

Academic Policy

1. Academic Integrity

All learning institutions have academic integrity as a core functioning value. NetSoft College of Technology is no different. The values that are associated with academic integrity include honesty, trust, respect, responsibility, and fairness. Academic integrity implies that students are committed to these five basic values and resolve to support them even in the face of adversity.

Good students should not cheat or cut corners. Students should take responsibility for their own education to become good learners for life. The level of academic integrity that is demonstrated by students will be measured by the energy, focus, and effort that they are willing to put into their learning.

2. Active Student Participation

Students should actively participate in their studies and ensure that they:

- a. Attend at least 20 hours of sessions and classes per week.
- b. Attend all the sessions and classes that are scheduled.
- c. Enter the classroom on time per the schedule.
- d. Are present in class for the complete day according to the scheduled time.
- e. Are completely prepared for class (arrive with completed assignments, scenarios, labs, etc.).
- f. Work on the task that is assigned during class sessions.
- g. Take part in labs and classes actively and with a positive attitude.
- h. Complete quizzes, tests, and exams on the scheduled date and time.

3. Assessment Methods

The instructors at NetSoft give their full effort to make sure that students achieve the learning objectives of their program. The instructors of NetSoft will:

- a. Make sure that contact between the student and the faculty is encouraged.
- b. Make sure that the students develop a habit of cooperation and reciprocity.
- c. Make sure that active learning is encouraged.
- d. Provide prompt feedback.
- e. Focus on the value of time when giving a task.
- f. Keep high expectations and communicate them.
- g. Recognize diversity in talents and keep a respectable mindset toward them.

NetSoft has high standards for testing as well as assessments and takes pride in that. During their program, students will be tested with the following methods:

- a. Regular testing based on assigned reading.
- b. Progress determination by reviewing quizzes.
- c. An exam at the end of a course.
- d. Scenarios, labs, challenges, performance demonstrations, and presentations.
- e. Role-playing assignments and team activities.

Students should take part in all employed testing methods, without exception.

4. Cheating and Plagiarism

NetSoft has a zero-tolerance policy regarding cheating and plagiarism. Both may lead to expulsion. If an Instructor determines that a student is guilty of cheating or plagiarism, the Instructor may assign a mark of zero for the course.

NetSoft defines plagiarism as “any student representing someone else’s work, ideas, or exact wording as their own.” This includes using the work without proper citations or acknowledgments in various forms, such as print, information from the Internet, handwritten notes, illustrations, word of mouth, etc. NetSoft’s definition of cheating also includes copying another student’s work; obtaining (for a fee or free of charge) assignments or test information from unauthorized sources; utilizing any assistance to earn an “edge” that has not been approved by the Instructor; inappropriate use of books, notes, or electronic methods and/or devices; and collaborating without Instructor authorization for individual projects and/or exams. NetSoft also considers multiple submissions and submitting the same paper and/or project in two separate courses without prior written approval from the Instructor to be cheating.

If a student copies work from another student with the person’s consent, both the student who did the copying and the student who allowed the copying are equally guilty.

5. Program Hours and Scheduling

NetSoft makes every possible attempt to split classes according to morning, afternoon, evening, and weekend sessions. However, at times, it may be necessary to change the time of a class. If there is any such change made, the Manager, Training Department will aim to provide advance notice of two weeks. It is not possible to accommodate each student’s personal schedule. Students are expected to arrange their personal and/or work schedules around their course schedule. Students must attend all classes and labs during designated times as per the class schedule. Students may also have to attend additional classes as the Instructor requires to complete the content of the course.

6. Tardiness

NetSoft maintains high standards and expectations in terms of student attendance, punctuality, and tardiness. All students are expected to be present at the beginning of a class and remain for its entire duration. If a student is late for a scheduled class, the Instructor is free to decide whether they are allowed entry or not. Students are expected to inform the Training Department by email in cases of running late, being absent, or any other emergency via email at training@netsoftcollege.com. Students are not allowed in the classroom if they are one hour late. For example, if the class starts at 8 a.m. and the student arrives at 9:01 a.m., the Instructor may refuse the student to entry to the classroom. Likewise, if the class starts at 6 p.m. and students arrives at 7:01 p.m., the Instructor may decide not to allow the student to enter the classroom. If there are cases of repeated tardiness or habitually leaving prior to the end of the class as scheduled, disciplinary action may be taken by the Instructor or the Training Department.

7. Attendance

Attendance is a necessary requirement and a policy of the Ministry of Colleges and Universities, as well as of NetSoft. NetSoft is required under law to maintain attendance records. The records that NetSoft keeps are subjected to scrutiny by sponsoring agencies. Any deficiencies in attendance are to be reported to these funding agencies. Failing to abide by the terms mentioned in the contract will result in the loss of funding. Loss of funding generally leads to withdrawal from a program.

Below is the standard procedure NetSoft follows for reporting student attendance:

- a. The Instructor will record attendance. The Instructor will also record the hours students come late or leave early and will require those students to make up those missed hours.
- b. At the beginning of each day, the Instructor will inform the staff of students to be contacted due to absence. The staff will contact the students and tell them that they were missed, ask when they will be returning, advise them as to their attendance status (how close to 20 percent absent they are), and give them a reminder that all time missed must be made up in both course work and hours.

- c. At the end of the week/month, the attendance record will be given to the Performance Manager. The Performance Manager will discuss missed course work, including tests and hours, with the student where applicable and take appropriate action.

The manual attendance roster is the official record of attendance and must be approved and signed by the relevant staff member at the end of each course. A student may challenge the accuracy of attendance recorded by filing an appeal in writing with the Training Department. Each student has 15 calendar days to appeal the accuracy of an attendance record after receiving a notice from NetSoft. Without an appeal, the record is considered permanent upon the 16th calendar day. Notwithstanding this requirement, any attendance roster that has been used to verify the accuracy of attendance as part of any audit procedure shall be maintained for 36 months.

The following applies to all students at NetSoft:

- a. Attendance is mandatory for all sessions and all labs. NetSoft reserves the right to expel students with unsatisfactory attendance. If a student misses classes or labs for excused/valid reasons, it is the student's responsibility to see fellow classmates and/or instructors for notes. The class attendance policy also applies to labs. If there is any absence due to illness, it should be accompanied by a note from a doctor.
- b. It is the student's responsibility to attend all classes unless there is an emergency. This policy requires that any student who misses 28 consecutive days (including Saturdays and Sundays) of scheduled classes be withdrawn from their studies unless they can provide a valid, documented reason for their absence. It is the responsibility of the student to notify NetSoft in writing, along with any supporting documentation, of any period of absence that is likely to last 28 consecutive days or more. A student's dismissal date due to consecutive absence shall be the 28th consecutive calendar day of unreported absence. The last day of attendance is the date that shall be reported on the student's file.
- c. If a student requires an extended leave due to an emergency, they must notify NetSoft in writing. Arrangements must be made and approved by NetSoft to make up for any lost course hours needed to meet the program's study requirements. International students must notify Canadian Immigration, as a study permit extension will be required.
- d. NetSoft will contact students on their second day of undocumented absence to make inquiries. If a student misses the first 14 days of their course, NetSoft will inform them via a written notice that it is cancelling the *Vocational Program Enrolment Contract* no later than 45 days after the day the program commenced.
- e. If an undocumented absence lasts for five days or more, the student will be put on academic probation. They will not be allowed to attend classes until the cause of the absence is explained with suitable documentation, which should be provided on the day the student returns to class. They should then visit the Manager, Training Department to create a plan that sufficiently makes up for the missed learning during the period of absence. If a student misses 20 percent of a course, they will have to repeat the course. This is meant to benefit both the student and the others in the class:

Once a student has missed 10 to 20 percent of a course, it will compromise the benefit the course can provide to the student. At the same time, it may negatively impact the Instructor and other students if they are asked questions that require them to cover material that has already been covered during the student's absence. However, NetSoft does understand that there are extenuating circumstances on some occasions, and whether an exception to this rule is made is at the discretion of the management and the Governing Board.

8. Reasons for Missing Classes

Valid reasons for being absent from classes include illness, family emergency, childcare issues, caring for relatives who are sick, family breakdown, homelessness, etc. NetSoft requires documentation on file that supports the absence of any student who misses classes for more than five days. These documents should be verifiable. If there is a lack of documentation to support the absence, students may be expelled from the

program. Documentation is due on the date of the student's return to NetSoft and should be provided to the Manager, Training Department. Failure to provide these documents may result in the removal of the student from the program. Though the circumstances that require the use of this procedure cannot be predicted, general examples are listed below, along with suggestions of common documents that are acceptable and verifiable:

- a. **Illness:** This requires a doctor's note or a medical certificate that outlines the nature of the illness and the amount of time the student is expected to be absent from the classroom.
- b. **Family emergency:** This includes the death of, or an accident involving, a family member. The family member should be immediate in this case, such as a spouse, mother/father, child, sibling, step-sibling, stepfather, or stepmother. In the case of an accident, students are required to show a doctor's note that describes the nature of the accident and stipulates the expected amount of time away from class. In the case of the death of an immediate family member, students are required to show a copy of the obituary, statement of death by the funeral director, report by the coroner, or court ruling. In this case, a student is allowed to miss a maximum of five days. For other family members, such as grandparents, aunts, and uncles, a student is allowed to miss a maximum of two days. For general family emergencies, a student should have a letter from a family member and/or a doctor that outlines the nature of the emergency.
- c. **Emergency care of an elderly or infirm relative:** In this case, a student should have a signed statement that outlines the relationship between the student and the relative, the reason that the support of the student is required, a letter from the primary caregiver or a relative that confirms the requirement of the support, medical documentation from the elderly or infirm relative, and the address of the dependent relative.
- d. **Childcare issues:** In this case, students should have a letter from the childcare provider that explains the unavailability of childcare.
- e. **Family breakdown or homelessness:** If a student is in an abusive relationship (domestic violence) that results in homelessness, they should provide a letter that attests to this fact. However, it should have an attached statement from the neighbours as a witness or the police. A letter from a shelter or a counselor would also be sufficient.

NetSoft reserves the right to determine what defines a reason for absence as valid or invalid.

9. Procedure for Reporting Absence

If a student is unable to attend a class, they must contact NetSoft by: (1) sending an email to training@netsoftcollege.com; and (2) calling the office at (905) 812-2923 ext. 114, so that someone can answer the call right away. This must be done before the commencement of the daily class: 8 a.m. for morning classes, 1 p.m. for afternoon classes, and 5 p.m. for evening classes. This type of courtesy is expected in all business environments. Students who are missing course material are required to fulfill the missing material on their own.

10. Make-Up Absence Procedure

Students who have been absent less than 28 consecutive days must submit a letter in writing to the Training Department to demonstrate how they will make up missed attendance and assignments. Qualified make-up absence activities must engage the student in meaningful, applicable coursework. The make-up work must be related to the course in which the absence is applied. Make-up activities must occur only outside of the student's regularly scheduled class time.

Make-up activities must be overseen by a member of the Training Department or designee, as appropriate. The make-up activities may occur in a designated area. Qualified make-up activities include but are not limited to:

- a. Taking or re-taking a quiz or test
- b. Performing lab practice or check-offs

- c. Facilitated content review
- d. Facilitated/demonstrable study
- e. Engaging in a study group or group tutoring session
- f. Completing in-class or homework assignments

11. Assignments

From time to time, students will receive assignments to complete. Please keep the following in mind:

- a. All assignments must be submitted within seven days. For example, if an assignment is assigned on a Saturday, it is due the following Saturday. In case of delays, students must communicate with their Instructor via email explaining the delay, request a possible extension, and submit any supporting documentation.
- b. If a student misses a class, they are responsible for getting assignments from their Instructor or fellow students.
- c. All assignments must be submitted to instructors via email as a PDF file rather than .docx format.

12. Withdrawal from Studies

A student will be considered officially enrolled in a program of study and charged for each day until NetSoft receives a written withdrawal letter, either delivered personally or via registered mail. The student is also required to meet with the Manager, Training Department. If a student does decide to withdraw, the effective date of cancellation is the date this letter is received by NetSoft. Absence will not take the place of this notification. If a student decides to withdraw from NetSoft and has received any sort of student loan, they are responsible for the repayment of the loan as per the requirement of the bank, the government, or NetSoft College of Technology. Upon signing a contract, each student will receive the *Fee Refund Policy*. Please refer to this for any information on refunds. If there are any refunds needed for overpayment, they will be made in strict accordance with the Ministry of Colleges and Universities' guidelines.

13. Completing a Program of Study

Students must complete all academic requirements in a given program within the time stipulated in the *Vocational Program Enrolment Contract*. It is the student's responsibility to submit all assignments on time, including exams, labs, and other assignments. A student who wishes to return after a lengthy absence will be required to start the enrolment process and the program from the beginning. If readmission is approved, the student will need to complete a new enrolment contract. They may also be asked to complete a re-admission exam.

Failing any two courses in a single program will result in the student's ineligibility to continue their studies. A student may retake one failed course in a program free of charge. If a student is required to or wishes to retake the same course a third time or a second failed course, the student will be responsible for 100 percent of the tuition fee that is in effect at the time the course is retaken. It is the responsibility of individual students to ensure that they have completed all program/course requirements. Diplomas/certificates will not be released until all outstanding tuition and fees are paid in full.

Standards of Satisfactory Scholastic Progress are an integral part of NetSoft and ensure that student success is fostered. If a student is not making any reasonable progress toward graduation in a program, it is not in the best interest of the student or NetSoft for them to remain in the class. Therefore, NetSoft holds intervention sessions for such students where it tries to determine the cause of the hindrance in their progress. Further, it tries to create strategies that could help the student deal with those obstacles.

14. Maximum Timeframe for Course Completion

A 12-month extension period will be granted for any outstanding course completion, beginning on the contracted end date. The only exception to this is a student who has been expelled. Students will only be given a 12-month extension from their official date of termination to re-contract to complete their program. Any

arrangement for successfully completing the outstanding courses should be made with NetSoft, and it will be recorded on students' transcripts. Any exception to this final mark posting is at the discretion of the Manager, Training Department.

15. Graduation Requirements

A NetSoft certificate/diploma will be awarded based on the following criteria:

- a. The student must pass each course with a minimum mark of 60 percent and meet all standards related to contract hours.
- b. The student must maintain a satisfactory attendance rate of at least 80 percent.
- c. The student must not have any outstanding fees.

When an overall mark of 90 percent is maintained and the student meets all standards pertaining to the contract hours, they become eligible for distinction status at the time of graduation. This will be noted on the student's diploma.

When an overall mark of 80 percent is maintained and the student meets all standards pertaining to the contract hours, they become eligible for honours status at the time of graduation. This will be noted on the student's diploma.

Any student who achieves all the required academic standards for the NetSoft College of Technology Diploma Program will receive:

- a. A formal transcript of marks from their time at NetSoft.
- b. An official NetSoft College of Technology diploma, providing they have finished all academic contractual agreements with NetSoft. Students who do not meet their financial contractual obligations will not receive a diploma. The diploma should be picked up in person from NetSoft.

Students who are enrolled in a non-vocational program will receive an official NetSoft College of Technology Certificate, provided they have finished all the financial and academic contractual agreements with NetSoft.

16. Transcripts, Diplomas, and Certificates

The academic study period of the student is defined as the stated calendar period indicated on the NetSoft *Enrolment Contract*, which must be signed by the student and authorized by NetSoft staff. A final transcript will be mailed to students when all completed grades have been submitted by instructors. According to the Statement of Students' Rights and Responsibilities issued by the Superintendent of Private Career Colleges, all students must be able to access their transcripts for a period of 25 years after they leave their private career college. To obtain a copy of their transcript, students should contact NetSoft. Any future productions of transcripts and diplomas will be issued and sent for a fee of \$25 per transcription.

17. Advanced Standing

The purpose of the *Advanced Standing* is to establish criteria for providing Advanced Standing, to define the general criteria for the awarding of credit, and to outline the basis upon which such credit is awarded.

Requests for Advanced Standing must meet the minimum eligibility requirements to be considered. Additional details are available in the *Advanced Standing Checklist*.

Student Eligibility	Students must meet the eligibility requirements as outlined in the <i>Advanced Standing Checklist</i> .
Minimum Course Grade	C (equivalent to a mark of 60 percent) Note: Some courses may require a higher minimum grade as designated by individual program-passing grade requirements.
Current Industry Certificates	Students must hold a current industry certificate to qualify for Advanced Standing. A maximum of two industry certificates will be accepted for Advanced Standing.
Current Course Relevancy (Age of Course)	NetSoft reserves the right to deny Advanced Standing requests for courses completed more than five years ago, based on the relevancy of course content.
Content and Learning Outcomes Equivalence	The incoming course must match 80 percent of the learning outcomes listed on the corresponding <i>Program Approval</i> document. Multiple equivalencies may be used to achieve the 80 percent learning outcome equivalency: <ul style="list-style-type: none"> Two incoming courses may be combined to match one NetSoft course. One incoming course may be used to match one NetSoft course.
Number of Credits or Contract Instructional Hours	The incoming course must be of an equivalent credit value (based on contract hours) to the corresponding NetSoft course.
Recognized Institutions and Courses	The incoming course must have been completed at an approved post-secondary institution.
Tuition Fee	Program tuition fees will be adjusted using course/program hours to compensate for Advanced Standing courses.

Requests for Advanced Standing must be supported by the following documentation to be considered for eligibility:

- Official transcript (from approved Canadian post-secondary institutions)
- Official transcript and transcript evaluation/translated documents (from international institutions)
- Course description
- Detailed course outline

Advanced Standing is not recorded on a student's transcript as an achievement, but rather as "Transfer." The course is reflected on the transcript as "TR" and is not used in the calculation of grade point average.

Requests for Advanced Standing will be facilitated through the Admissions Department, must be presented at the time of registration, and must be authorized by the CEO of NetSoft.

18. Certifications

Students of NetSoft are expected to pass one certification per month in their area of specialization for two to three years to maintain the knowledge level required by the industry. Students should update the Training Department on a monthly basis with a copy of their latest certification via email to training@netsoftcollege.com.