



PROGRAM OUTLINE

Brief Program Description

Students will work towards strengthening the cognitive areas underlying their learning disabilities. The program is considered complete when students reach an “average” rating for all or most of the cognitive areas in their Arrowsmith Assessment. Improved cognitive functions lead to greater ease and rate of learning as well as improved opportunities for college programming and employment.

The program:

- builds and strengthens cognitive processes that are necessary for more efficient learning
- trains visual and auditory memory as well as attention and concentration
- improves motor skills necessary for writing and note-taking
- strengthens working memory, processing speed and cognitive efficiency
- strengthens executive functions
- builds the capacity for both verbal and non-verbal thinking, reasoning and problem solving

Career Opportunities

Not a career-oriented program;
Not for the purpose of specific training for an occupation listed in NOC;
Cognitive remedial program to improve cognitive functions

Admission Requirements

Student must undergo an assessment of fit with the Admissions Officer

Required Textbooks

No textbooks required for this program

Equipment required for this Program

Computer equipped with Windows 2000 or later operating system, including CD drive and USB port
Computer equipped with the Windows XP or later operating system with internet access
MP3 player
Exercise materials printed from masters provided by Arrowsmith Toronto

Other Materials

Eye patch

Program Duration	Timers
	Full-time: 602 hours 8.8 months
	Part-time: 114 hours 6.7 months
Homework Hours	Case-by-case; typically, 2 hours a day

Delivery Methods *Indicate how the program is delivered*
 On-site delivery
 Distance delivery
 Combined delivery (on-site and distance)

Instructional Methods	Method of Delivery (reflect all methods used)	Contact Hours
	<i>Classroom (Instructor Led)</i>	~602 hours
	<i>Computer Based Training</i>	Varies by student
	<i>Distance Education</i>	0
	<i>Supervised Lab</i>	0
	<i>Work Experience</i>	0

Learning Objectives/Outcomes Upon completion of this program the successful student will have reliably demonstrated the ability to:

Capitalize on their increased learning capacities. After a three to four-year program they are reintegrated into a full academic curriculum without further special education assistance or program modifications. If a student is unable to complete the three to four-year program, they achieve benefit for every year they are in the program.

Student Progress/ Assessment Methods Upon entry, students complete an Arrowsmith program Web Assessment to determine an Initial Learning Profile and individualized program of cognitive exercises.

The Arrowsmith program utilizes a web-based record program, which allows teachers to enter monthly quantitative and qualitative data for each student.

Data that compares each student’s progress to Arrowsmith benchmark goals for each cognitive exercise is analyzed monthly.

Students receive year-end assessments that measures their progress in each of the cognitive areas addressed to determine their year-end learning profiles.

A modified program of cognitive exercises is developed for each year a student is enrolled.

Attendance Expectations Students are expected to attend punctually and regularly. Poor attendance will lead to a meeting with the instructor and the Eaton Arrowsmith Adults Director.

Program completion Requirements Completion of the Arrowsmith program is determined by a student’s most recent Arrowsmith assessment. Students complete their Arrowsmith program when they reach the “average” cognitive rating in most or all of the areas measured.

Program Organization

Name of Course/Subject	# of Hours
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Individualized Arrowsmith Program	602 hours annually (full time)
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POLICIES

Admissions Policy

Implementation Date: May 1, 2015

Date of Last Revision: October 10, 2015

Position(s) Responsible: Admissions Director, Admissions Specialist, Admissions Coordinator

Eaton Arrowsmith Adults is committed to providing accurate information and guidance to prospective students to ensure they make informed decisions about their program of study. The admissions procedure is a multi-step process designed to determine whether a prospective student would benefit from enrolment in Eaton Arrowsmith Adults and to guide the student to make an informed decision.

Policies and information are provided to prospective students prior to signing the contract and available upon request at any point in the admissions procedure, with some policies included in the student enrolment package and the Eaton Arrowsmith Adults Student code of conduct:

- a. Tuition Payment B. Tuition Refund Policy
- b. Dispute Resolution Policy
- c. Withdrawal Policy
- d. Student Dismissal Policy
- e. Admissions Policy
- f. Attendance Policy
- g. Program Outline
- h. Safety Policy
- i. Student Withdrawal Policy

Admissions Requirements:

- Student must undergo an assessment of fit with the Admissions Officer

Procedure:

While each student's path to enrolment at Eaton Arrowsmith Adults is unique, the admissions process generally encompasses the following steps:

Individuals arrive at making an admissions inquiry with a varying degree of knowledge about learning differences and the Arrowsmith Program. Prospective students and their families can learn about Eaton Arrowsmith Adults and the Arrowsmith Program by reviewing information contained in our website and videos, attending information sessions, reading Howard Eaton's book "Brain School" and Barbara Admissions Policy Arrowsmith Young's book "The Woman Who Changed Her Brain", reading research on the Arrowsmith Program, and reading testimonials on our website.

Program inquiries made in-person, or by phone or email are directed to the Admissions Coordinator. In an initial conversation, general information about the program and the steps in the admissions process is provided, and students are screened for eligibility. If the prospective student is interested in proceeding with the admissions process and the Admissions Coordinator determines that the basic requirements for program eligibility are met, the student

and/or his/her family will be asked to submit documents and will be referred to the Admissions Specialist for an assessment of fit.

Prospective students are asked to provide, by their own discretion but recommended to provide as much as possible, copies of report cards, psychoeducational assessments and other assessments or reports relevant to the student's educational history and learning profile (i.e. speech-language assessments, hearing or vision assessments, standardized test results, Individualized Education Plans etc.).

The Admissions Specialist conducts an assessment of fit in an in-person or phone meeting with the student and/or the student's family and discusses whether the program would be a good fit. Upon approval after the assessment of fit, the Admissions Coordinator, Admissions Specialist or the Admissions Director can offer a space to the prospective student for the current or upcoming school year.

There is an optional step in the Admissions Process in which the student can visit Eaton Arrowsmith Adults for 1-5 day(s) as a trial. All potential and new students are encouraged to visit the classroom as part of the enrolment process. If there is not enough information about the student's learning profile to determine fit, the Admissions Officer and Director reserve the right to make a visiting day a requirement of the admissions process to ensure that the school can meet the student's needs, and/or that the student feels comfortable in the classroom. For other students, the visit can occur after enrolment, and serves mainly as an opportunity for the student to get to know some of the students and teachers before they start.

Prospective students are asked to submit a Confirmation of New Enrolment form and signed tuition fee schedule with a deposit or initial payment/s to accept the admissions offer.

Once a student is enrolled, a full enrollment package (sample enclosed) is sent to the student.

International Prospective Students are advised to obtain a study permit if their time of study exceeds 6 months.

Dispute Resolution/Appeal Policy

Implementation date: May 1, 2015

Date of Last Revision: October 10, 2015

Position(s) Responsible: Cognitive Instructor, Eaton Arrowsmith Adults Director, CEO

Further information on the dispute resolution and appeal policies are outlined in this Eaton Arrowsmith Adults Student Code of Conduct.

The teacher or administrator or other Eaton Arrowsmith Adults representative will notify the Eaton Arrowsmith Adults Director when satisfactory resolution of minor allegations and sanctions cannot be achieved between the student and the Eaton Arrowsmith Adults representative.

Students who wish to appeal minor offence decisions should do so with the Eaton Arrowsmith Adults Director.

Notice of an alleged offense under the Code of Conduct may be filed with the Eaton Arrowsmith Adults Director by any member of the Eaton Arrowsmith Adults community within ten (10) working days of the incident in question. This time period for filing notice of an alleged offence may be extended at the discretion the Manager/instructor. Incident report forms must be completed in full and are available from the Manager/instructor.

1. Students who have grounds for believing that they have been treated unfairly or inappropriately in the course of their dealings with an Eaton Arrowsmith Adults representative are encouraged to address their concerns in the first instance directly with the representative in question or the representative's immediate supervisor. Where this does not lead to a satisfactory resolution, students may wish to consult the Eaton Arrowsmith Adults Director for advice regarding formal avenues of appeal. Formal appeal procedures are available as outlined below.

Eligibility for Appeal: Students may appeal the decision of the Manager with respect to student non-academic conduct or discipline, under the following circumstances:

- (a) Where evidence emerges, which was not available to a party at the time of the original hearing;
- (b) There was clear evidence of bias; or
- (c) Where the disciplinary procedures were not followed and where the outcome may have been substantially affected thereby.

If there are insufficient grounds for appeal, the student shall be notified in writing within ten (10) working days of having filed the request for an appeal.

2. Appeals from sanctions applied by the Eaton Arrowsmith Adults Director:

- (a) Students may appeal to the CEO of the Eaton Educational Group any sanctions applied by the Manager.
- (b) Appeals must be submitted in writing to the CEO within ten (10) working days of the student being notified the sanction imposed.
- (c) Within ten (10) working days of acceptance of an appeal, the CEO shall contact the student. If the grounds identified for the appeal are accepted then a meeting will be established.
- (d) The CEO may uphold the sanctions applied by the Eaton Arrowsmith Adults Director, or may lessen the sanction. Such decision will be final and no further appeal available.

The appeal must be signed by the student and include the grounds of the appeal.

3. If the student is dissatisfied with the result and feels that he or she has been misled by the Institution, he or she may file a complaint with the Private Career Training Institutions Agency (PCTIA).

PCTIA considers complaints in which a student may have been misled. If the institution made a representation which is materially different from the actual services or instruction provided, you may file a complaint with PCTIA and request a full or partial refund of your tuition fees.

IMPORTANT NOTE: The complaint must be filed with PCTIA within six months of the date upon which the events you complain about occurred or upon which you should reasonably have been expected to know about the matters at issue.

Examples which may constitute being misled:

- Your student contract provides for a certain location and length of program and you find, when you begin classes, the location has changed and/or the length of the program has changed without your having been notified

- An institution claims to be accredited with PCTIA while only being registered
- Your contract to take a program requires the use of a specific piece of equipment (heavy duty machinery, laser tech, microscopes) and when you begin classes it turns out the equipment is not available nor is any alternative equipment provided

Examples which likely do not constitute being misled:

- You fail an exam
- You dislike an instructor
- The institution does not have the most current software version or textbook

Withdrawal Policy

Implementation Date: May 1, 2015

Date of Last Revision: February 2, 2015

Position(s) Responsible: CFO, Admissions Director, Financial Office Manager

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to the manager of Eaton Arrowsmith Adults. Refunds are calculated according to Eaton Arrowsmith Adults' Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

An international student whose application for a study permit has been denied is entitled to a refund under PCTIA Bylaw 38.3, if a copy of the denial letter is provided to Eaton Arrowsmith Adults prior to the program start date.

Procedure:

If a student withdraws from the Eaton Arrowsmith Adults Program at any time written notice of withdrawal is required to be given to the managing staff that includes the name of student, date of withdrawal and reason for withdrawal. The responsibility of the institution is to provide a refund or prorated tuition if applicable and support the student in their transition out of the Eaton Arrowsmith Adults Program.

Student Dismissal Policy and Procedure

Implementation Date: May 1, 2015

Date of Last Revision: October 10, 2015

Position(s) Responsible: Eaton Arrowsmith Adults Director and Cognitive Instructor

Students are expected to meet and adhere to the Eaton Arrowsmith Adults Student Code of Conduct set out in this policy while completing a program of study at Eaton Arrowsmith Adults. The Eaton Arrowsmith Adults Student Code of Conduct is provided to students at the beginning of their enrollment. If necessary, students should request clarification from the Eaton Arrowsmith Adults Director. "Student" means a person who is presently enrolled at Eaton Arrowsmith Adults. Eaton Arrowsmith Adults does not have an automatic or mandatory suspension or expulsion policy. Each case will be dealt with on a case-by-case basis with guidance from the Code of Conduct and courses of action will be determined by the classroom instructor, the Eaton Arrowsmith Adults Director and if the Eaton Arrowsmith Adults Director deems necessary, the CEO.

Incidents of infraction of code are to be brought to the Eaton Arrowsmith Adults Director. Incidents can lead to expulsion, suspension or courses of action within the site. More details about the dismissal procedure can be found in the Code of Conduct.

Staff are trained in Marshall Rosenberg's Non-Violent Communication (NVC) and the Hawm Foundation's MindUP and will implement communication tools learned from those workshops.

Attendance Policy and Procedure

Implementation Date: May 1, 2015

Date of Last Revision: October 1, 2015

Position(s) Responsible Site Director, Instructor

Regular and punctual attendance is expected of the students to succeed in the Arrowsmith Program. Students who are late or absent for over 10 instructional days without providing prior notice may be subject to meeting with the Eaton Arrowsmith Adults Director to develop a course of action to improve attendance and discuss the possibility of postponing their year-end assessment.

Procedure:

- Instructors will mark student's attendance daily.
- Students who know in advance that they will be late or absent should contact an Eaton Arrowsmith Adults Instructor or the Eaton Arrowsmith Adults Director.
- If student is absenting for significant number of days, Instructor or Eaton Arrowsmith Adults Director will contact the student.

Since the students are working on an individualized Arrowsmith Program, there are no automatic consequences of poor attendance which result in penalties against grades or marks. However, if the student is absenting for a significant amount of days, they will most likely not see improvements in their cognitive ratings as determined through their year-end Arrowsmith Assessment and progress reports produced throughout the school year. If the student is absenting for over 10 instructional days throughout the school year, the instructor reserves the right to postpone their year-end assessment.

Safety Policy

Implementation Date: May 1, 2015

Date of Last Revision: February 19, 2015

Position(s) Responsible: Eaton Arrowsmith Adults Director, CIO and Facilities Manager

Eaton Arrowsmith Adults is committed to providing a safe environment for students, instructors and employees. Eaton Arrowsmith Adults makes every effort to ensuring all machinery and equipment are properly maintained and any required safety devices are in working order. Any concerns or issues must be reported to the Eaton Arrowsmith Adults Director. For serious concerns or issues with equipment, the Eaton Arrowsmith Adults Director will report to the CIO and Facilities Manager.

For more information on student safety, please refer to the Eaton Arrowsmith Adults Student Code of Conduct.

Language Proficiency Policy and Procedure

Implementation Date: June 15, 2015

Date of Last Revisions: June 9, 2015

Positions(s) Responsible: Admissions Director, Admissions Specialist

All activities and instruction at Eaton Arrowsmith Adults are conducted in English; therefore, it is essential that all students possess basic comprehension and speaking skills in English in order to effectively achieve benefits from the program. However, because the Arrowsmith

program is a cognitive remediation program and is intended for students with learning difficulties and/or attention disorders,

Eaton Arrowsmith Adults recognizes that standardized language test results may not be a reliable measure of English abilities for these students. For this reason, Eaton Arrowsmith Adults does not require the student to take or submit scores for tests such as Test of English as a Foreign Language (TOEFL) or International English Language Testing System (IELTS). Consequently, there are no minimum scores that students need to achieve from these tests in order to be accepted to Eaton Arrowsmith Adults. Students can voluntarily submit these test scores to further demonstrate language proficiency.

If the student's first language is not English, or if the student's previous education has been conducted in another language, students will be required to demonstrate proficiency in English during the "Assessment of Fit" meeting with a member of the Admissions department. The "Assessment of Fit" meeting is a required step in the admissions process for all prospective students and the Admissions department will not only review English proficiency but the comprehensive learning profile of the student. Students are encouraged to provide report cards, assessment reports, and other educational documents to be reviewed during this meeting.

The Admissions department reserves the right to require the student to visit Eaton Arrowsmith Adults and engage in the program as part of the admissions process. Observations and feedback from instructors from this visit may also be used to determine the student's language proficiency.

Following the "Assessment of Fit" meeting and visit, the Admissions Director and/or Admissions Specialist will offer or deny the prospective student a space at Eaton Arrowsmith Adults.

Tuition Refund Policy

Implementation Date: May 1, 2015

Date of Last Revision: February 2, 2015

Positions(s) responsible: Admissions Director, Admissions Officer, Financial Office Manager

- 1) A student may be entitled to a refund of tuition fees in the event that:
 - a. The student provides written notice to the institution that he or she is withdrawing from the program; or
 - b. The institution provides written notice to the student advising that the student has been dismissed from the program.
- 2) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 4) The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- 5) If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.
- 6) Refund policy for students:
 - a. Refunds before the program of study begins:
 - i. If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction

specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.

- ii. If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000.
- iii. Subject to Section 6(a)(1) above, if written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.

7) Refunds after the program of study starts:

- a. If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition due under the contract.
- b. If written notice of withdrawal is received by the institution, or a student is dismissed after 10% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition due under the contract.
- c. If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.

8) Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.

9) Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.

10) Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge:

- a. The student must return the equipment unopened or as issued within 14 calendar days; and
- b. If the student fails to return the equipment as set out above, the institution may deduct the reasonable cost of the equipment from any amount to be refunded to the student.

Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal. Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates as set out in Section 7 above.

Eaton Arrowsmith Adults. Student Code of Conduct

OVERVIEW OF STUDENT CODE OF CONDUCT

Eaton Arrowsmith Adults is a distinct community of students, staff and faculty, involved in learning, teaching, research and other activities. Students become a member of this community for the period of their registration in the academic program to which they have been admitted and, as such, assume the responsibilities that such registration entails.

This Student Code of Conduct, along with related policies and procedures, is intended to foster a culture of respect and safety within Eaton Arrowsmith Adults' environment to facilitate the achievement of Eaton Arrowsmith Adults' vision and values. This Code articulates the rights and responsibilities which Eaton Arrowsmith Adults students have while they are members of the Eaton Arrowsmith Adults community, and clearly defines behaviours which are not acceptable.

All members of the Eaton Arrowsmith Adults community have the right to live their lives, to study, to learn and to work without unreasonable interference, disruption, or upset caused by the actions of another person. All members of the community are expected to support an environment that is conducive to the personal and professional growth of all who study and work within it.

Eaton Arrowsmith Adults students have the responsibility to respect the rights of other members of the Eaton Arrowsmith Adults community and to refrain from taking any actions, intentionally or recklessly, which interferes with, disrupts or hinders the rights of other members of the Eaton Arrowsmith Adults community. All Eaton Arrowsmith Adults students have the right to be treated in a manner which is respectful, honest, and free from discrimination or harassment. Eaton Arrowsmith Adults students have the responsibility to treat other members of the Eaton Arrowsmith Adults community in a manner which is honest, respectful and free from discrimination or harassment.

As a place of learning, Eaton Arrowsmith Adults governs the activities of all its members and sets standards of behaviour in order to promote and maintain an environment of mutual respect for the rights, responsibilities, dignity and well-being of others and the larger community. Eaton Arrowsmith Adults must therefore make provisions for student discipline with respect to conduct that jeopardizes the good order and proper functioning of the academic and non-academic programs and activities of Eaton Arrowsmith Adults, that endangers the health, safety, rights or property of its members or visitors, or that adversely affects the property of Eaton Arrowsmith Adults or bodies related to it. The primary objective of this Code is not to be punitive but rather to be a guideline for appropriate behaviour in a diversified educational environment. Where possible and appropriate, education and provision of support services shall be used to attempt informal resolution of a matter before proceeding to formal disciplinary procedures.

Eaton Arrowsmith Adults sponsors and will, at times, encourage many non-academic activities of its members, both on and off Eaton Arrowsmith Adults premises. These activities, though generally separate from the defined requirements of students' academic programs, are recognized by Eaton Arrowsmith Adults as a valuable and important part of the life of Eaton Arrowsmith Adults students. While such activities are encouraged, they should be done in accordance with students' responsibilities under this Code.

The conduct described under Offences, in sections 4-20, constitute misconduct under this Code.

PURPOSE

This Code has several purposes:

- to identify guidelines for appropriate student behaviour while at Eaton Arrowsmith Adults,
- to identify behaviour that is considered non-academic student misconduct and set out procedures for addressing such misconduct, and
- to set out procedures for responding to students-at-risk and their behaviour.

SCOPE

This Code applies to the conduct of students:

- while on Eaton Arrowsmith Adults premises,
- while participating in Eaton Arrowsmith Adults' online or E-learning learning environments,
- where the conduct is alleged to adversely affect, disrupt, or interfere with another person's reasonable participation in Eaton Arrowsmith Adults programs or activities;
- occurs in the context of a relationship between the student and a third party that involves the student's standing, status, or academic record at Eaton Arrowsmith Adults, or
- when acting as a delegate or designated representative of Eaton Arrowsmith Adults and/or of a student group in events held off Eaton Arrowsmith Adults premises.

Students are expected to be individually responsible for their actions whether acting individually or in a group. Eaton Arrowsmith Adults takes the position that students have an obligation to make legal and responsible decisions concerning their conduct as, or as if they were, adults. Eaton Arrowsmith Adults has no general responsibility for the moral or social behaviour of its students. In the exercise of its disciplinary authority and responsibility, Eaton Arrowsmith Adults treats students as free to organize their own personal lives, behaviour and associations subject only to the laws of the land and to Eaton Arrowsmith Adults' regulations that are necessary to protect the integrity and safety of Eaton Arrowsmith Adults activities or the freedom of members of the Eaton Arrowsmith Adults community to participate reasonably in the programs of Eaton Arrowsmith Adults and in activities in or on Eaton Arrowsmith Adults' premises. Strict regulation of such activities by Eaton Arrowsmith Adults is otherwise neither necessary nor appropriate.

Under some circumstances, such as when a student has not yet reached the legal age of majority, additional limitations on student conduct may apply.

Any student reported for alleged misconduct is subject to informal or formal disciplinary procedures within this Code, regardless of the action or inaction of civil/criminal authorities. Misconduct by a student may also constitute a violation of other Eaton Arrowsmith Adults policies, such as those related to human rights, alcohol use, and use of information technology services. Where there are questions about the application of this Code and/or related policies, they shall be determined by the Eaton Arrowsmith Adults Director or designated administrator of the relevant policies involved. Where the alleged misconduct is processed solely under this Code, the sanctions in the other relevant policy or policies are deemed to be incorporated in their entirety into the terms of this Code

POLICY

1. Statement on Students' Rights and Responsibilities

Students may think, speak, write, create, study, learn, pursue social, cultural and other interests and associate together for these purposes subject to the principles of mutual respect for the

dignity, worth and rights of others as outlined by the British Columbia Human Rights Code. All members of the Eaton Arrowsmith Adults community, as members of society at large, are responsible to abide by federal, provincial and municipal laws in addition to Eaton Arrowsmith Adults regulations.

Every student has the right to be promptly informed in writing of the nature of any charge or complaint against them alleging improper conduct or behaviour and to be afforded an opportunity to respond to any such complaints. Eaton Arrowsmith Adults reserves the right to require a student who is the subject of a complaint not to be present on Eaton Arrowsmith Adults premises pending the outcome of any investigation into the complaint. Any direction by Eaton Arrowsmith Adults to a student to not attend Eaton Arrowsmith Adults premises pending the completion of an investigation will not be considered discipline or sanction against the student.

2. Advisory Regarding On-Line Postings

Eaton Arrowsmith Adults is committed to building and maintaining a diverse and inclusive community where our students, staff, faculty and visitors can work and learn in an environment that supports the academic mission of Eaton Arrowsmith Adults, adheres to Eaton Arrowsmith Adults policies, and respects the dignity and worth of members of the Eaton Arrowsmith Adults community. The means through which we express ourselves as members of this community continue to evolve with the advent of technology. Eaton Arrowsmith Adults is supportive of these types of communication, as they can greatly enhance the social and learning experiences for people working and studying at Eaton Arrowsmith Adults. The use of such technologies comes with both rights and responsibilities.

Students are reminded that images, postings, dialogues, and information about themselves or others posted on the internet (e.g. on social networking sites such as Facebook and Twitter) are public information. While Eaton Arrowsmith Adults officials do not actively monitor these sites, content that is brought to the attention of Eaton Arrowsmith Adults which describes or documents behaviour that reasonably suggests breach of Eaton Arrowsmith Adults policies or this Student Code of Conduct is subject to further investigation. Eaton Arrowsmith Adults reserves the right to appropriately respond to these incidents, which may include disciplinary action.

3. Recording Policy

Without expressed consent from course instructors, students are not permitted to tape record, video record, or otherwise record classroom activities.

In instances where consent/accommodation has been granted, the information contained in the recordings is solely for the personal use of the student receiving consent/ accommodation. Recordings that have been made for this purpose may not be shared with other people without the expressed written consent of the instructor. Recordings of this nature may not be used in any way against a staff member or students whose classroom comments are recorded during the normal course of the lecture. Students are cautioned that conversations/lectures, demonstrations, and any other course material produced by an instructor are the intellectual property of the instructor. Information contained in the recordings may not be published or quoted without the expressed written consent of the instructor. Misuse of these recordings will be considered non-academic misconduct.

4. Teaching Environment

It is expected that students attending Eaton Arrowsmith Adults act in a respectful manner that is compassionate and supportive of all community members. Because the work that is done at Eaton Arrowsmith Adults requires focus it is important that the classroom environment provides each community member with the best environment to learn in. Accordingly, students must:

(a) respect that Eaton Arrowsmith Adults is a scent free environment and not wear fragrances;

(b) not use cell phones or any other device in class that if activated would reasonably be expected to disrupt the classroom environment;

(c) dress appropriately for a classroom environment and not wear clothing or accessories that would reasonably be expected to offend, disrupt or interfere with the classroom environment.

OFFENCES

Any conduct on the part of a student that has, or might reasonably be seen to have, an adverse effect on the integrity or the proper functioning of Eaton Arrowsmith Adults, or the health, safety, rights, or property of Eaton Arrowsmith Adults or its members and visitors, is subject to discipline under this Code. The following list sets out specific examples of prohibited conduct. It is intended to help students understand the type of conduct that will be subject to discipline. It is not an exhaustive list and students should be aware that their conduct may still be considered prohibited conduct under this Code even if it does not appear in the list below.

1. Recording

Without expressed consent from course instructors, students are not permitted to tape record, video record, or otherwise record course lectures, seminars or laboratories.

2. Disruptive Behaviour

No student shall, by actions, words, written, use of informational resources, or by any other means, obstruct Eaton Arrowsmith Adults activities or services. Eaton Arrowsmith Adults activities and services include but are not limited to teaching, research, studying, student events, administration, meetings and public service.

3. Verbal Abuses/Threat of Bodily Harm

No student shall, implicitly or explicitly threaten any member of the Eaton Arrowsmith Adults community or cause any other member of the Eaton Arrowsmith Adults community to fear harm.

4. Physical Abuses/Infliction of Bodily Harm

No student Shall, physically abuse, or inflict bodily harm upon others.

5. Threatening Behaviour/Dangerous Activity

No student shall, create a condition which endangers or threatens the health or safety of themselves or others.

6. Inciting Violence

No student shall, on Eaton Arrowsmith Adults premises or while engaged in Eaton Arrowsmith

Adults related activities, individually or with a group:

(a) Use words which threaten violence or physical abuse to any group or individual,

(b) Use words in a situation of clear and imminent danger which incite others to behaviour which violates any provision of this Code.

7. Harassment

No student shall, harass another person. Harassment is defined as a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome. Single acts of sufficient severity may also constitute harassment. Harassment may include: verbal, written (including electronic, digital communications whether by email, text messages, posting on internet sites or otherwise), and/or actual or threatened physical actions directed at an individual or group by another individual or group who know(s) or reasonably ought to know that the behaviour is unwanted.

8. Damage and Destruction of Property

No student shall:

- (a) misappropriate, destroy or otherwise damage Eaton Arrowsmith Adults property including any electronic or information resources;
- (b) misappropriate, destroy or otherwise damage any property not the person's own on Eaton Arrowsmith Adults property;
- (c) deface the inside or outside of any building or property of Eaton Arrowsmith Adults;
- (d) possess food or drink in any area where prohibited;
- (e) smoke in any area where prohibited.

9. Unauthorized Use of Facilities, Equipment, Materials or Services

No student shall:

- (a) use any facility, equipment, material or service (including any of Eaton Arrowsmith Adults' information resources) contrary to express instruction or without proper authority;
- (b) obtain and/or use any Eaton Arrowsmith Adults equipment, material or service by fraudulent means or by providing false information.

10. Misuse of Eaton Arrowsmith Adults Supplies or Documents

No student shall, without proper authority, make, alter, use, receive or possess Eaton Arrowsmith Adults supplies or documents. Eaton Arrowsmith Adults supplies and documents include but are not limited to equipment, keys, records, permits, letterhead, stationery and envelopes.

11. Misuse of Library or Information Resources

No student shall:

- (a) Remove books or other library material from Eaton Arrowsmith Adults libraries without proper authorization;
- (b) Mutilate or deface library books or material;

(c) Purposefully misplace library books or material or in any way deprive others of access to library resources;

(d) Abuse any Eaton Arrowsmith Adults information resources, including (without limitation) computer or computer related facility or software, alter or remove computer files or software without proper authorization, purposefully misplace them, or deprive others of access to information resources;

(e) use computer equipment on Eaton Arrowsmith Adults premises to download, distribute or send offensive, discriminatory, and/or harassing material.

12. Aiding and Abetting

No student shall, knowingly encourage, aid, or conspire with another student in the commission of prohibited conduct, or encourage or aid behavior by a non-student which, if committed by a student, would be prohibited conduct under this Code. Students who assist in misconduct will be equally liable.

13. False Charges

No student shall, knowingly bring a false charge against any member of Eaton Arrowsmith Adults community.

14. Misconduct Related to the Use of Alcohol and Drugs

No student shall use, possess, or distribute a controlled or restricted substance or contravene provincial liquor or marijuana laws governing the possession, distribution, and/or consumption of alcoholic beverages or marijuana.

NOTE: Intoxication is never grounds for leniency. Rather, excessive drinking and/or use of drugs is subject to sanctioning, notwithstanding and in addition to sanctions imposed for misconduct associated with drinking.

15. Theft, Illegal or Unauthorized Possession

No student shall:

(a) While on Eaton Arrowsmith Adults property or involved in any Eaton Arrowsmith Adults activity, steal anything that belongs to Eaton Arrowsmith Adults or another or otherwise convert to his/her own use the property of Eaton Arrowsmith Adults or another person without the permission of Eaton Arrowsmith Adults or the other person;

(b) Possess Eaton Arrowsmith Adults property or the property of any member of the Eaton Arrowsmith Adults community without the permission of the rightful owner.

16. Bringing Weapons onto Eaton Arrowsmith Adults Property or to an Eaton Arrowsmith Adults Activity

No student shall, bring a firearm (including air guns and replica or imitation firearms), explosives (including fireworks), other weapons or dangerous chemicals onto Eaton Arrowsmith Adults property or to any Eaton Arrowsmith Adults related event or activity.

17. Failure to comply

No student shall:

- (a) Fail to comply with the reasonable directions of Eaton Arrowsmith Adults teachers, administrators, staff or law enforcement officers acting in performance of their duties;
- (b) Fail to comply with published Eaton Arrowsmith Adults policies, rules or regulations.

PROCESS AND PROCEDURES FOR ADDRESSING STUDENT MISCONDUCT

1. Minor Offense Procedures: The teacher or administrator or other Eaton Arrowsmith Adults representative will notify the Eaton Arrowsmith Adults Director when:
 - (a) Satisfactory resolution of minor allegations and sanctions cannot be achieved between the student and the Eaton Arrowsmith Adults representative;
 - (b) Minor infractions are repeated by the same student;
 - (c) the Eaton Arrowsmith Adults representative believes the infraction warrants a sanction greater than the minor offense sanctions listed below.

Students who wish to appeal minor offence decisions should do so with the Eaton Arrowsmith Adults Director.

2. Other Eaton Arrowsmith Adults Offence Procedures: Notice of an alleged offense under this Code may be filed with the Eaton Arrowsmith Adults Director by any member of the Eaton Arrowsmith Adults community within ten (10) working days of the incident in question. This time period for filing notice of an alleged offence may be extended at the discretion of the Manager/instructor. Incident report forms must be completed in full and are available from the Manager/instructor.

3. The Manager may:

- (a) dismiss the matter;
- (b) interview the student independently and, if satisfied that the offence has been committed, impose any of the offence sanctions listed below;
- (c) refer the matter for further investigation and take such action as the Manager deems necessary on an interim basis and upon conclusion of the further investigation, including the imposition of any of the offence sanctions listed below.

4. Informal Appeals: Students who have grounds for believing that they have been treated unfairly or inappropriately in the course of their dealings with an Eaton Arrowsmith Adults representative are encouraged to address their concerns in the first instance directly with the representative in question or the representative's immediate supervisor. Where this does not lead to a satisfactory resolution, students may wish to consult the Manager/instructor for advice regarding formal avenues of appeal. Formal appeal procedures are available as outlined below.

5. Eligibility for Appeal: Students may appeal the decision of the Manager with respect to student non-academic conduct or discipline, under the following circumstances:

- (a) Where evidence emerges, which was not available to a party at the time of the original hearing;
- (b) There was clear evidence of bias; or
- (c) Where the disciplinary procedures were not followed and where the outcome may have been substantially affected thereby.

If there are insufficient grounds for appeal, the student shall be notified in writing within ten (10) working days of having filed the request for an appeal.

6. Appeals from sanctions applied by Eaton Arrowsmith Adults Manager:

(a) Students may appeal to the CEO of the Eaton Educational Group any sanctions applied by the Manager.

(b) Appeals must be submitted in writing to the CEO within ten (10) working days of the student being notified the sanction imposed.

(c) Within ten (10) working days of acceptance of an appeal, the CEO shall contact the student. If the grounds identified for the appeal are accepted then a meeting will be established.

(d) The CEO may uphold the sanctions applied by the Eaton Arrowsmith Adults Director, or may lessen the sanction. Such decision will be final and no further appeal available.

The appeal must be signed by the student and include the grounds of the appeal.

SANCTIONS FOR STUDENT MISCONDUCT

1. Temporary Suspension and Trespass Sanctions: Eaton Arrowsmith Adults reserves the right to intervene in situations where students' behaviour affects others' use and enjoyment of Eaton Arrowsmith Adults privileges and facilities. Pending the outcome of any investigation, the Manager may apply a temporary Eaton Arrowsmith Adults - wide trespass/suspension sanction in the appropriate circumstances. These circumstances include those where they determine there are reasonable grounds to believe that the safety of other people is endangered, that there is a high potential of physical danger posed by the student's continued presence, that damage to Eaton Arrowsmith Adults property is likely, or that the continued presence of the student would be disruptive. Upon imposition of such temporary sanction, the student will be excluded from Eaton Arrowsmith Adults premises effective immediately, for as long as reasonably required by the nature of the danger.

2. Criminal Offences: Criminal offenses committed on Eaton Arrowsmith Adults premises against persons or property, and reported to Eaton Arrowsmith Adults representatives, will be addressed according to the law. When a student is involved in criminal activity, Eaton Arrowsmith Adults will determine if the matter may be independently subject to Eaton Arrowsmith Adults discipline under this Code, notwithstanding, and in addition to, possible criminal prosecution or civil actions.

3. Minor Offense Sanctions: Minor misconduct may result in the following minor sanctions if, after hearing the student's response to the allegation, Eaton Arrowsmith Adults' representative is satisfied that minor misconduct occurred:

(a) Warning or reprimand – A written warning or reprimand to the student;

(b) Exclusion from a class for the class period in which the misconduct occurs (by the instructor);

(c) Apology - Issuance of a statement, apology, or retraction in an appropriate form in public or in private;

(d) Loss of privileges – A denial of specified privileges for a specified period of time. Privileges are those that if restricted may affect full participation in Eaton Arrowsmith Adults organized events but not make it impossible to complete courses;

(e) Restitution – Payment of costs, or compensation for loss, damage, or injury that may be monetary or in the form of appropriate service or material replacement;

(f) Discretionary sanctions – Imposition of work assignments or behaviour contracts which specify conditions of continued enrollment and other such discretionary assignments that are considered appropriate and punitive, compensatory, restorative, educational, or deterrent in nature.

4. Other Offence Sanctions: Eaton Arrowsmith Adults may apply any one or any combination of the following sanctions:

(a) A letter of reprimand;

(b) A period of probation during which further incidents will be subject to automatic sanctions;

(c) Restitution for damages;

(d) A verbal and/or written apology;

(e) Suspension from Eaton Arrowsmith Adults for a specified period of time not to exceed three months; or

(f) Expulsion from Eaton Arrowsmith Adults.

The Director may uphold the recommendation of the Manager and apply the sanction to the student, or apply a lesser sanction. In unusual circumstances, where the Manager decides on a sanction that is not listed above, the Manager may recommend an exceptional sanction to be considered by the Director.

STUDENTS AT RISK

In addition to dealing with student misconduct, Eaton Arrowsmith Adults has the right and responsibility to address the conduct of a student-at-risk in order to protect that student and/or other members of Eaton Arrowsmith Adults or local community from any threat posed by their conduct, whether or not misconduct under this Code has occurred. Eaton Arrowsmith Adults must seek to balance the rights of the student-at-risk and the rights of other members of the Eaton Arrowsmith Adults community when governing the conduct of the student-at-risk.

1. Definition: “Student-at-risk” means any student whose physical or mental state is such that they may be or have become a threat to themselves, others, the educational process, or the Eaton Arrowsmith Adults community in general. This state may or may not involve allegations of misconduct by the student.

2. Student-at-Risk – Threat Assessment: There are three levels of threat a student-at-risk may pose to her/himself or others. A Level 1 threat means that there is no clear, immediate threat at present and no known occurrence of misconduct, but the conduct of the student-at-risk creates a reasonable fear/concern that a threat may exist in the future and misconduct is likely to occur. A Level 2 threat means that there is no clear, immediate threat at present but misconduct has occurred and the conduct of the student-at-risk creates a reasonable fear/concern that a threat continues to exist and further misconduct is likely to occur. A Level 3 threat means that there is a clear, immediate threat at present, which triggers Eaton Arrowsmith Adults’ duty to warn and to take action to protect the student-at-risk and/or others.

3. Student-at-Risk Protocol: Protocol for dealing with students-at-risk may differ depending on the level of threat posed by the student-at-risk, and is set out in the Process and Procedures for Responding to Students at Risk, as set out below.

4. Students with Physical and Learning Challenges: Addressing the conduct of a student-at-risk can pose unique challenges to Eaton Arrowsmith Adults where that student has a learning or physical challenge that is contributing to the “at-risk” behaviour. Eaton Arrowsmith Adults acknowledges that it has a duty to

accommodate a student with a disability, in accordance with provincial law and Eaton Arrowsmith Adults policy. Accommodation of students with disabilities should be made in accordance with the following principles: respect for dignity, individualized accommodation, and inclusion and full participation. Eaton Arrowsmith Adults has a duty to accommodate up to the point of undue hardship. The British Columbia Human Rights Commission sets out three considerations in assessing whether an accommodation would cause undue hardship:

- (a) cost,
- (b) outside sources of funding, if any, and
- (c) health and safety requirements, if any.

It has been generally determined that health and safety risks will amount to undue hardship if the degree of risk that remains after the accommodation has been made outweigh the benefits of enhancing equality for persons with disabilities.

In some circumstances, the level of care and accommodation required may exceed the resources or staffing capabilities of Eaton Arrowsmith Adults and/or may be beyond the standard of care Eaton Arrowsmith Adults can provide or monitor. The student has a corresponding responsibility to make full disclosure of their physical or learning challenges and to cooperate with Eaton Arrowsmith Adults in making appropriate accommodation for them, including advising Eaton Arrowsmith Adults representatives of the need for accommodation, cooperating with Eaton Arrowsmith Adults in the accommodation process, and providing medical or other requested information relating to the challenges and the required accommodation.

5. Process and Procedures for Responding to Students-at-Risk

Observance of behaviour that suggests a student is at risk should be reported to a teacher or the Manager and will trigger a written report, which should be sent immediately to the Director. Regardless of the level of threat, the student-at-risk will be given an opportunity to review and respond to the written report. If there is a clear and imminent danger or risk, the Manager is immediately empowered to take appropriate steps as per the Interim Conditions and Measures outlined below.

Normally, within one working day of receiving a report of a student-at-risk, the Director will assess the risk level in consultation with the report writer (and others involved in the case as appropriate). Response to the situation is based on the level of threat, as outlined below.

Level 1 Threat: If the student’s behaviour is assessed as a Level 1 threat, the Director and/or the report writer will determine appropriate outcomes. Possible outcomes for Level 1 threat behaviour include but are not limited to: an offer of appropriate support and/or referral, and/or general probation, and/or a behaviour contract.

Level 2 Threat: If the student’s behaviour is assessed as a Level 2 threat, the Director and/or the report writer will determine whether disciplinary procedures will be invoked to deal with the alleged

misconduct. Possible outcomes for Level 2 threat behaviour include but are not limited to: those outlined under Level 1 and/or referral of the case through the non-academic discipline

process in accordance with the Process and Procedures for Addressing Student Misconduct and/or immediate involuntary leave from Eaton Arrowsmith Adults.

Level 3 Threat: If the student's behaviour is assessed as a Level 3 threat, the Director and/or the report writer will first determine whether Interim Conditions and Measures are required to address any immediate threat to the student-at-risk, others or the larger community.

Assessment of a Level 3 threat triggers Eaton Arrowsmith Adults' duty to warn and to take action to protect the student-at-risk and/or others. Eaton Arrowsmith Adults reserves the right to share information regarding the student-at-risk in order to address the immediate threat and the student's behaviour.

Possible outcomes for Level 3 threat behaviour include but are not limited to: those outlined under Levels 1 and 2, and/or immediate involuntary withdrawal from Eaton Arrowsmith Adults.

Voluntary Leave and Withdrawal: Voluntary withdrawal occurs when a student agrees to temporarily withdraw him or herself from Eaton Arrowsmith Adults for a specified amount of time due to mental or physical health reasons. A request for voluntary withdrawal requires proper medical documentation and is considered by the Manager/instructor, with recommendations made to the Assistant Director. Voluntary withdrawals may also involve conditions that must be fulfilled should the student wish to return to Eaton Arrowsmith Adults, and will be outlined in a re-enrollment questionnaire, and a return to Eaton Arrowsmith Adults management plan.

Involuntary Leave and Withdrawal: The Manager may determine involuntary leave or withdrawal is required. Involuntary leave is defined as involuntary physical removal from Eaton Arrowsmith Adults premises for a period of time specified by the Manager. Involuntary withdrawal includes involuntary physical removal from Eaton Arrowsmith Adults and may last for one academic year or longer. Involuntary leave or withdrawal is not pursued as a punitive step, but may coincide with sanctions for student misconduct.

Decision Notification: If the Manager decides to place a student-at-risk on involuntary leave or withdrawal, the student-at-risk shall be notified of that decision, together with the terms and conditions associated with the involuntary leave or withdrawal. A copy of the letter will be included in the student's record. Where involuntary withdrawal is invoked, the student-at-risk will be blocked from re-enrollment for the duration of the involuntary withdrawal.

Return to Eaton Arrowsmith Adults Procedure for Voluntary or Involuntary Leave or Withdrawal: Following a voluntary or involuntary leave or withdrawal, the student-at-risk must apply in writing to the Manager in order to return to Eaton Arrowsmith Adults. The application is due no later than three (3) months before the student's anticipated return to Eaton Arrowsmith Adults. The application will require the following in order to be considered:

- (a) evidence that all terms and conditions associated with the voluntary or involuntary leave have been met,
- (b) evidence that all current outstanding disciplinary sanctions have been completed, and,
- (c) if applicable, a Voluntary or Involuntary Leave Assessment Form completed by appropriate treating medical professional(s).

The Director will evaluate completed applications and their accompanying documentation and consult with the Manager to develop a Return to Eaton Arrowsmith Adults Behaviour Contract or Student Management Plan. During the review process, the Director may require the student to provide

additional, more recent documentation from treating medical professional(s). The Director shall inform the student, in writing, whether the application has been approved.

Return to Eaton Arrowsmith Adults Management Plan: Where a student has received approval to return to Eaton Arrowsmith Adults following voluntary or involuntary leave or withdrawal, the Director and/or the Manager shall prepare a Return to Eaton Arrowsmith Adults Management Plan that outlines any terms and conditions of the student's return to Eaton Arrowsmith Adults and any support services required. The Director, or a designate, will implement the Return to Eaton Arrowsmith Adults Management Plan and monitor the student's transition back to Eaton Arrowsmith Adults. The person monitoring the Return to Eaton Arrowsmith Adults Management Plan shall regularly report the student's progress back to the Manager and the Director.

Eligibility for Appeal: Students may appeal the decisions made under the Process and Procedures for Responding to Students-at-Risk, under the following circumstances:

- (a) where evidence emerges, which was not available to a party at the time of the original process;
- (b) there was clear evidence of bias; or
- (c) where the disciplinary procedures were not followed and where the outcome of the case during the original process might have been substantially affected thereby.

If there are insufficient grounds for appeal, the student shall be notified in writing within ten (10) working days of having filed the request for an appeal.

Appeal of Level 1 Threat Outcomes: An appeal of campus general probation in response to Level 1 threat behaviour shall be made to the Director. The appeal must be signed by the student and include the grounds of the appeal.

Appeal of Non-Academic Discipline Sanctions Relating to Level 2 and Level 3 Threat Outcomes: Appeals of disciplinary sanctions for non-academic misconduct shall be addressed through the appeal routes set out above under Process and Procedures for Addressing Student Misconduct.

INTERIM CONDITIONS AND MEASURES

1. Statutory Jurisdiction

Eaton Arrowsmith Adults exercises its statutory jurisdiction and authority with respect to the operation, protection, and control of its property and plant, and the regulation of persons on Eaton Arrowsmith Adults premises insofar as is necessary to ensure the safe and orderly performance of Eaton Arrowsmith Adults' functions. Eaton Arrowsmith Adults reserves the right to refuse admission or re-admission to any candidate or to require a student to withdraw when, in the opinion of Eaton Arrowsmith Adults officials, a student poses a danger to the Eaton Arrowsmith Adults community.

Eaton Arrowsmith Adults reserves the right to intervene in situations where a student's behaviour affects others' use and enjoyment of Eaton Arrowsmith Adults privileges and facilities. These circumstances include those where there are reasonable grounds to believe that the safety of other people is endangered, that there is a high potential of physical danger posed by the student's continued presence, that damage to Eaton Arrowsmith Adults property is likely, or that the continued presence of the student would be disruptive. The Director (or designate) may apply a temporary Eaton Arrowsmith Adults -wide trespass/suspension notice in the appropriate circumstances. Upon imposition of such temporary measures, the student will be excluded from Eaton Arrowsmith Adults premises and facilities effective immediately, for as long as reasonably

required by the nature of the situation. Normally, a formal discipline hearing will be held within 10 working days of notice to the student of this decision, during which time the student may only enter Eaton Arrowsmith Adults premises under escort where he or she has received appropriate permission. Other interim conditions may include non-association/no contact directives, and

suspension of student privileges. The interim conditions are in no way to be construed as indicative of guilt, and shall remain in place until the allegations are disposed of under the Process and Procedures for Addressing Student Misconduct and/or the Process and Procedures for Responding to Students-at-Risk.

When Eaton Arrowsmith Adults is made aware that criminal proceedings have been initiated against a student, and the student's activity impacts or may impact Eaton Arrowsmith Adults community safety or vital Eaton Arrowsmith Adults interests, the Assistant Director (or designate) will determine how to proceed under this Code of Student Conduct, which could include temporary suspension or expulsion of the student.