can demonstrate their achievement of the learning outcomes of a module of study.

Such flexibility is usually only provided where mitigating circumstances are approved. Such mitigating circumstances and alterations to assessment may be granted at the sole discretion of the Senior Educational Administrator. In such cases, students will be provided written correspondence to confirm such an arrangement.

## Grounds for an Appeal of an Assessment

Students may appeal a grade provided for an assessment item within a course of study on the grounds that they have reason to believe that SAE has not applied to the Assessment Principles outlined in the section above.

## Process of a Grade Appeal of Assessment

Prior to a grade appeal, all students are encouraged to seek further feedback and clarification on their assessment from their instructor. If further feedback and clarification does not satisfy the student's concerns then a grade appeal may be lodged in accordance with the following steps:

1. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Senior Educational Administrator within 5 school days of receiving their assessment grade. In this appeal, the student must provide a reason for their appeal which relates to how an instructor may not have applied SAE's Assessment Principles outlined in this policy.
2. At this stage, the Senior Educational Administrator will assess the student's written appeal and decide to either progress the matter, seek additional evidence or dismiss the appeal.
  - a. An appeal may be dismissed where the Senior Educational Administrator believes that insufficient rationale has been provided by the students to warrant a grade appeal and/or where the appeal does not adequately describe how SAE's assessment principles have been breached.
3. Where the Senior Educational Administrator believes there is ground for an appeal, they will obtain a copy of the assignment in question from the instructor and will have another instructor re-assess the assessment.
4. If the student achieves a higher grade on re-assessment, the higher grade will be assigned to the student.
5. If the student achieves a lower grade on re-assessment, the original grade will be retained.
6. The grade will be considered final and cannot be appealed.
7. Decisions on the grade appeal will be provided to the student within 5 school days of receipt of the original written appeal.

## Grade appeal of a Course Outcome

SAE students may appeal the grade outcome of an individual assessment, but may not appeal the grade for an entire course.

## Health & Safety Policy

SAE is committed to promoting a safe and healthy facility and working environment for all administration, faculty, staff, contractors, students, and visitors. The Institute has established and maintains safe working practices through proper procedures and direction guided by the "Workers' Compensation Act" and "WorkSafe BC Regulations."

SAE receives a full inspection by the North Vancouver Fire Department on a yearly basis and is currently compliant with all regulations. The entire facility has a full sprinkler and fire alarm system, as well as certified foam extinguishers on site.

There are two full first aid kits in both classrooms, as well as in the office.

## Release of Personal Information Policy

SAE is required under various laws to provide third parties with personal information provided by students.

## Personal Information

The following personal information consisting of the student name, date of birth, gender, and postal code of the last known permanent address may be used to verify or assign a British Columbia Personal Education Number (PEN) to students. The main use of the PEN is to measure the participation of the population in the post-secondary sector and for program research or evaluation.

Other uses of personal information may include purposes of identification, statistical reporting, investigating student complaints, determining tuition refund entitlements, measuring program performance, or other requirements.

## Research Purposes

For research purposes, any information disclosed will be in a non-identifiable form.

## Consent to Release Personal Information

In accordance with Part 4(10)(1)(a) of the Personal Information Protection Act, SAE hereby notify students that your name and personal identification information, the name of your program of study, and the amount of the tuition paid will be forwarded to the Private Training Institutions Regulatory Unit (PTIRU) for the purpose of administering the Student Training Completion Fund. This information is collected by the PTIRU under section 26 of the Freedom of Information and Protection of Privacy Act.

## Student Records

Upon completion of a program of study or other termination from the program, the academic records of a student consisting of transcript and diploma (if issued), the enrollment contract, will be stored for the purpose of maintaining an academic record archive on an electronic system as per the requirements of the PTIRU bylaws.

Under the Personal Information Protection Act, students are entitled to have access to their student file.

## Respectful & Fair Treatment of Students Policy

SAE Institute Vancouver is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

SAE Institute Vancouver is committed to providing a learning environment free from discrimination and harassment with equal opportunity for and fair treatment of all students. This commitment is based, in part, on the need to ensure that the Institute complies with anti-discrimination laws, but also is an extension of the Institute's organizational values and its commitment to providing a happy, authentic and student-centric learning environment.

The Institute will take all reasonable steps to identify and eliminate unequal opportunities, unfair treatment, harassment, bullying and discrimination from its practices to create an inclusive culture that fosters acceptance and respect of all students.

This policy on student equal opportunity and fair treatment (free of harassment and discrimination) applies to all activities in which higher education students may participate while a student at the Institute or potential student including admission and enrolments; teaching and learning; student management; course development and delivery; training and instruction; assessment and examination; access to resources and facilities; Institute culture.



## Equal Opportunity

Equal opportunity in student education is a principle of non-discrimination which emphasizes that opportunities in education should be freely and equally available to all students irrespective of their personal characteristics or attributes which are unrelated to their ability, performance, knowledge, skill or competence (e.g., race, gender, religion, disability etc.).

## Discrimination

Discrimination in student education occurs when a student is denied a benefit or the equal opportunity outlined above, or treated less favorably than another student, on the grounds of a personal characteristic or attributes (e.g. race, gender, religion, disability etc.).

Discrimination can be either direct or indirect. Direct discrimination occurs when unlawful distinctions are made between individual students and student groups based on any of the discriminatory grounds. Indirect discrimination occurs when a seemingly harmless policy, rule or practice has a discriminatory effect on an individual student or student group.

The following discriminatory grounds: age; breastfeeding; career status; family responsibilities; impairment/disability (past, present or future); industrial activity; lawful political belief or activity; lawful religious belief or activity; lawful sexual activity; marital status; parental status; physical features; pregnancy or potential pregnancy; race, color, nationality, ethnic or national origin; sex; personal association with a person identified by reference to one of the above attributes.

## Sexual Discrimination

Sexual discrimination is when a person is treated less favorable than that of a person of the opposite sex would be treated in the same or a similar circumstance. The following sexual discriminatory grounds apply under various legislative instruments: sexual orientation; gender identity; intersex status; lawful sexual activity; personal association with a person identified by reference to one of the above attributes. The Institute does not tolerate any discrimination and higher education students who believe they may be subject to unlawful discrimination should initially discuss their concerns with the perpetrator if appropriate and safe to do so, or discuss their concerns with Institute Staff or lodge a complaint to the Campus Director as per the Student Dispute Resolution Policy found in this student handbook.

It must be highlighted that not all discrimination is unlawful, and in some instances, discrimination on certain educational grounds may be necessary and fair, such as entry age; language requirements; supplying special services or facilities for a person with an impairment that would impose an unjustifiable hardship on the Institute etc.

Unforeseen discrimination exemptions will be decided on a case-by-case basis by the Campus Director.

## Harassment

Harassment is perceived or actual unwelcome conduct that humiliates, offends, or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant to a situation. This includes words, as well as acts, pictures, and images that create a hostile or threatening atmosphere. Behaviors that can be considered harassment include: verbal abuse, offensive gestures, ignoring or segregating a person or group.

The effect of harassment is to make a person feel insulted, offended, intimidated and unable to perform a task effectively or, ultimately safely.

## Sexual Harassment

Sexual harassment is unwanted or unwelcome sexual behavior, whether verbal, physical or electronically communicated which makes a person feel offended, humiliated or intimidated. Behaviors that can be

considered sexual harassment include: staring or leering; unnecessary familiarity, such as deliberately brushing up against a person or unwelcome touching; suggestive comments or jokes; insults or taunts of a sexual nature; intrusive questions or statements about a student's personal life; displaying screen savers of a sexual nature; sending sexually explicit emails or text messages; inappropriate advances on social networking sites; accessing sexually explicit internet sites; requests for sex or repeated unwanted requests to go out on dates; behavior that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Sexual harassment is not interaction, flirtation, mutual attraction or friendship which is mutual or consensual.

## **Bullying**

Bullying is a form of harassment and is when a person or group of people misuse power in a relationship to repeatedly and intentionally harm others. The outcome is the victim feels distressed, less powerful or helpless and there is a risk to their wellbeing.

Bullying can be overt (obvious) such as physical, verbal, or cyber harassment, or covert (hidden) such as social exclusion or intimidation. Examples of bullying behavior include: unfair and excessive criticism; excluding someone from a group (including online or in person); ignoring a person's point of view; constantly changing or setting unrealistic targets for a person; undervaluing the efforts of a person; intentionally and repeatedly hurting a person physically; stalking a person; taking advantage of any power over someone else.

Bullying is not mutual arguments, disagreements or dislikes.

The Institute does not tolerate any form of harassment and students who believe they are subject to harassment should initially discuss their concerns with the perpetrator if appropriate and safe to do so, or discuss their concerns with the Campus Director. Students can also lodge a complaint as per our Student Dispute Resolution Policy.

It must be also highlighted that harassment is not legitimate comment or advice (including negative comment or feedback) from others, such as genuine assessment feedback. Academic staff at the Institute are responsible for undertaking assessment of students' work and making a judgement about their attained knowledge and competency in a particular subject. They are also expected to provide academic guidance and advice to students to complement their assessment and may have to instruct them about academic policy, processes and timeline provisions. In itself, the act – including repeated acts – of correcting students or pointing out inadequacies of performance does not constitute harassment or bullying in an educational environment.

Similarly, invoking unsatisfactory performance procedures or misconduct procedures, or applying student progress procedures, academic integrity procedures or assessment due dates do not in themselves constitute harassment or bullying of students.

## **SAE Institute Responsibilities**

It is the Institute's responsibility to ensure that unlawful discrimination and harassment does not occur. If it does occur, the allegation will be investigated in a sympathetic, fair, confidential and in a timely manner according to the Student Dispute Resolution Policy.

If a student informs the Institute of allegations of harassment or discrimination that involves persons who are not staff members or students of the Institute, the Institute will consider on the appropriateness of the Institute's intervening or assisting. The decision to intervene or assist will be made by the Campus Director.

The Institute will take all reasonable steps to ensure itself that it does not engage in discriminatory or harassing behavior towards students including not vilifying or victimizing a student who has voiced a discrimination or harassment complaint.

All academic and non-academic staff are responsible for implementation of this policy.

The Campus Director is responsible for monitoring the compliance of all staff with this policy.

## **Staff Responsibilities**

It is part of the role and a legal obligation of academic and non-academic staff to take reasonable steps to ensure that the educational environment at the Institute is free from discrimination and harassment of students.

All staff at the Institute have a responsibility to take appropriate action if concerns about discrimination and harassment are brought to their attention by a student or personally witnessed.

Staff must ensure they do not engage in discriminatory or harassing behavior towards students themselves including ensuring that a student is not vilified or victimized unfairly by a staff member for making a discrimination or harassment complaint.

Any staff member found to be engaging in such behavior may be subject to consequential disciplinary action both by the Institute and through legal avenues (cost to be adhered by the staff in question).

## **Student Responsibilities**

The Institute requires all students to behave responsibly by complying with this policy and related policies, and to report unacceptable behavior to staff.

All students must ensure they do not engage in discriminatory or harassing behavior towards other students or staff members and may be subject to consequential disciplinary action both by the Institute and through legal avenues.

## **Procedure for Reporting and Acting on allegations of Discrimination or Harassment**

If harassment or discrimination occurs, the student is encouraged to act according to the processes set out below:

The Institute will ensure that:

- Students are provided with available support, if required when making a complaint or grievance.
- The student is not vilified or victimized for making a complaint or grievance.
- The complaint or grievance process will be dealt with in a professional and sensitive manner and will adhere to the principles of privacy and confidentiality.
- Support is offered to the student if required, and the student is able to have a third party of their choosing present at all meetings.
- Should the matter be referred to the Institute's legal representatives if required at which time students will be advised that legal representation may be required if they have not already sought this.
- The student is to ensure that they maintain confidentiality of information when making a complaint.
- If the student is dissatisfied with the internal process, they may refer the matter to a relevant external body (depending on the situation) such as: the General Manager & Chief Operating Officer as outlined in the Student Dispute Resolution Policy.

If the complaint is substantiated that a student has behaved in a discriminative or harassing manner to another student, the Institute can initiate Code of Conduct Policy as stated within the Dismissal Policy and associated procedures. The consequential actions of such behavior can include, but are not limited to:

- Requested apology to those involved.
- A formal warning on student perpetrator's file.
- Probationary enrolment for a period up to 12 months, subject to the perpetrator student's ongoing good behavior.
- Suspend the perpetrating student from the Institute for a specified period of time, not exceeding 12 months.
- Cancel of enrolment for any subject of the perpetrating student.
- Exclude the perpetrating student from the Institute permanently.

## Sexual Misconduct Policy

Sexual assault is a term that refers to an unwanted sexual act against or without a person's consent. This type of assault encompasses more than violent physical incidents—sexual assault refers to any sexual, physical, verbal, or visual act that forces a person against their will to join in unwanted sexual conduct or attention.

There are many short and long-term effects of sexual assault that affect the mind, body, and spirit. Many survivors experience one or more of these effects and they are not mutually exclusive. For example, a physical reaction to trauma such as self-injury can be the result of depression. The physical, mental, and spiritual effects following sexual assault and rape are difficult to cope with. If you or someone you know is experiencing effects from a sexual assault, there are many resources that can assist.

In an emergency situation, always call 911. Emergency situations include a recent threat of violence, a recent act of violence, or if someone's health is in imminent danger.

[VictimLink BC](#)

1-800-563-0808

VictimLink BC is a toll-free, confidential, multilingual crisis hotline available 24 hours a day, 7 days a week.

SAE Institute Vancouver is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

SAE Institute is committed to the prevention of and appropriate response to sexual misconduct. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:

- sexual assault;
- sexual exploitation;
- sexual harassment;
- stalking;
- indecent exposure;
- voyeurism;
- the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
- the attempt to commit an act of sexual misconduct; and
- the threat to commit an act of sexual misconduct.

A complaint of sexual misconduct is different than a report of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A report is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.

It is contrary to this policy for the institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.

Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.

## Confidentiality

All information related to a complaint or report is confidential and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

## Initiating a Complaint

A student making a Complaint will be provided with resolution options, appropriate accommodations, and will not be required or pressured to make a Report.

Students are encouraged to report any incident of Sexual Misconduct to the Campus Director directly in-person or by the following:

- Brian Watson, Email: [b.watson@sae.edu](mailto:b.watson@sae.edu), Phone: 604.980.2882
- In the circumstance where the Campus Director is absent and/or named in the complaint, the student is then directed to contact the Student Success Manager directly in-person or by the following:
- Lillian Carr, Email: [l.carr@sae.edu](mailto:l.carr@sae.edu), Phone: 604.980.2882

Upon receipt of a complaint the institution will proceed with immediate safety first, to ensure the ongoing safety of the complainant such as providing emergency numbers, law enforcement contacts, medical assistance, mental health services, and other services as required/appropriate.

If required the institution will identify and help provide contact information for qualified on and/or off campus counsellors/victim services support providers who can offer an immediate confidential response.

If a report is made verbally, the institution will request a written statement by the student.

## Commencing an Investigation

The institution will provide a timely and thorough investigation. Barring exigent circumstances, cases of sexual misconduct will generally be resolved within a 60-day period once the incident has been reported. An extension of time may be necessary if witnesses are unavailable or uncooperative or due to other extenuating circumstances beyond the control of the investigator.



## Initial Response

Once the institution is put on notice of possible sexual misconduct, the Complainant will be offered appropriate confidential support, academic accommodations, and other resources and will be notified of applicable policies and procedures. Academic accommodations include the ability to change academic schedules, to withdraw from/retake a class without penalty, and access additional academic support. The Respondent also will be offered appropriate resources and notified of applicable policies and procedures.

## Interim Intervention

Pending a final determination and resolution of the matter, in order to protect the safety and well-being of not only the Complainant and Respondent, including members of the campus community at large; the Campus Director and/or Student Success Manager may take appropriate interim measures. These measures may include attempting to create no-contact between the two parties when on Campus by means of academic accommodations (as stated above), limiting access by either party to certain campus facilities and/or activities; in addition, the institution may also impose an Interim Suspension on the Respondent pending the resolution of an alleged violation.

## Decision to Proceed with Investigation

If the Complainant is willing to participate in the review and investigation process, the institution will proceed as described below.

If the Complainant requests a confidential investigation, the institution will seek to protect the privacy and confidentiality of the Complainant to the extent possible in accordance Government of British Columbia's Sexual Violence and Misconduct Policy Act and Provincial and Federal law. The Campus Director, will evaluate any request for confidentiality in the context of the institution's responsibility to provide a safe and nondiscriminatory environment to all members of its community.

If a confidential investigation is requested and agreed to, the institution will investigate without revealing the name of the Complainant in any interview or email and will not ask questions that inadvertently or reasonably could reveal the identity of the Complainant.

If the Complainant asks that the report of sexual misconduct not be pursued, the institution will consider the interests of the Complainant, the campus community, law enforcement, and/or other appropriate interests under the circumstances. The Campus Director, will make a final decision on whether and to what extent it will conduct an investigation, and notify the Complainant promptly.

## Investigation Procedure

During the course of an investigation, the institution will remain neutral and not function as an advocate for either Complainants or Respondents. However, the institution will identify advocacy and support resources for either Complainants or Respondents.

The Respondent will receive written notice of the report and the nature of the alleged misconduct. The Respondent will be advised in writing of the investigation process and opportunity to provide any relevant evidence.

The investigation will generally be conducted by the Campus Director, or their designee, if the Respondent is a student. If the Respondent is a faculty or staff member, appropriate executive leadership will also participate in the investigation.

Both Complainant and Respondent will be interviewed separately; both parties will be able to provide evidence and suggest other witnesses to be interviewed. The Campus Director will interview other relevant witnesses and review any other available relevant evidence. Both the Complainant and

Respondent can have another individual, including legal counsel present during their own respective interviews.

## Determinations

For cases where the Respondent is a student.

- The Campus Director will gather and weigh the evidence presented and decide whether additional evidence is necessary for consideration. Ultimately, the Campus Director will make a determination of whether a violation of the Sexual Misconduct & Relationship Violence Policy or any other policy has occurred.
- In its course to come to a fair and just resolution, the institution reserves the right to convene an additional determination panel to review any evidence.

For cases where the Respondent is a Faculty or Staff Member.

- In all cases under the Sexual Misconduct policy, the Campus Director (or designee) by review of the evidence gathered will determine if a violation of policy has occurred.

## Potential Sanctions

If a violation of policy has been found, the Campus Director (or designee) will impose appropriate sanctions, as follows:

In the case of Students (including but not limited to):

- Coaching/Training
- Academic Suspension
- Dismissal/Expulsion
- Involvement of local RCMP/Police authorities

In the case of Staff, Faculty, Employees (including but not limited to):

- Coaching/Training
- Written Warning
- Termination of Employment
- Involvement of local RCMP/Police authorities

## Outcome Notifications

Both the Complainant and Respondent will be notified in writing of the outcome of the investigation and of the sanctions imposed, if any.

## Appeals

If the Complainant or Respondent is a student, he or she may appeal the outcome determination by written appeal to the General Manager & Chief Operating Officer (or his designee), SAE Institute North America within 15 business days of notification of the outcome. Appeals are to be directed to:

- Jake Elsen, General Manager & Chief Operating Officer, SAE Institute North America. Email: [j.elsen@sae.edu](mailto:j.elsen@sae.edu)

An appeal may be made based only on one or more of the following reasons:

- New and significant evidence appeared that could not have been discovered by a properly diligent charged student or complainant before or during the original investigation and that could have changed the outcome.
- The Finding is Arbitrary and Capricious: Reading all evidence in the favor of the non-appealing party, the finding was not supported by reasonable grounds or adequate consideration of the circumstances. In deciding appeals, the General Manager & Chief Operating Officer is allowed to make all logical inferences in benefit of the non-appealing party.
- Disproportionate Sanctions: The sanctions were disproportionate to the findings.

The appeal shall consist of a written statement requesting review of the conduct decision or sanction and explaining in detail the basis for the appeal. The institution will notify the non-appealing party of the request for an appeal. Within five business days of receipt of the notice, the non-appealing party may submit a written statement to be included in the case file. The appeal may proceed without the non-appealing party's written statement if it is not submitted within the designated time limit.

The General Manager & Chief Operating Officer, or his designee, will endeavor to make a determination of the appeal within 15 business days of receipt and the appeal decision remains final.

## **Student Dismissal & Code of Conduct Policy**

SAE Students are expected to meet and adhere to the code of conduct set out in this policy while completing a program of study at SAE Institute Vancouver. Breaches of this policy may lead to student dismissal from the Institute.

### **Definitions & Scope**

Students are expected to meet and adhere to the code of conduct set out in this policy while completing a program of study at SAE Institute Vancouver. If necessary, students should request clarification from the Campus Director.

“Student” means a person who is presently enrolled at, and if applicable, including students participating in work experience placements.

### **Code of Conduct**

While on the premises of SAE Institute Vancouver or in the course of activities or events hosted by the institute, students:

- must comply with all applicable policies and procedures set forth by the institute;
- must treat all students and staff with respect and must not engage in physically aggressive, threatening, harassing, discriminatory or otherwise offensive behaviour;
- must not steal, misuse, destroy or deface institute property;
- must not consume, possess or distribute alcohol or controlled or restricted substances;
- must not contravene any provision of the Canadian criminal code or any other federal, provincial, or municipal statute or regulation;
- must not participate in acts of academic misconduct violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, this includes, but is not limited to, the following acts:
  - cheating: the act of deception by which students misrepresent that they or others have mastered information or a skill in an academic exercise.
  - fabrication: the intentional use of false information or the falsification of research or other findings with the intent to deceive.
  - plagiarism: the intentional unacknowledged use of someone else's words, ideas, concepts or data. when a student submits work for credit that includes the words, ideas or data of others, the source of that information must be acknowledged through complete, accurate, and specific references in a style appropriate to the area of study. in all cases where the statements of others are used “verbatim”, quotation marks or block formatting will be used to identify the “quoted” material. by placing their names on work submitted for credit, students are certifying the originality of all work not otherwise identified by appropriate acknowledgements.

The above list sets out examples of prohibited conduct, it is intended to help students understand the type of conduct that will be subject to discipline and is not exhaustive.

## Breaches to the Code of Conduct

Students who violate the code of conduct will be subject to the procedures and discipline outlined below, which may include immediate dismissal from the Institute.

Discipline Procedure:

- All concerns relating to student misconduct may be brought by staff, students or the public and shall be directed to the Campus Director.
- The Campus Director will arrange to meet with the student to discuss the concern(s) within five school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Campus Director will meet with the student as soon as is reasonably possible.
- Following the meeting with the student, the Campus Director will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
- Any necessary inquiries or investigations shall be completed within five school days of the initial meeting with the student.
- The Campus Director will meet with the student and do one of the following:
  - determine that the concern(s) were unsubstantiated.
  - determine that the concern(s) were substantiated, in whole or in part, and either:
  - give the student a warning setting out the consequences of further misconduct;
  - set a probationary period with appropriate conditions; or
  - recommend that the student be dismissed from the Institute.

The Campus Director will prepare a written summary of the determination. A copy shall be given to the student, and the original will be placed in the student file. Students are prohibited from knowingly making false statements or knowingly submitting false information during any investigative procedures.

If the student is issued a warning or placed on probation, the Campus Director and the student will both sign the written warning or probationary conditions and the student will be given a copy. The original document will be placed in the student's file.

If the recommendation is to dismiss the student, the Campus Director will meet with the student to dismiss him/her from study at the institution. The Campus Director of the institution will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, in accordance with PTIRU bylaws.

If a refund is due to the student, the refund will be forwarded to the student within 30 days of the dismissal. For more information, please refer to the Student Refund Policy.

If the student owes tuition or other fees to the institution, the Institute may undertake the collection of the amount owing.

## Right of Appeal

Students will be provided procedural fairness in all matters. A student may appeal the decision only on the grounds that they have not provided procedural fairness. The appeal must be in writing to the General Manager/Chief Operating Officer. The General Manager/Chief Operating Officer or his designee will conduct a thorough investigation prior to rendering a decision to reverse, alter or uphold the disciplinary action. The decision of the General Manager/Chief Operating Officer or his designee is final.

## Firearms or Other Dangerous Weapons

SAE Institute has a zero tolerance policy regarding firearms or other dangerous weapons on campus. Any possession or use of firearms and other dangerous weapons or explosives and flammable materials on SAE Institute property or during any school sponsored activity off campus will result in the immediate and permanent dismissal of the student in possession of a firearm or other dangerous weapon as determined by the Campus Director.

The permanent dismissal for the possession of firearms or other dangerous weapons may be appealed in writing to the General Manager/Chief Operating Officer. The General Manager/Chief Operating Officer or his designee will conduct a thorough investigation prior to rendering a decision to reverse, alter or uphold the permanent dismissal. The decision of the General Manager/Chief Operating Officer or his designee is final.

## Student Dispute Resolution Policy

This policy governs complaints from Students respecting SAE Institute and any aspect of its operations. SAE will apply procedural fairness to the resolution of all complaints. Students will be afforded the right to natural justice and will be treated without prejudice until a complaint is substantiated. SAE will seek to find a resolution to all students disputes prior to these disputes becoming a formal matter.

## Overview and Principles

When a concern arises, the student should first attempt to address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Campus Director, attention:

Brian Watson,  
SAE Institute Vancouver, Administration Offices  
122 - 998 Harbourside Drive, North Vancouver, V7P 3T2  
Email: [b.watson@sae.edu](mailto:b.watson@sae.edu) / Tel: 604.980.2882

The student must provide the written complaint to the Campus Director who is responsible for making determinations in respect of complaints. If the Campus Director is absent or is named in a complaint, the student must provide the complaint to the Student Success Manager, attention:

Lillian Carr  
SAE Institute Vancouver, Administration Offices  
122 - 998 Harbourside Drive, North Vancouver, V7P 3T2  
Email: [l.carr@sae.edu](mailto:l.carr@sae.edu) / Tel: 604.980.2882

The student making the complaint may be represented by an agent or a lawyer. Students will not be subject to any form of retaliation as a result of filing a complaint.

## Process for Filing a Complaint

To file a complaint, the Campus Director will arrange to meet with the student to discuss the concern and desired resolution within 24 hours of receiving the student's written concern.

Following the meeting with the student, the Campus Director will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those enquiries may involve further discussion(s) with the student either individually or with appropriate school personnel.



The necessary enquiries and/or investigations shall be completed and a response provided in writing to all involved no later than 5 school days following the first meeting with the student.

If it is determined that the student's concerns are not substantiated, the Institution will provide a written explanation of the decision and deny the complaint.

If it is determined that the student's concerns are substantiated in whole or in part, the Institution will propose a resolution. The response must specify that the student will have 5 school days to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, with an additional copy placed in the student file.

If the student is not satisfied with the determination of the Campus Director the student must advise the Campus Director within 24 hours of being informed of the determination. The Campus Director will immediately refer the matter to the General Manager & Chief Operating Officer, SAE Institute North America, attention: Jake Elsen, email: [j.elsen@sae.edu](mailto:j.elsen@sae.edu)

General Manager & Chief Operating Officer, or his designee, will review the matter and if necessary, may talk with the student within five school days of receipt of the student's appeal.

The original decision will either be confirmed or varied by the General Manager & Chief Operating Officer, or his designee, in writing within five school days after receipt of the student's appeal or, if a meeting with the student occurred, within five school days of that meeting. The decision of the General Manager & Chief Operating Officer, or his designee, is final.

If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the Institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Regulatory Unit ([www.https://www.privatetraininginstitutions.gov.bc.ca](https://www.privatetraininginstitutions.gov.bc.ca)). Complaints must be filed with the PTIRU within one year of the date a student completes, is dismissed from, or withdraws from a program.

## **Student Learning & Evaluation Policy**

Through our online learning management system, student evaluation is ongoing; students have up to the minute access to their transcripts, assessment scores and attendance records. Instructors can efficiently share instructional resources and best practices on a class scale. Students have access to advanced collaborative tools that allow them to learn with peers, and remain fully informed.

Students who experience learning difficulties are brought to the attention of the Senior Educational Administrator, so that a learning assistance and/or tutoring program can be developed.

Successful graduates receive a Diploma in Audio Engineering and Music Production, Certification in Pro Tools 101, 110, 130 including Ableton 200 Certification.

## **Student Records Management Policy**

Record-keeping policies and procedures at SAE Institute Vancouver follow industry best practices and meet the compliance standards put forth by the Private Training Institutions Regulatory Unit (PTIRU) and set out in the Private Training Act Policy Manual.

### **Student record compliance standards**

Record-keeping policies and procedures at SAE Institute Vancouver follow industry best practices and meet the compliance standards put forth by the Private Training Institutions Regulatory Unity (PTIRU) and set out in the Private Training Act Policy Manual.

Certified institutions must keep an accurate and current record for each student enrolled in an approved program and must include all the required information listed in Appendix 11 of the Act Policy Manual.

A copy of these files must be provided to the student, when requested.

For Class A programs, institutions must retain a student record for at least eight years from the following date, whichever is applicable:

- The date the student completes the program
- The date the institution delivers to the student a notice of dismissal
- The date the institution receives a notice of withdrawal

## **Record storage standards**

Student records kept electronically are:

- In a format so that copies of the student record can be made
- Backed up at least once a month
- Stored in a secure manner on an isolated password protected server

Paper records are stored secure password-protected in a location on campus accessible to only approved staff.

## **Archiving Student Records Standards**

Student academic records are archived and stored with a secure third-party archiving service approved by the Minister of Advanced Education within 60 days of graduation; the date the institution receives a notice of withdrawal; or the date the institution delivers to the student a notice of dismissal.

Records are archived for 25 years from the date the record is provided to the third party.

SAE Institute Vancouver will not archive information containing sensitive personal information such as unmasked credit card numbers, Social Insurance Numbers, bank account numbers, Driver's License Numbers, Permanent Resident Card Numbers, etc. This information will be destroyed within 60 days of the following, whichever is applicable:

- The date the student completes the program
- The date the institution delivers to the student a notice of dismissal
- The date the institution receives a notice of withdrawal

## **Student Statement of Rights**

SAE Institute is certified by the Private Training Institutions Regulatory Unit (PTIRU) of the British Columbia Ministry of Post-Secondary Education and Future Skills.

Before you enrol at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated fairly and respectfully by SAE Institute.

You have the right to a student enrolment contract that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided

- whether the program was approved by PTIRU or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's dispute resolution process and to be protected against retaliation for making a complaint.

You have the right to make a claim to PTIRU for a tuition refund if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within one year of completing, being dismissed or withdrawing from your program.

For more information about PTIRU and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

## Tuition Refund Policy

SAE establishes clear and unambiguous tuition information and policies to ensure fair and transparent practices for potential and current students

### **Before program start date, institution receives a notice of withdrawal (applies to all students):**

- No later than seven days after student signed the enrolment contract, and
- Before the program start date.

*100% tuition and all related fees, other than the application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.*

- More than seven days after student signed the enrolment contract, and
- Before the program start date.

*Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.*

### **After the program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students):**

- No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal

*Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.*

- After the program start date, and up to and including 10% of instruction hours have been provided.

*Institution may retain up to 10% of tuition paid or payable under a contract.*

- After the program start date, and after more than 10% but before 30% of instruction hours have been provided.

*Institution may retain up to 30% of tuition paid or payable under a contract.*

- After the program start date, and after more than 30% but before 50% of instruction hours have been provided.

*Institution may retain up to 50% of tuition paid or payable under a contract.*

- After the program start date, and after more than 50% of instruction hours have been provided.

*No refund due*

**Student does not attend the program – “no-show” (applies to all students except those Enroled in a program delivered solely by asynchronous distance education):**

- A student does not attend the first 30% of the program.

Institution may retain up to 50% of the tuition paid under a contract.

- Institution receives a refusal of study permit (applies to international students requiring a study permit):
- Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:
  - The program start date in the most recent Letter of Acceptance
  - The program start date in the enrolment contract
- Student has not requested additional Letter(s) of Acceptance.

*100% tuition and all related fees, other than application fee.*

**Student enroled in a program without having met the admission requirements for the program:**

- If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.

*100% tuition and all related fees, including application fees*

The institution must pay the tuition or fee refund within 30 days after receiving notice of withdrawal or refusal of study permit, providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

## **Withdrawal Policy**

SAE establishes clear, unambiguous policy regarding student withdrawal to support students.

### **Withdrawing**

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to the Office of The Registrar. This must be done by e-mail, registered mail or in person.

### **Refunds**

Refunds are calculated according to the Institute’s Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

### **International Students & Study Permits**

An international student whose application for a study permit has been denied is entitled to a refund but must provide a copy of a refusal of a study permit by email, by registered mail, or in person to Office of The Registrar prior to the program start date.

### **Early Release**

Students may require ‘early release’ from their program. To qualify for early release a student must complete and pass all required assignments and examinations. Under special circumstances, a student may request an exemption from completing all assignments and examinations. Consideration will be given to such requests and each case will be judged on its own merits. The Office of The Registrar must approve early release. If early release is granted, the student will receive credit for the term; this will normally be an average of standing marks. Credit for the term may be conditional upon the student writing substitute examinations or completing special assignments.

# Consumer Disclosures

## Campus Security

The SAE Institute Campus Director can discuss any safety concerns with students or parents. Students and employees must report any crime that takes place on campus directly to the Campus Director. The Campus Director or his/her designee will contact law enforcement as needed to address any criminal activity on campus. Victims and witnesses can report criminal activity on a voluntary, confidential basis directly to the Campus Director. Students who are found guilty of criminal activity on campus or off campus during a school-sponsored activity will face disciplinary action from the school up to and including expulsion as well as a response from local law enforcement.

To prevent unauthorized entry onto the campus, employees and students must wear their school identification badges at all times, clearly visible. All visitors must register at the front desk before proceeding on campus. A security guard may be on campus. Students and employees are encouraged to bring any security concerns directly to the Campus Director or security guard immediately. In the case of an on campus emergency, students must follow instructions from SAE Institute employees. In the event of an evacuation, students and employees should follow the evacuation maps found in each room on campus.

## Emergency Response and Evacuation Plan

Schools are required to maintain an Emergency Response and Evacuation Plan (EREP), which includes plans and instructions to be followed by campus administration, faculty, staff, students, and guests in the event of emergencies and evacuations. Each room on campus has an evacuation plan for emergencies which all students and employees are asked to follow.

## Copy Infringement

Unauthorized distribution of copyrighted material, including unauthorized peer-to-peer material, including unauthorized peer-to-peer file sharing, may subject the students to civil and criminal liabilities. Legal penalties for copyright infringement include actual dollar amount damages and profits (with a range of \$200-\$150,000 for each work infringed), infringer pays all attorney and court fees. The court can issue an injunction to prevent infringed acts, impound illegal works and the infringer can go to jail.

SAE Institute reserves the right to dismiss, suspend, or place on probation any student who distributes copyrighted material without authorization. This includes illegal downloading of software.

## Vaccinations

SAE Institute does not require specific immunizations beyond those required by any federal or state law. SAE Institute does reserve the right to take steps to limit or restrict an individuals' access to any campus or to require medical documentation as reasonably necessary to verify that an individual does not pose a substantial risk to the community due to a communicable disease.

## Drug Free Campus and Workplace

SAE Institute forbids the use, possession, distribution, or sale of drugs or alcohol by students, faculty, or staff anywhere within the school facilities or on campus grounds. Anyone in violation of state, federal, or other local regulations with respect to illegal drugs or alcohol may be subject to both school disciplinary action and criminal prosecution.



# Accreditation and Regulatory Information

## The Private Training Institutions Regulatory Unit

The Private Training Institutions Regulatory Unit (PTIRU) of the British Columbia Ministry of Post-Secondary Education and Future Skills administers the Private Training Act and associated regulations. Designated institutions such as SAE Institute meet additional requirements associated with a higher level of quality of instruction.



## Education Quality Assurance

The Education Quality Assurance (EQA) designation is available to public and private institutions in B.C. that meet or exceed quality assurance standards set by the province of B.C. Education Quality Assurance (EQA) designation, is required to enroll international students on study permits, and enrol students who wish to access financial assistance through StudentAid B.C.

