Bryan College

Founded in 1940



2027 College Catalog

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Welcome to Bryan College

A Message from the President

Welcome to Bryan College

My name is Curt Moeller, and I am honored to serve as the Campus President. It's a privilege to join a college community known for its commitment to student success, career-focused education, and supportive learning environment.

At Bryan College, we believe education should be practical, personal, and powerful. Whether you're pursuing a new career path or advancing in your current field, our programs are designed to provide hands-on training, experienced instruction, and the real-world skills employers value.

As Campus President, my goal is to ensure every student feels supported from their first day on campus to the moment they graduate—and beyond. Our dedicated faculty and staff are here to help you succeed both academically and professionally.

We are proud to offer a culture that values respect, integrity, and a genuine investment in your future. We believe in liberating the innate greatness in people.

As you pursue your journey of education and career development, I encourage you to take full advantage of the resources available—from career services to financial aid, tutoring, exam support, and beyond.

Thank you for choosing Bryan College. I look forward to seeing the incredible things you'll accomplish here and in your future career.

Regards,

Curt Moeller, Campus President

Bryan College Toronto

History of Bryan College

Serving Students for More Than 80 Years

Bryan College was established as a private career college in 1940 and has an 84-year track record of excellence in helping students graduate and achieve their career goals. Our history dictates that with our focus on students, we will continue to excel through education for years to come.

Mission and Purpose

We believe in liberating the innate greatness in people. In doing so, Bryan graduates are prepared with the knowledge and practical, productive skills that lead directly to professional careers. They are preferred by employers because they are dedicated, intelligent, immediately productive in the workplace, and pursue a lifetime of learning. We are tightly focused, selective, and targeted having carefully researched the fields associated with each program. We aspire to create learning environments which will transform the lives of the people we serve, enabling them to have a greater positive impact on their communities. We strive to open the doors of knowledge and learning to those who are educationally disadvantaged and to engage in charitable and humanitarian efforts.

Institutional Learning Objectives

Bryan University is committed to preparing its graduates for a world of increasing complexity, innovation, change and opportunities.

ILO 1: Bryan graduates continually seek increased knowledge of, and access to, enhanced opportunities creating greater independence.
ILO 2: Bryan graduates possess the integrity, intent and capabilities preparing them for professional success.
ILO 3: Bryan graduates possess leadership skills in emotional intelligence, communication, teamwork, managing change and problem-solving, leading to contribution in the workforce and their community.

Key Objectives

- Trust is at the center of Bryan's core values reflected in the professional team and students, in programs and results.
- Bryan is dedicated to the evolution of education whether facilitated in synchronous, asynchronous, residential, or blended learning environments.
- Bryan's student-centric system focuses on learning preferences, reinforcement loops, and dashboard feedback enhancing the student experience.
- Bryan's committed administrative focus provides students with a pathway from admissions through classroom learning to productive employment.
- Bryan's organization is dedicated to developing curricula that lead directly to fields requiring specialized skills.
- Bryan's dedicated outreach serves the needs of children and adults worldwide who do not have access to education and skills development.

Academic Freedom

Academic freedom at Bryan College is defined as the right to teach, learn, discuss, work, and publish without fear of reprisal or sanction. Faculty and staff are empowered to full freedom in teaching, research, publication, and externship activities, subject to the limitations imposed by professional responsibility and the law. Bryan College recognizes the utility of artificial intelligence (AI) tools in both academic settings and as part of our daily lives. In an effort to support a robust learning environment that adapts to changing technologies, instructors have the autonomy, under Academic Freedom, to incorporate AI tools. Some examples include helping students develop skills in leveraging AI or using these tools to help students learn about their fields or course content.

General Information

Campus Administration

Campus President - Curt Moeller
Senior Director, Education - Lynn Oliphant
Accounts Manager - Jessica Doria, B.S., Technology
Financial Aid Advisor - Sharib Siddiqui
Financial Aid Advisor - Vicky Chan
Senior Admissions Advisor - Amanda Cotton
Admissions Advisor - Manjyot Singh
Admissions Advisor - Estefani Iglesias
Admissions Advisor - Mayra De Santiago Villa
Admissions Advisor - Jenny LeNgoc
Career Services Advisor - Evangeline Miliotis
Receptionist - Lori DaCosta
Student Services Coordinator - Florence Sunseri
Program Coordinator, Massage Therapy - Osvaldo Bolanos, B.S., University of Cuba

Bryan College, Toronto Canada operates as a private postsecondary college under the ownership of Bryan University LLC, a Utah Limited Liability Company. The corporate directors and officers Eric Evans, President & CEO; Mark Evans, CMO; Dave Rogers, CFO & COO; have never filed for a bankruptcy petition, operated as a debtor in possession, or had a petition of bankruptcy filed against it under federal law.

Instructional Faculty

A complete list of the Instructional Faculty is available here.

Campus Contact Info

Bryan College's branch campus is located in Toronto, Canada. Information regarding Bryan College can be found at www.bryancollege.ca or by emailing info@bryancollege.ca.

Campus Facilities

The Toronto location is conveniently located at 1200 Lawrence Ave West, Toronto, On, with excellent access from the 401 highway with excellent access to the TTC. Bryan College has a dedicated bus stop, as well as private student parking. Security is managed 24 hours a day, 7 days a week. The campus offers an on-site lunchroom and lounge area.

Bryan College Toronto's campus occupies approximately 26,000 square feet of office and classroom space. The following facilities are available to students:

1. Learning Resource Center with access to all Bryan Library online materials and course content
2. Classroom space (10) that can each handle approximately 25 students during each session
3. Building security
4. Private student break room with on-site lunchroom
5. Career Services office
6. Private faculty mentoring/coaching rooms

7. Financial Aid office

All facilities are managed from the Toronto location and include an integrated student experience created through 1) a learning management platform (class deployment); and 2) a live or virtual-class add-on to replicate a live, class environment and typical on-campus experience. Bryan College Online classes are not self-study; instead, the College strives to replicate the same experience and rigor provided to on-campus students, assuring a high level of student satisfaction and quality of programs.

Hours of Operation and Class Times

General hours of operation are Monday—Thursday, 9:00 a.m. to 9:00 p.m.; and Friday, 9:00 a.m. to 5 p.m. Students are strongly encouraged to participate in all class sessions. If a student is unable to attend a class session, they can watch a recording and submit a class summary. Specified class times are designated by instructors and are subject to change. Current classroom schedules are outlined in the student's program and enrollment agreements are available at the Academic Coordinators office. In general, students are expected to open their schedules accordingly:

- Morning classes: Monday—Thursday, 9:30 am to 12:30 pm. EST
- Afternoon classes: Monday—Thursday, 1:30 pm to 4:30 pm. EST
- Advanced Medical Spa Therapist Student Clinic Shifts: Thursday, 5:00 pm to 9:00 pm; Friday, 9:00 am to 1:00 pm. EST
- Massage Therapy Student Clinic Shifts: Monday—Thursday, 5:00 pm to 9:00 pm; Thursday—Friday, 1:00 pm to 5:00 pm. EST

Bryan College Bookstore, Library, and Helpdesk

Bookstore: Bryan College does not currently operate a bookstore.

Library: The Bryan Library is accessible online and serves instructors and students. It is accessed through the learning management system, Learn Bryan, as well as through the student portal. Bryan Library features subscription article databases, multimedia resources, supplemental eBooks, and customized web pages for each academic program that include links to recommended websites. Students may receive research help via phone, email, or video chat.

Bryan College also has an onsite physical library . Books can be signed out or reserved.

More information about the library and its resources is included in the Welcome Kit, provided upon enrollment.

Help Desk (S.O.S. Department): For technical support and any technical difficulties, please contact the It Help Desk via the website: https://help.bryanuniversity.edu/. email: its@bryanuniversity.edu; or phone: 888.355.1546.

Help Desk operating hours are available on the Help Desk website. NA

Housing

Although housing is not provided directly by the college, many affordable apartments are available within a reasonable distance of campus. Students and parents (if applicable) are responsible for housing arrangements.

Consumer Information

Up-to-date consumer information related to Bryan College's programs such as graduation rates, Sexual Violence and harassment policies, and graduate placement information can be found online on the Bryan College Website at www.bryancollege.ca

Approvals and Accreditations

Prospective students are encouraged to review this catalog and program performance disclosures available before signing an enrollment agreement.

Accreditation

Bryan College is accredited by the Northwest Commission on Colleges and Universities (NWCCU). The NWCCU is an institutional accrediting agency recognized by the U.S. Department of Education and the Council for Higher Education Accreditation (CHEA). Further information may be obtained by contacting the Commission:

Northwest Commission on Colleges and Universities
8060 165th Avenue NE, Suite 200
Redmond, WA 98052
Phone: 425-558-4224
Fax: 205-525-9848
General Inquiries and Questions: info@nwccu.org
https://nwccu.org/

Admission

Applicants are contacted by our admissions department to facilitate an interview, where program options are reviewed. Once an applicant decides to move forward with enrollment, the following items must be submitted. The registrar/campus president department reviews and countersigns the agreement. Applicants also have the opportunity to meet with financial aid. Once accepted, access to courses are granted and a student success coach is assigned to facilitate orientation activities. To be considered for admissions, the following is required:

- Earn a high school diploma or its equivalent. Acceptable forms of proof of high school graduation include:
  - Copy of High School Diploma from a Canadian or American school (official copy or photocopy).
  - Transcript from a Canadian or American High School showing graduation date.
  - Students from Canada or the United States without a high school diploma will complete Wonderlic Tests with dedicated programmatic cut scores. All International applicants are required to take the Wonderlic assessment and meet certain cut scores.
  - Official College or University transcripts from within Canada or the United States.
- Be at least 17 years of age. If a student is under the age of 18, they will be required to have a parent or legal guardian counter-sign enrollment forms.
- Fill out the college's application and pay a $100.00 registration fee.
- Pass a computer and internet speed assessment to ensure technology minimums are met.
- Complete and pass Launchpad, an online pre-course assessment designed to demonstrate ability to successfully learn online. (MOA only)
- For transfer credit evaluation, submit official transcripts from past colleges and universities recognized by the Ministry of Colleges and Universities.
- Attend mandatory orientation and demonstrate the ability to complete online coursework.

Program-specific Admission Requirements

- Students applying for entrance into the massage therapy program must complete a required criminal background check.
- Applicants must complete and pass a one day Introduction to Massage Therapy Workshop prior to acceptance into the massage therapy program.

Readmission

Should a student withdraw from their program of study and desire to return, they must meet with the admissions advisor and the academic coordinator to ensure they are ready to return and complete a revised enrollment agreement. Additional meetings with the academic coordinator may be required to ensure the returning student is adequately prepared to complete their program of study.

Programs

Bryan College offers the following diploma programs on campus and/or online:

- Diploma
  - Medical Office Assistant
  - Advanced Medical Spa Therapist
  - Massage Therapy

Students must check their enrollment agreements for exact class times. Additional outside-of-class homework, lab, coaching activities, and group activities are required as outlined within each class syllabus. Students are strongly encouraged to participate in all class sessions. If a student is unable to attend a live class session, they may be able to watch a recording and submit a class summary.

Technology Requirements

Students applying to Bryan College are required to have a laptop or desktop computer* that meets minimum requirements. High-speed Internet service with a minimum of 1.2 Mbps down and .6 Mbps up is required (1.5 Mbps down and 1.5 Mbps up are recommended). To participate in an online class, the student should have knowledge of and be able to:

- Log on to an Internet Service Provider (ISP) and use the World Wide Web to locate information.
- Send and receive emails and attachments.
- Set up audio and video capability with a computer using a USB headset and Webcam.
- Use word-processing programs such as Microsoft Word®.
- Download, save, and browse files.

As an added precaution, the college recommends students have access to a spare computer and alternative Internet access in case of severe technical issues incurred by viruses, hardware failure, etc. It is also advisable to regularly back up computer systems to an external drive.

*Computers are the sole property and responsibility of students, and Bryan College cannot be held liable for damage to students' computers or other hardware and software.

Student and Alumni Services

Bryan College offers a wide range of educational, motivational, and social programs to support students while in school. Academic Coordinators are assigned to all active students and can be reached via zoom, email, or by calling the campus. Academic Coordinators contact students regularly to ensure everything is going as planned. Coordinators are a great single point of contact, offering students assistance with resources needed from any department. Student Services will also facilitate some school-wide and program-specific activities and social events.

Academic Assistance

Students are encouraged to contact the Academic Coordinators for assistance with any of the following topics:

- Memorization and retention
- Reading comprehension and writing skills
- Mental health or safety issues
- Proofreading of specific assignments (24-hour turnaround time is required)
- Test-taking skills and tutoring
- Grammar and vocabulary development
- Technology skills (Microsoft Office, Gmail, Google Docs)
- Research help (e.g., getting started with a paper topic, finding resources)

Career Services

The Career Services Department provides career coaching services that include assisting students with resume writing, interviewing, and job-search activities. All students and graduates are entitled to full use of the college's Career Services Department at no charge.

The Career Services Staff maintains ongoing contact with local and national employers to keep abreast of employment needs and opportunities throughout the country and share this information with students and graduates.

Your Career Services Advisor will collaborate with you one-on-one to help you make informed decisions and identify employment opportunities that are right for you. The Career Services Staff will work diligently to guide, motivate, and empower students and graduates through the career search process and help graduates attain positions in their field of study.

Although all students and graduates may access the Career Services Department at any time, Bryan College does not guarantee student or graduate employment under any circumstances. In addition, no employee of the College is authorized to guarantee a graduate will earn a specific amount in wages upon entering a career.

The Career Services Department is committed to helping prepare students to make a smooth transition from studying students to working employees.

Refresher Courses

Graduates of Bryan College may return and audit any previously completed course (assuming the course is still scheduled, and space is available) at the discretion of the Academic Coordinator. Graduates will not be charged tuition for refresher courses; however, they will have to utilize previously issued courseware or pay for the cost of books, fees, and necessary supplies. Refresher privileges do not include training in software upgrades,

training in computer-based courses, course revisions, or curriculum changes. Graduates must be in good financial standing with the College and any other lending institution as it relates to the College to be eligible for refresher privileges.

Academic Information

Academic Calendar

Calendars are available at the Academic Coordinator's office. Current academic calendars are also available here:

2-7 Week Modules in Medical Office Assistant

2-13 Week Modules in Advanced Medical Spa Therapist

6 Week Modules in Massage Therapy

Holidays Observed

Bryan College observes New Year's Day, Family Day, Good Friday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, and Christmas vacation. Actual observance depends upon which day of the week the holidays fall.

Definition of an Academic Year

Bryan College offers programs on a semester academic calendar.

Unit of Credit

Bryan College offers diploma programs in clock hours. A clock hour represents a minimum of 50 minutes of instruction within a 60-minute period.

Class Sizes

Bryan College believes students should engage in highly interactive class environments in which they connect in meaningful ways with their instructors and peers. Class sizes are carefully considered to optimize the level of engagement and interaction across all courses. Classes will not exceed the following limits and often average much fewer students:

- Residential Classrooms and Labs: Maximum of 25 Students
- Online Classrooms and Labs: Maximum of 65 students
- Asynchronous Classrooms and Labs: Maximum of 100 students

Changes in Programs or Policies

The college reserves the right, at its discretion, to make changes in program content, materials, schedules, sequences of courses in programs, or locations because of industry changes, academic scheduling, or professional requirements.

Online Class Delivery

Bryan College's online courses utilize technologies and instructional methods to create an online classroom experience that is student centric. Each online program's delivery model is designed to fit the unique needs of

the program and its students. Tests, exams, graded-work turnaround timelines, and expectations are class specific and outlined in each class syllabus. Online courses are not self-study; students are strongly encouraged to stay actively engaged in course activities. Students access classes and course materials using a variety of integrated technologies:

- **Zoom:** Synchronous video conferencing tool that allows students to connect face-to-face with their peers and instructors. Some programs require students to attend interactive weekly class lectures from their faculty. Students begin using this powerful video conferencing tool in the admissions process and are encouraged to use the tool to connect live with their classmates and instructors throughout their program.

The modes of class delivery vary, according to instructors and course content, and may include any of the following methods:

- **Didactic:** Led by a qualified faculty member with the intention of teaching and learning, delivered through one of the following types of learning activities:
  - Live-Class Sessions: A synchronous, instructor-led delivery of course material with student interaction.
  - Interactive Online Discussion: An asynchronous online discussion derived from postings on course-related topics.
  - Multimedia Presentation: A presentation that delivers the course content in a lecture format with pre-recorded voice, video, etc., which includes elements to ensure student comprehension of the material.
- **Supervised Clinics/Laboratory:** The practical application of information that was presented in the didactic portion of the program or discovered through out-of-class work and preparation, delivered through one of the following types of learning activities:
  - Case Study: An exercise requiring a practical application of the course content, often featuring multi-day assignments in which the instructor provides input as students work toward completion.
  - Simulation: An assignment requiring students to perform a task similar to those in the proposed implementation environment. Involves instructor feedback, usually after the simulation has been observed by the instructor in both real-time and through multimedia capture and playback.
  - Collaborative Learning: The synchronous or asynchronous participation of students to complete assigned activities under the direction of an instructor.
  - Problem Solving: Prompts students to think creatively about a scenario to resolve a complication or issue, with or without a specific time limit.
  - Observation: The review of another individual performing a task or tasks, with the student providing feedback or reaction to the observed task.
  - Online Drill / Learn It: Pre-planned set of activities that enhance skills, solve problems, and/or reinforce the students' understanding of didactic materials or outside reading. Students receive feedback (guidance or suggestions for improvement) in real-time from the online platform.
  - In-class activity: Individual activities or group activities, under the supervision of an instructor, are designed to apply information that was presented in the didactic portion of the program.
- **Out-of-Class Work/Preparation:** That which students engage in as a means to prepare for or demonstrate an understanding of the didactic learning environment or supervised laboratory setting of instruction.
  - Memorization/Recall: A quiz-like activity designed to assess understanding of a course topic.
  - Topic Research and Explanation: An activity, typically written, in which the student demonstrates their understanding of course topics.
  - Readings: Textbook and article readings that directly support course learning outcomes.
  - Supplemental Materials: Multimedia or PowerPoints intended to review weekly topics.

Request for Transcripts and Third-Party Verification of Education

Requests for transcript information to be disclosed must also be submitted in writing to the Registrar by emailing receptiondesk@bryancollege.ca and they must specify the information to be disclosed, the reason for disclosure, and the person(s) to whom disclosure can be made. Students may request that directory information not be released by contacting the Registrar's office at receptiondesk@bryancollege.ca.

Transferring from One Program to Another / Continuing with Bryan for Additional Diplomas

Students who wish to transfer to a different program of study must first contact the Admissions Department. Tuition fees will be calculated, and students will be credited or charged the difference in course costs; no re-registration fees are required. Courses that are substantially the same in terms of credit and competencies are generally applied toward the completion of the program. Approved transfer credits do affect satisfactory academic progress (SAP) and will be included in the SAP calculation.

If an existing or prior student is enrolled in a program that is substantially changed for newly enrolled students, and the student would like to transfer to the new version, he or she may do so with approval. Historical grades may be transferred for classes substantially the same, instead of receiving a transfer credit designation, if classes are categorized as equivalents. SAP is assessed per the schedules provided within the program the student pursues. All transfer credits that count towards the new program will count towards satisfactory academic progress.

Transfer Credit and Advanced Standing Policy for Bryan College Programs and Courses

Any course completed at another institution that a prospective student wishes to put forward for an advanced standing in a Bryan College course must have taken said course within the last 5 years and achieved a grade of 70% or greater. Any programs or courses taken more than 5 years ago and/or have a grade less than 70% will require taking the full Bryan College equivalent of that course or challenge the course (see next paragraph). Students can transfer in up to 75% of their program, completing a minimum of 25% of their program with Bryan College.

Any courses a prospective student has taken more than 5 years ago with a grade of 70% or greater or received a grade below 70% but above 60% within the last 5 years may be offered the opportunity to challenge the course to receive advanced standing.

Challenging a course requires taking a cumulative multiple-choice written exam on the course material at the cost of $60 per exam. If the course being challenged includes a practical component, then the prospective student will also be required to perform a cumulative oral practical exam for the course at the cost of $100 per exam.

Challenge exams must be completed prior to the first day of class and must be passed with no less than 70.0% in order to be granted advanced standing in the challenged course. Any course requiring a challenge requires a written and oral practical exam earning a score of 70.0% on both exams separately.

A prospective student will not be granted advanced standing and will be required to take the full course if they score less than 70.0% on the challenge exam(s).

Advanced standing will not be offered to students after official enrollment and the program has already begun.

Transfer to a Bryan College program from an equivalent program at a different institution

If a prospective student requests to transfer from a like program into the equivalent program at Bryan College (ex. a student is looking to transfer from an esthetics program at a different institution into the Bryan College esthetics program) the prospective student must be prepared to provide detailed course outlines for each of the courses they have successfully completed at the other institution.

The prospective student must be aware that not all information within a course between institutions will match one for one. This means that a student may be required to take a course at Bryan College which will repeat some of the information they have already learned.

A given course must have covered at least **70%** of the material covered in the Bryan College course to be considered equivalent and completed. The student will be made aware of the material they must make up in their own time if they choose not to complete the Bryan College course.

The Advanced Standing policy stands in terms of grades and the dates the courses were taken at the other institution.

Advanced Standing for Massage Therapy

Prospective students who have completed a bachelor's degree in Kinesiology, Athletic Therapy degree, or equivalent can be granted advanced standing on the following courses provided they meet the advanced standing policy in the equivalent courses from their degree:

PP10 - Physiology I PP20 - Physiology II
RE10 - Research
KR30 - Kinesiology & Remedial Exercise

Prospective students who have completed an Osteopathy degree, Chiropractic doctor degree, Master in Physiotherapy, Physician Assistant degree, or degree in Traditional Chinese Medicine (in Canada) can be granted advanced standing in the following courses provided they meet the advanced standing policy in the equivalent courses from their degree:

AN10 – Anatomy I
AN20 – Anatomy II
CL10 - Basic Client Assessment
PP10 - Physiology I
PP20 - Physiology II
RE10 - Research
AN30 - Neurology
KR30 - Kinesiology & Remedial Exercise*
PP30 - Pathophysiology I
PP40 - Pathophysiology II

*Not offered to Osteopathy, Physician Assistant, or TCM unless transcript or undergraduate degree shows an equivalent

Any other degrees or programs completed will be taken on a case-by-case basis and will require the prospective student to provide a detailed course outline of the courses they have taken for which they are asking to have recognized for advanced standing.

International Student Transfer Credit

International students should contact an Admissions Representative for information about transferring credits from an institution outside of Canada and the United States.

Transferability of Bryan College Credits and Diplomas

The transferability of credits earned at Bryan College is at the sole discretion of the institution to which a student plans to transfer. Students are advised to contact the admissions department at consecutive institutions for information on transferring credits or degrees. A diploma or certification from Bryan College does not serve as a basis for a higher-level degree at another College.

Financial Aid

As an approved institution, Bryan College participates in various federal and provincial financial aid programs to make post-secondary education affordable for all students. Because every individual's financial situation is unique, the College assigns a Financial Aid Advisor to each student. The advisor will provide a financial aid review, discuss the financial aid application, and inform the student of all necessary deadlines.

Depending on financial status, students may qualify for federal and provincial grants, federal and provincial loans, and private financing. Whereas grants are considered gift aid and no repayment is necessary, students receiving financial aid in the form of loans are solely responsible for repaying the loan amount plus interest. Grants will be converted to loans if a student withdraws or does not complete their program.

Satisfactory academic progress (SAP) is mandatory to ensure continued financial aid (grants and loans made available through OSAP funding) throughout the completion of the curriculum at Bryan College.

Financial Aid Assistance Contact Information

For more details about the financial aid process, visit the Bryan College website at www.bryancollege.ca or contact a Bryan College Financial Aid Officer at 416-630-6300. Financial Aid Representatives are available Monday through Friday, 9:00 am EST to 5:00 pm EST. In addition, the receptionist can also book personal online or face-toface appointments.

Mandatory Exit Interviews/Loan Counseling

If you have borrowed from the Ontario Student Loans Program and you are graduating, on a leave of absence, or enrolled less than half-time, Bryan College mandates an exit interview to ensure students and graduates understand regulations for loan repayment or keeping the loan in good standing. Exit interviews will be scheduled by a financial aid officer or a career services counsellor.

Student Rights and Responsibilites

As a student you have the right to:

- Know what financial assistance is available to you, including all federal, provincial, and institutional financial aid programs.
- Know the deadlines for submitting applications for applicable financial aid programs and the process required.

- Know how your financial need is determined.
- An explanation of the types of aid contained in your financial aid as well as how to retain eligibility for those funds (if applicable).
- Request a review of your current financial situation if you meet certain criteria based on changes since filing the current OSAP year application.
- Know what portion of your aid package is a grant and what portion must be repaid. In addition, you have the right to know interest rates, the total amount to be repaid, procedures for repayment, when repayment begins, and how long you have to repay the loan.
- Know the criteria for continued financial aid eligibility, including guidelines for the determination of Satisfactory Academic Progress.
- Know the method and frequency of financial aid disbursements.
- To receive a copy of all documents and explanations thereof by contacting our financial aid office.

As a student you have the responsibility to:

- Be aware of your ability to pay any institutional charges based on your available financial aid and personal resources.
- Review and understand the terms and conditions of your financial aid award.
- Complete all requirements accurately, in a timely manner, and by the appropriate deadlines.
- Fill out the OSAP application completely and accurately.
- Read and understand all forms that you are asked to submit or sign, realizing that you are legally responsible for all agreements that you sign.
- Know and comply with all policies and procedures of Bryan College.
- Manage your financial aid experience.

Refund Policy

Only the compulsory program fees published on Service Ontario or optional program fees approved by the Superintendent of Private Career Colleges are covered by the refund policy. An optional program fee might be the cost of a field trip or conference that is related to your studies but is not required content of the program.

To get a refund on books or equipment you received from the college under a contract you must return them:

- in the same state they were in when supplied to you
- within 10 days of withdrawing

All refunds must be in Canadian dollars. The college **cannot** deduct money from a refund you are entitled to for a vocational program if you owe money:

- to the private career college for other services
- for other non-vocational programs offered by the college

The same refund policy applies when you withdraw from a program or are expelled from a private career college, as long as you are expelled in accordance with the college's expulsion policy or sexual violence policy.

Cooling-off period

You can cancel a contract for the provision of a vocational program within two days of signing it if you provide written notice to the private career college. It is important to keep a copy of your written notice. You are entitled to a full refund of fees paid for the program, including any application fee, from the college.

Types of Refunds

Full Refund

In the following circumstances, you can cancel the contract and make a written request for a full refund. Once you cancel a contract and the refund is applied, you cannot continue your studies and are not entitled to receive a transcript.

- The private career college collects any fees for the program before the college is registered or before the program is approved under the Private Career Colleges Act, 2005.
- You are expelled from the private career college in a manner or for reasons outside of the college's expulsion policy or sexual violence policy.
- A total of more than 10% of the program is taught by unqualified instructors.
- The contract does not include all the mandatory terms required (refer to the Contract section).
- The private career college, while still operating, discontinues the program before you can complete the Program.

In addition, you also may seek a full refund if a private career college or its representative makes untrue statements for the purposes of convincing you to enroll in the program and the statements constitute a fundamental breach of the contract. The categories of inappropriate statements include:

- A false or misleading statement.
- A statement that guarantees admission to or successful completion of the program or employment after completing the program.
- A statement that guarantees the right to enter Canada, receive a visa, or work permit.

Partial refund before a program begins

You are entitled to a refund of fees paid for a program minus 20% of the program fees up to $500 if you:

- withdraw from the program more than three days after signing a contract and before the program begins or
- do not meet the program's admission requirements when the program starts

Partial refund after a program begins

If you withdraw from a program after the program begins, you may be entitled to a refund of fees paid for the program, depending on how much of the program a private career college has delivered. In most cases, the private career college can keep 20% of the program fees up to $500, plus the fees for the portion of the program delivered. However, if the private career college cancels the contract for the program because you do not attend the first 14 days, the private career college can only keep 20% of the program fees up to $500.

International Students

If you are attending or planning to attend a private career college under a student visa, some special rules apply.

Fee Refund

You can cancel a contract with a private career college or withdraw from a program for any reason. The same refund policy for domestic students also applies to you.

International Students Unable to Get a Student Visa

A rule applies to an international student unable to obtain a student visa to enter Canada. As long as you deliver a written notice of this fact to a private career college before half of the portion of a program has passed, you are entitled to a refund of fees paid for the program, except that the college is allowed to retain 20% of the total fees for the program or $500, whichever is less.

An enrollee may cancel the enrollment agreement without penalty or obligation within 2 business days (excluding Saturday and Sunday) of signing the agreement. Refunds will be processed within 30 calendar days and include all tuition and fees paid. After two days, if the enrollee cancels prior to or on the first day of instruction, the College will refund all paid fees except the registration fee.

Cancellation requests must be in writing; the Financial Aid Officer must receive letters or emails. Upon termination, only tuition fees will be refunded. The College does not charge for textbooks or materials the student did not receive. Examples of refund calculations are available in the Financial Aid Office.

A student may withdraw from the school any time after the cancellation period and receive a pro-rata refund if they have completed 50 percent or less of the scheduled hours in the current payment period in their program of study through the last day of attendance. The refund will be less a registration or administration fee, not to exceed

$500, within 30 days of withdrawal. If this percentage is greater than 50%, the student earns 100% of the disbursed OSAP funds or aid that could have been disbursed.

To determine a refund under this section, a student shall be deemed to have withdrawn from a program of instruction when any of the following occurs:

- The student notifies the institution of the withdrawal or as of the date of the student's withdrawal, whichever is later.
- The institution terminates the student's enrollment due to the student's failure to maintain satisfactory progress; failure to abide by the rules and regulations of the institution; absences more than the maximum set forth by the institution; and/or failure to meet financial obligations to the College.
- The student has failed to attend class for 28 consecutive days.
- The student fails to return from a leave of absence.

To determine the amount of the refund, the date of the student's withdrawal shall be deemed the last date of recorded attendance. The amount owed equals the daily charge for the program during the billing period (total institutional charge, minus non-refundable fees, divided by the number of days in the billing period), multiplied by the number of days scheduled to attend, prior to withdrawal. To determine when the refund must be paid, the student shall be deemed to have withdrawn at the end of 28 days.

Return of OSAP Funds

All unearned OSAP funds must be returned if a student participating in the OSAP program withdraws or is terminated. Bryan College will calculate the percentage of the payment period or period of enrollment completed. For a credit hour program, the percentage of the period completed is determined by dividing the number of calendar days completed in the payment period (or period of enrollment as of the day the student withdrew) by the total number of calendar days in the same period. The total number of calendar days in a payment period or period of enrollment includes all days within the period. The day the student withdrew is counted as a completed day. Bryan College will calculate the percentage of financial aid earned by the student and return the remaining amount to the National Student Loan Service Centre.

Refund Dates

Refunds are made within 30 days following the date on which the student withdrawals. All tuition refunds will be calculated in compliance with criteria established by the ministry of colleges and universities.

Tuition and Fees

Diploma Level

- **Advanced Medical Spa Therapist**: The total tuition cost for students who complete the Advanced Medical Spa Therapist program within the normal timeframe is approximately $12,500.00 Approximately $1,300.00 of books and fees.
- **Bookkeeping and Accounting:** The total tuition cost for students who complete the Bookkeeping & Accounting program within the normal timeframe is approximately $13,545.00. Fees are approximately $1,419.00. All books, software, and an industry certification are included in tuition.
- **Medical Office Assistant**: The total tuition cost for students who complete the Medical Office Assistant program within the normal timeframe is approximately $9,950.00 Books, manuals, and supplies are approximately $1,600.00.
- **Massage Therapy:** The total tuition cost for students who complete the Massage Therapy program within the normal timeframe is approximately $22,000.00. Expendable books and supplies are approximately $1,618.00.

Academic Standards

Curriculum

Massage Therapy

The Massage Therapy Diploma program must meet the core competency guidelines set forward by the regulatory body - CMTO (College of Massage Therapists of Ontario) and are licensed by a third party for the province of Ontario.

Academic Advising

Academic coordinators assist students with difficulties arising from scheduling courses and tutorials, attendance problems, work conflicts, program changes, or other difficulties that may impede their studies.

Student Collaborative Learning

Students are granted opportunities for class collaborative study groups to foster communication, sharing, and dynamic learning. Thus, in addition to individual assignments, students will actively participate in multi-student lab sessions designed to strengthen their team-building and professional communication skills.

Grading

Students are graded on a percentage basis. A passing grade at Bryan College is 70%. Course grades will be based on a weighted average as prescribed by the faculty at the onset of the course which may include tests, quizzes, midterm exams, exams, final exams, projects, presentations, and assignments.

Grade	Percent
Pass	70% +
Fail	69% and below

Withdrawal from School

Students who cannot continue in their program of study may withdraw from school using the following process:

- The student notifies his/her Academic Coordinator in writing of the need to withdraw from school and the desired withdrawal date.
- The student meets with the Academic Coordinator for his/her program of study.
- The student works with the Academic Coordinator to put together a plan for returning to school, if applicable.
- The student meets with the financial aid officer to discuss repayment of OSAP fees.

If personal circumstances change and afford the student the opportunity to continue with school, the student may petition to re-enter the program of study by contacting their Admissions Advisor.

Incompletes

Students experiencing extenuating circumstances may ask their instructor(s) for an extension. Students must request an extension in the final week of the term. If the student does not have a minimum grade of 70% in the course, the College reserves the right to deny the request. If the request is approved by the instructor and Program Director, students will be given a temporary "Incomplete" grade and must complete the course requirements within 10 days of the end of the term. If outstanding assignments are not submitted within that time frame, the Incomplete grade will change to the current grade in the class based on the assignments submitted.

Unauthorized Distribution of Copyrighted Materials

Bryan College strives to provide access to varied materials, services, and equipment for students, faculty, and staff and does not knowingly condone policies or practices that constitute an infringement of Federal copyright law.

Transmitting (including peer-to-peer) or downloading any material that you do not have the right to make available and that infringes any patent, trademark, trade secret, copyright, or other proprietary rights of any party is prohibited. Installing or distributing pirated or unlicensed software is also forbidden. Violation of these requirements may subject students, faculty, and staff to civil and criminal liabilities as well as possible dismissal from the institution. Students, faculty, or staff who violate federal copyright law do so at their own risk. Copyright status is applied to a work as soon as it is created. Users should assume that all writings and images are copyrighted. copyright infringement, fines, and imprisonment. Please see the website of the U.S. Copyright Office at www.copyright.gov.

Bryan College maintains a campus network to support and enhance the academic and administrative needs of our students, faculty, and staff. Bryan College is required by Federal Law – H.R. 4137 to make an annual disclosure informing students that illegal distribution of copyrighted materials may lead to civil and/or criminal penalties.

Bryan College takes steps to detect and punish users who illegally distribute copyrighted materials.

Bryan College reserves the right to suspend or terminate network access to any campus user that violates this policy and network access may be suspended if any use is impacting the operations of the network. Violations may be reported to appropriate authorities for criminal or civil prosecution. The existence and imposition of sanctions do not protect members of the campus community from any legal action by external entities.

Code of Conduct

Bryan College is committed to maintaining high standards for student conduct. Students will be held accountable for, or should report, the following violations occurring online, on campus, or at practicum facilities:

- All forms of dishonesty, including cheating, plagiarism, forgery, or misuse of college documents.
- Theft, deliberate destruction, or damage of college property or property owned by employees and students.
- Inappropriate or profane behavior that disrupts teaching, research, administration, disciplinary proceedings, or other College activities.
- Consumption, possession, manufacturing, or distribution of alcoholic beverages or controlled substances.

- Failure to comply with the instructions of college officials acting within the scope of their employment responsibilities.
- Violence or threats of violence toward persons or property of students, faculty, staff, or the College.
- Improper use of email and Internet access for purposes unrelated to the educational mission of the College, such as College email, to solicit private business.
- Inappropriate use of cell phones or other electronic devices, all of which must be turned off while in the classroom.
- Physical abuse, verbal abuse, bullying, intimidation, harassment, coercion, stalking, or any conduct that threatens or endangers the physical or psychological safety of another person.

A student involved in any of the violations listed above will be sanctioned accordingly. Possible sanctions range from receiving a written letter of reprimand to immediate dismissal from the college. When determining what sanction to impose, factors such as prior disciplinary actions, the nature of the offense, the severity of harm, or other factors deemed appropriate, will be considered. Written reprimands will include a plan of action including future sanctions if the student repeats the initial violation or if a new violation occurs under a different area of the Code of Conduct.

Any member of the College community may file charges against a student for violations of the Code of Conduct. The charge shall be in writing and directed first to the Academic Coordinator who may conduct an impartial investigation to determine if the charge has merit and if it can be resolved by mutual consent of the parties involved. If the issue persists or cannot be resolved at the Academic Coordinator level, the charge will be escalated to the Campus President who will determine and enforce the appropriate sanction.

A student may appeal disciplinary sanctions to the College by submitting them in writing to the Campus President. All appeals need to include the basis for which an appeal should be granted and must confirm that the student has taken the prerequisite steps listed above. All student appeals must be initiated within five days after the student receives notice of the disciplinary action. The College shall respond to the appeal within 10 business days. The decision of the review board is final.

Children on Campus and in Online Live Class Sessions

Faculty, staff, and students are encouraged not to bring children on campus for extended periods. Children are not permitted in the classroom and Bryan College does not provide childcare services and cannot assume responsibility for the health and safety of minors. When attending class online, students are encouraged to provide a class environment that will not be disrupted by childcare or children's activities to allow the student to fully participate in class and to prevent online classroom disruption.

Personal Appearance and Hygiene

The College adheres to a student personal appearance policy to encourage professional behavior and conduct, and to prepare students for their future careers. Safety and comfort are also a consideration in the adopted personal appearance policy. Adherence to the personal appearance policy discussed below is required for all students on campus and those attending or participating in college events or activities off campus.

Students in violation of the personal appearance policy will be given an opportunity to conform to the policy. Students who do not or cannot conform to the policy when asked will be dismissed from campus or the activity until they can appear in proper personal appearance.

Massage therapy and advanced medical spa therapy students must wear the Bryan College uniform while on campus participating in practical classes and student clinics.

Students are exempt from wearing the Bryan College uniform only during the following circumstances: they are waiting for the delivery of a uniform in their size, they are at the campus to write a theory exam only. In both circumstances students are expected to be dressed appropriately and professionally to match the industry they are training for.

Personal Hygiene

Students attending on campus are expected to meet the following standards or guidelines with respect to personal grooming and hygiene upkeep:

- Consistent bathing and oral hygiene.
- No heavily scented perfumes, colognes, or lotions.
- Fingernails neatly manicured and of a length that does not compromise physical activities.

Jewelry and Piercings

Students will be asked to remove all visible jewelry and piercings prior to participating in hands-on bodywork and fitness activities. Students may continue to wear stud earrings unless it interferes with the techniques being taught or practiced.

Satisfactory Academic Progress

All Bryan College students (full-time, part-time, undergraduate) must achieve satisfactory academic progress (SAP) to successfully complete their programs of study (all programs are included). Approved transfer credit is considered when evaluating SAP. The College evaluates students' academic progress (qualitative) at the end of each course to determine the student's ability to progress and complete the program within 150% of the program clock hours as well as qualitative (course academic performance) Students must maintain a 70% attendance and 70% G.P.A. at all times.

Failing to Meet SAP Requirements

Students failing to meet SAP requirements.

***Diploma Programs**:* Students are automatically placed on SAP Warning. If by the midpoint of the program, the student does not meet satisfactory academic progress, OSAP will not be disbursed. Students will meet with the Academic Coordinator and Financial Aid Officer for the subsequent withdrawal and repayment counselling.

Grade Appeals

A student may contest any test, assignment, performance, or course grade. The student shall first discuss the contested grade with the faculty member involved. This conference shall be requested by the student within fifteen (15) working days from the time the student knew or reasonably should have known about the grade contest.

Steps for students to follow:

- If within ten (10) working days of the request for the conference with the faculty member, the grade contest is not resolved or the faculty member has been unable to meet with the student, the student may continue the process by filing a written complaint with the Program Director. This written complaint must be filed within ten working days following the previous deadline.
- Upon receipt of a written complaint, the Program Director will work with the student and faculty member to resolve the grade contest. This may include a third party reviewing and re-grading the assignment(s) in question.

Repeat Classes

Students may repeat a class in order to attain a passing grade. A student is granted three attempts per course to achieve a 70%. After three attempts, if the student cannot achieve a passing grade, the student will be withdrawn. No retakes are eligible for OSAP funding. Only the first retake that a student must complete will be provided at no cost. All subsequent retakes of any course within the program will need to be paid for by the student.

Academic Policies

Bryan College is committed to providing students with the knowledge, skills, and attitudes needed to lead successful careers. The college maintains an expectation that students will reflect their own commitment to success through regular attendance and strong study habits.

Registering Attendance

Students register course attendance by participating in, or completing, the following educational activities:

- Any action in an on-ground live class session beyond merely being present (e.g., participating in discussions and activities).
- Any action in an online live class session beyond logging in (e.g., chat postings, responding to poll or quiz, verbal interaction).
- Submitting an academic assignment.
- Engaging in a drill, quiz, or exam.
- Working on an interactive tutorial (e.g., recorded lecture).
- Working on computer-assisted instruction (e.g., Weekly Lesson Presentation).
- Attending a study group that is assigned by the school.
- Participating in a discussion about course-related academic content.
- Initiating contact with a faculty member to ask a question about the course.
- Engaging in any required academic activity in the course.

Live Class Session Attendance

Students are strongly encouraged to participate in all live class sessions, whether online or on campus, and are awarded attendance and participation marks each week for doing so. Although attendance at any scheduled live session is expected, students can elect not to attend if they feel that life situations, events, or other reasons make them unable to do so. If a student does not attend a live class session, he/she must submit a makeup assignment to earn participation points and gain attendance. (Examples of make-up assignments can include a short summary/synopsis of the content covered in the live event, or a short quiz pertaining to material covered in the live event).

Non-Attendance Withdrawal Policy

Students who are absent for 28 consecutive calendar days will be withdrawn from their programs of study. Students withdrawn due to lack of attendance may apply for re-entry the following term. Approval for re-entry is based upon a student's satisfactory academic progress (SAP) in the program and the student's ability to prove that circumstances leading to withdrawal have been resolved.

Academic Policy Regarding Repeated Course Failures in Prerequisite Courses

Students who fail any prerequisite courses are automatically placed on academic warning, which if not remedied timely, may result in academic probation and academic dismissal.

Academic Policy Regarding Repeated Course Failures

Students who fail the same course more than three times may result in academic probation and academic dismissal.

Academic Advisement

The College provides a Notification of Course Failure and information regarding available academic resources and assistance to a student failing any course. A student is given an Academic Warning when the student's academic performance falls below 70%. The student will meet with the Academic Coordinator to discuss peer tutors, course remediation, and study techniques.

Academic Probation

Students who have not attained 70% after two consecutive terms on Academic Warning or fail a course class while on Academic Warning, are placed on Academic Probation.

a. Students on Academic Probation must meet with their Academic Coordinator to design and implement a plan for academic improvement to raise the student's grades within the time limitations, including, if applicable, those limitations imposed by the College's requirement of Satisfactory Academic Progress.
b. If a student fails a course or is unable to improve the student's grades within a 6-week period with the plan for academic improvement will be dismissed from the program.
    1. Students who are dismissed from the program may have the ability to enroll in a different program and will be required to meet with the Academic Coordinator for the intended program.

Appeal Of Dismissal For Unsatisfactory Academic Performance:

Students who have been dismissed under the provisions of this section may appeal the dismissal by a written petition sent to acostenaro@bryancollege.ca. The College shall respond to the appeal within 10 business days.

Re-Enrollment/Re-Entry (Not Dismissed for Unsatisfactory Academic Performance)

Students who are no longer attending the College for reasons of non-attendance, non-return from a scheduled break, or non-return from Leave of Absence may request re-enrollment by petition to Alumni Relations.

- To be considered for re-enrollment, such applicants may be interviewed by the Program Director or the Student Outreach Department.
- If the re-entry is approved re-enrollment, Alumni Relations will facilitate student meetings with the Registrar, Financial Aid, and Admissions.

If an applicant is not re-enrolled, the applicant may appeal the decision by written petition to acostenaro@bryancollege.ca.

Grievance/Complaint Procedure

Before initiating the formal grievance/complaint process, the student is encouraged to make every effort to resolve the problem informally with the person(s) alleged to have caused the grievance. The student may

present an informal grievance/complaint in writing to the person(s) alleged to have caused the grievance. This attempt to resolve the grievance/complaint informally should be started as soon as the student first becomes aware of the act or condition that is the basis of the grievance/complaint.

Academic Grievance/Complaint

Step 1: Students who have academic concerns, complaints, or problems are expected to discuss them first with the involved faculty or staff member.

Step 2: If the issue is not resolved after this discussion, or if the issue is program-related, students should consult with the Academic Coordinator.

Step 3: If after discussion with the Academic Coordinator, the issue is not resolved, the student should submit the written grievance/complaint letter to cmoeller@bryancollege.ca. Academic grievances/complaints will be addressed by the Director of Education, who will respond within three business days.

Non-Academic Grievance/Complaint

Step 1: Non-academic concerns, complaints, or problems regarding a specific department or employee should be discussed directly with staff.

Step 2: If the issue is not resolved after this discussion, students should consult with the employee's supervisor/manager.

Step 3: If after discussion with the employee's supervisor/manager, the issue is not resolved, the student should submit the written grievance/complaint letter to acostenaro@bryancollege.ca. Non-academic grievances/complaints will be addressed by the Director/Leader of the department, who will respond within three business days.

Formal Grievance/Complaint

After you have followed the steps above first, students who feel that the issue is still unresolved may file a formal grievance/complaint with the College Administration.

ATTN: Compliance Department Bryan
College 1200 Lawrence Ave. West, North York
North York, Toronto M6A1E4
Email: cmoeller@bryancollege.ca

The College Administration will review the submitted request and may schedule a personal interview with the student and/or staff or faculty involved with the issue. Interviews may be conducted in person or over the phone.

The student will be informed, in writing, of any decision within ten (10) calendar days of receipt of the formal written grievance/complaint.

If the grievance/complaint cannot be resolved after exhausting the institution's complaint/grievance procedure, the student may file a complaint with the Superintendent of Private Career College. A Student Complaint Form for a complaint to the Superintendent can be downloaded from the Service Ontario website at www.forms.ssb.gov.on.ca.

Notice of Nondiscrimination

Bryan College is committed to diversity and does not engage in discrimination based on race, sex, color, national origin, religion, age, disability, sexual orientation, or any other protected category.

Student Requests for Reasonable Accommodations

Current and enrolling students interested in requesting academic adjustment, auxiliary aids, or other accommodations to support a documented, qualified disability in an academic environment may contact the Director of Education at lgiammartino@bryancollege.ca. All accommodation plans will remain in confidential files in the Bryan College Office and be maintained by Bryan College staff. Students who disagree with any outcomes or decisions rendered regarding accommodation requests should follow the catalog "Grievance Procedure," submitting a statement of why and how the response should be modified.

Student Services

Bryan College provides a number of services to support students throughout their program of study and to support them in their search for employment upon graduation. The College is committed to making reasonable accommodations to students with special circumstances pursuant to the Ontario Human Rights Code but reserves the right to limit the provision of services to those that will allow students to achieve their goals within the confines of our contractual obligations, our commitment to academic excellence and the graduation of qualified professionals

Bryan College is an adult education facility: As such, students are expected to be proactive in addressing any circumstances that may jeopardize their ability to meet their contractual obligations or the requirements of their academic program.

Accommodation Policy

Organizational Commitment

Bryan College ("the College") is committed to providing a learning environment free of discrimination and harassment, in which all individuals are treated with respect and dignity, are able to contribute fully, and have equal opportunities.

In addition, the College is committed to providing an environment that is inclusive and to providing accommodation to individuals who are identified by a ground in the Ontario Human Rights Code ("the Code") to the point of undue hardship. Accommodations that fall outside of the scope of a ground identified in the Code may be considered by the College on a case by case basis through the College's Policy Exception Request process.

The principles of accommodation include:

- Providing equal opportunity for achievement to individuals covered by a Code-protected ground
- Ensuring employees or students requesting accommodation enjoy the same benefits and privileges as other employees or students
- Respecting the principles of dignity, inclusion, and individualization

Statement of Rights and Obligations

The principle of providing accommodation applies to all employees and students of the College. Persons requesting an accommodation on the basis of a Code-protected ground are responsible for:

- Requesting accommodation
- Explaining why accommodation is required, so that needs are known
- Making his or her needs known to the best of his or her ability, preferably in writing

- Answering questions or providing information about relevant restrictions or limitation, including information from health care professionals, where appropriate and as needed
- Taking part in discussions on possible accommodation solutions
- Co-operating with any experts whose assistance is required
- Meeting agreed-upon academic and/or job performance standards once accommodation is provided
- Working with the College on an on-going basis to manage the accommodation process
- Discussing his or her accommodation needs only with persons who need to know

The College is responsible for:

- Respectfully addressing individuals where situations arise, and the College believes specific conduct, performance, or other observable behaviours may possibly relate to the Ontario Human Rights Code protected grounds by reviewing the College's accommodation policy with the individual to ensure they are aware of the policy and their rights to request accommodation
- Accepting accommodations requests in good faith, unless there are legitimate and compelling reasons for acting otherwise
- Getting expert advice or opinions where needed
- Taking an active role in making sure that alternative approaches and possible accommodation solutions are investigated, and researching various forms of possible accommodation and alternative solutions as part of the duty to accommodate
- Keeping records of the accommodation request and actions taken
- Maintaining confidentiality – refer to section 6.0 of this policy for further details.
- Limiting requests for additional information related to the accommodation request to those reasonably necessary to accurately assess the nature of the limitation or restriction in order to respond to the accommodation request
- Granting accommodation requests in a timely manner, to the point of undue hardship
- Paying the cost of any required medical information or documentation requested by the College in relation to the accommodation.
- Where accommodation would cause undue hardship, explaining this clearly to the employee or student and demonstrating why this is the case

Shared Responsibility

- The process of providing accommodation is a shared responsibility between the College and the individual making the accommodation request.
- It is the policy of the College that both parties will work cooperatively and in good faith in order to meet the accommodation needs of an individual, up to the point of undue hardship

Accommodations for Students Writing Tests and Exams

Purpose

This policy aims to provide guidelines and procedures for accommodating students with disabilities or other exceptionalities during tests and exams to ensure they have equal opportunities to demonstrate their knowledge and abilities.

Scope:

This policy applies to all students enrolled in courses that require tests or exams at Bryan College.

Policy Statement

Eligibility for Accommodations

Students with documented disabilities or exceptionalities that may affect their ability to take tests or exams under standard conditions are eligible for accommodations. These may include, but are not limited to, physical disabilities, learning disabilities, mental health conditions, and chronic health conditions.

Documentation

Students requesting accommodations must provide documentation from a qualified professional that verifies the nature of their disability or exceptionality and recommends specific accommodations. The documentation should not be older than 5 years and include information on the student's functional limitations and how they impact test-taking.

Types of Accommodations

Accommodations may include, but are not limited to, extended time, a distraction-free environment, the use of assistive technology, breaks during testing, and alternative formats for exams.

Request Process:

- Students must submit a request for accommodations to the Director of Education upon enrollment in the program or at least two weeks prior to starting the course in which the accommodation is required to allow time for an individual education plan to be developed for the student.
- The request should include the student's medical documentation and the specific accommodations requested.
- The Director of Education will review the request and documentation and determine appropriate accommodations based on the student's needs and the course requirements.

Notification to Instructors

Once accommodations are approved, the Director of Education will notify the student's instructors of the approved accommodations. Instructors are expected to provide the appropriate accommodations during tests and exams.

Confidentiality

Information regarding a student's disability or accommodations is confidential and should only be shared with individuals involved in providing the accommodations on a need-to-know basis.

Appeals

Students who disagree with the decision regarding their accommodations may appeal the decision following the established appeals process.

Responsibilities

- Students: Students are responsible for providing documentation of their disability or exceptionality and for requesting accommodations in a timely manner.
- Instructors: Instructors are responsible for providing approved accommodations during tests and exams and for maintaining the confidentiality of student information.
- Director of Education: The Director of Education is responsible for reviewing accommodation requests, determining appropriate accommodations, and facilitating their implementation.

Review

This policy will be reviewed periodically to ensure it remains effective and in compliance with relevant laws and regulations.

Compliance

All students, faculty, and staff are expected to comply with this policy.

Resources

Offices of:

- Director of Education
- Academic Advisors
- Career & Student Services

Contact Information:

For questions or concerns regarding this policy, please contact the Director of Education, Lydia Giammartino or your Academic Coordinator.

Freedom from Reprisal

All requests for accommodation will be taken seriously and no employee or student will be penalized for making an accommodation request as outlined in this policy.

Interaction with Other Laws/Requirements

- It is possible that other legislation or legal requirements, such as those from the Ministry of Training, College, and Universities, may impose rules that appear to limit the College's ability to provide accommodation.
- The Supreme Court of Canada has ruled that human rights laws are not to be treated the same as other pieces of provincial legislation and that organizations must comply with the Code before any other laws or requirements.
- When an accommodation request would require the College to fall out of compliance with other pieces of legislation, the College is committed to ensuring the principles of accommodation and human rights are met, as far as is reasonable to the point of undue hardship, according to the principles set forth in the Code.

Confidentiality and Documentation

- Other than information that the person making the accommodation request has made public or general knowledge, all verbal discussions and written documentation related to accommodation requests will be kept confidential, and will only be released to appropriate parties (i.e. the person requesting accommodation, College management, or 3rd party experts) on a need to know basis in order to fulfill the College's accommodation obligations, or as required by law.
- All documentation will be maintained for a minimum of 3 years following the date of the accommodation request, or as long as the accommodation is being provided if longer than 3 years.

Advanced Standing

- Any course completed at another institution that a prospective student wishes to put forward for advanced standing in a Bryan College course must have taken said course within the last 5 years and achieved a grade of 70% or greater. A transcript and course syllabus must be provided.
- Any programs or courses taken more than 5 years ago and/or have a grade less than 70% will require taking the full Bryan College equivalent of that course or challenge the course (see next paragraph).
- Any courses a prospective student has taken more than 5 years ago with a grade of 70% or greater, or received a grade below 70% but above 60% within the last 5 years may be offered the opportunity to challenge the course to receive advanced standing.

- Challenging a course requires taking a cumulative multiple choice written exam on the course material at the cost of $60 per exam. If the course being challenged includes a practical component then the prospective student will also be required to perform a cumulative oral practical exam for the course at the cost of $100 per exam.
- Challenge exams must be completed prior to the first day of the official enrollment and must be passed with no less than 70.0% in order to be granted advanced standing in the challenged course. Any course requiring a challenge written and oral practical exam requires a 70.0% on both exams separately.
- A prospective student will not be granted advanced standing and will be required to take the full course if they score less than 70.0% on the challenge exam(s).
- Advanced standing will not be offered to students after official enrollment and the program has already begun.

Transfer to a Bryan College program from an equivalent program at a different institution

- If a prospective student requests to transfer from a like program into the equivalent program at Bryan College (ex. a student is looking to transfer from an esthetics program at a different institution into the Bryan College esthetics program) the prospective student must be prepared to provide detailed course outlines for each of the courses they have successfully completed at the other institution.
- The prospective student must be aware that not all information within a course between institutions will match one for one. This means that a student may be required to take a course at Bryan College which will repeat some of the information they have already learned
- A given course must have covered at least **70%** of the material covered in the Bryan College course to be considered equivalent and completed. The student will be made aware of the material they must make up in their own time if they choose not to complete the Bryan College course.
- The Advanced Standing policy stands in terms of grades and the dates the courses were taken at the other institution.

Advanced Standing for Massage Therapy Program

Prospective students who have completed a Bachelor's degree in Kinesiology, Athletic Therapy degree, or equivalent can be granted advanced standing in the following courses provided they meet the advanced standing policy in the equivalent courses from their degree:

- PP10 - Physiology 1
- PP20 - Physiology 2
- RE10 - Research
- KR30 - Kinesiology and Remedial Exercise

Prospective students who have completed an Osteopathy degree, Chiropractic doctor degree, Masters in Physiotherapy, Physician Assistant degree, or degree in Traditional Chinese Medicine (in Canada) can be granted advanced standing in the following courses provided they meet the advanced standing policy in the equivalent courses from their degree:

- AN10 - Musculoskeletal Anatomy of the upper body
- AN20 - Musculoskeletal Anatomy of the lower body
- CL10 - Basic Client Assessment
- PP10 - Physiology 1
- PP20 - Physiology 2
- RE10 - Research
- AN30 - Neurology
- *KR30 - Kinesiology and Remedial Exercise*
- PP30 - Pathophysiology 1
- PP40 - Pathophysiology 2

*Not offered to Osteopathy, Physician Assistant, or TCM unless transcript or undergraduate degree shows equivalent

Any other degrees or programs completed will be taken on a case by case basis and will require the prospective student to provide a detailed course outline of the courses they have taken for which they are asking to have recognized for advanced standing.

Financial Aid

Bryan College has a designated Financial Aid Officer whose responsibility is to support student's applications for third party financing, manage any financing arrangements provided directly through the college and ensure that student's queries regarding amounts owing can be answered in a prompt and accurate manner. In the event of a student withdrawal, the Financial Aid Officer will provide the necessary guidance regarding financing arrangements.

With respect to third party financing, the Financial Aid Officer is responsible for timely notification to the third party regarding changes in student's status. Any such communications will also be provided to the student.

Students are responsible for making all payments as outlined in the payment schedule in their student contract. Any alternate payment arrangements must be made with the Financial Aid Officer.

Students who are more than 30 days in arrears will receive written notification and will have 5 business days to make alternate payment arrangements. Students who fail to bring their account up to date will be prevented from attending classes. Students should see a Financial Aid Officer the moment financial difficulties arise.

Financial Aid - Fee Refund Policy

Students who have signed a contract without an approved payment plan must pay all fees in full at the beginning of the program.

Students who withdraw from the College may, depending on circumstance, be eligible for a full or partial refund.

The College is bound to uphold the Fee Refund Policy as dictated by section 25 to 33 of the Ontario Regulations 415/06. A copy is attached to the student contract.

Financial Aid - OSAP Approved Programs

The following programs are approved by the Ministry of Training and Colleges: Private Institutions Branch for funding under the Ontario Student Assistance Program

- Massage Therapy Year 1
- Massage Therapy Year 2
- Advanced Professional Spa Therapist
- Advanced Medical Spa Therapist
- Professional Spa Therapist
- Health Fitness Trainer
- Medical Office Assistant

Financial Aid - Payment of Fees for Students Receiving Government Assistance

Upon approval of a government-guaranteed student loan, outstanding tuition fees must be paid in full to the College.

In cases where the loan is not sufficient to cover total tuition costs, or is delayed, students will continue with the payment schedule as outlined in the student contract.

Students will not be allowed in the class if the scheduled payments are not adhered to. Late payment charges may be applied at the discretion of the College. For more details on payment of fees please refer to your student contract.

OSAP does not cover fees incurred for any of the items listed in the Student Services Section.

Financial Aid - Active Participation for Students Receiving Government Assistance

All students are expected to attend each scheduled class and are responsible for fulfilling course requirements that are missed during their absence.

It is the responsibility of the student to notify the College of any period of absence that is likely to last twenty-eight consecutive days or more. Students receiving government loans are required to attend a minimum of 20 hours a week in order to maintain OSAP eligibility.

In the event a student does not meet satisfactory scholastic standards (complete 60% of a full course load [40% for student with a permanent disability]) during one study period, the student will be placed on probation and will remain eligible for OSAP in the next study period.

In the event a student does not meet satisfactory scholastic achievement in two study periods, the student will lose government loan eligibility for a minimum period of 12 months.

In the event a student does not meet satisfactory scholastic standards during three study periods, the student will lose government loan eligibility for a minimum of 36 months.

Career Counselling

The Career Services Department is dedicated to empowering individuals in their professional journey by providing resources and support. Our team is committed to assisting students and alumni in exploring career paths, developing essential job search skills, and connecting with employment opportunities. Through guidance, workshops, and networking events, we strive to bridge the gap between education and the workforce, fostering successful transitions and career success.

In order to book an appointment for assistance, please contact Career Services at: careerservices@bryancollege.ca.

Conflict Resolution

Note: For any conflict arising from potential claims of harassment or discrimination, please see the College's Anti-Harassment and Anti-Discrimination Policy.

The College is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the College. The Conflict Resolution Policy is designed to provide students with an informal and formal process whereby a student may request the review and resolution of a concern if resolution has not been reached by way of the daily problem-solving activities between staff and students which, in most cases, result in immediate resolution.

Students are encouraged to address any concerns immediately, proactively and in a professional manner with the staff member most directly involved. If a resolution cannot be reached the student may follow the Informal Resolution Process.

The Formal Resolution Policy is to be used only for the most serious of issues that cannot be resolved through any other means. The Resolution Committee; comprised of a minimum of three people from the following areas: Academics, Administration, and Student Counsellor, is responsible for ensuring that all disputes raised at this level are fully documented and their decisions are presented to the Campus President prior to communicating with the student.

The College commits to providing each student who has filed a complaint with a written statement regarding the conclusion of each complaint and the reasons for the decision within ten working days of the filing of the complaint. If further investigation is warranted, the student will be advised of this in writing within the ten working days timeframe and will provide a reasonable extension date for resolution of the complaint.

The College keeps a written record of each student complaint, all supporting documentation and the decision documented for a period of three years from the date of the decision.

Students are further eligible to file a complaint through the Ministry of Training College and Universities, directed to the Superintendent if they are not satisfied with the resolution.

Please refer to your Student Contract for step-by-step instructions.

Appeals

Students who have concerns about their academic progress in any course, for any reason, must first discuss the matter with their instructor and/or Academic Coordinator. Students who have concerns about administration issues must first attempt to resolve the situation with the Registrar. After doing so, if the student still feels their concerns have not been fairly addressed or the solutions proposed do not meet the expectations of the student, they may pursue an appeal. All Communications around appeals will be appropriately documented.

All appeals must be submitted in writing to the Campus President within three business days after the option for appeal is presented.

Appeal Grades

Final course results are carefully reviewed prior to issuance. If you believe that you have the basis for appealing an academic decision, you must first discuss the matter with your instructor and/or academic coordinator. The expectation is that the decision under dispute is to be resolved as closely as possible to the level at which it originated.

If the matter is not resolved, a written request for a review of a final grade will need to be submitted to the Campus President within 10 working days of the course end date. A $50.00 appeal will be levied. The fee will be refunded if the result of the appeal is in the student's favour.

Resolution Committee

The Resolution Committee is comprised of a minimum of three people from the following areas: Academics, Administration, and Career Counsellor.

The primary purpose of this committee is to hear student appeals and preside over Conflict Resolution hearings.

All issues brought before the Resolution Committee must be in writing and must contain a complete and accurate account of the event and/or issues, as well as a description of the expected outcome. Submissions are not considered filed until all necessary documentation has been submitted.

Students are not entitled to be privy to the process of decision making for a matter brought before the committee but are entitled to a written response within ten working days of the conclusion of the resolution process.

Policy Exception

Policy Exception - Remediation-Attendance

Students granted the opportunity for remediation may be permitted to participate in final examinations at the discretion of the College. In such instances, marks are not final until all remediation hours are complete and remedial fees have been paid. Upon marking the final examination, should the student fail the course, the student will be subject to the College's supplemental examination policy.

A student who is absent from a scheduled remediation session without prior approval and/or acceptable supporting documentation will lose their opportunity for remediation immediately and will be required to retake the course. Any balance owing for remediation fees will be payable in addition to any fees associated with retaking the course.

The Academic Coordinator and/or Lead Instructor for the faculty will review a student's attendance records as well as any documentation that has been provided to explain the student's attendance situation when determining whether or not remediation hours will be granted. Any decisions to grant or deny the opportunity to remediate hours will be provided to the student in writing.

If remediation is not approved, the student will be required to retake the course at the next offering and pay all associated tuition fees for the course.

Remediation-Academic Performance

Students who are unsuccessful in achieving a passing mark in a course, but meet all attendance requirements, may be required to take part in a supplemental examination. If a student fails a supplemental examination then the student is required to retake the course.

Decisions regarding remediation are based on academic performance and are at the discretion of the Academic Coordinator and Campus President. Fees will apply.

Tutoring

From time to time students may experience difficulty with particular aspects of their studies, requiring that they participate in additional tutorial studies. These studies are to be conducted outside of the normal curriculum and any fees that may be charged are at the student's expense.

Students recognized for having a consistent GPA over 80% may receive an email from the Academic Coordinator asking if they would be interested in offering peer tutoring services. Students approved by the College may offer and advertise tutoring services at a reasonable fee that the peer tutor sets.

Students seeking tutoring services can get the list of approved peer tutors from their Academic Coordinator.

Course/Instructor Evaluations

In the final weeks of each course you will be asked to evaluate the course and instructors in order to ensure that your learning experience is the best possible one. These evaluations are anonymous in order to facilitate your ability to be candid about your learning experience. The Campus President, Director of Education/Associate Director of Education, and Academic Coordinators will review the evaluations as they are completed and work with the students and instructors to address areas of concern when appropriate.

Miscellaneous Fees

Certificate reprint	$25.00 **+HST**
Diploma reprint	$50.00 **+HST**
Make up Clinic Shift/ Missed Clinic Shift/ Late Cancellation	$ 50.00 / shift
Replacement Student Manual	$0.10 / page / manual **+ HST**
Security Card Replacement	$20.00 **+HST**
Student Card Replacement	$10.00 **+HST**
Student Card – IDReel	$ 5.00 **+ HST**
Supplemental Written Exam	$60.00
Supplemental Oral Practical Exam	$100.00
Supplemental Comprehensive Written Exam (MT)	$ 75.00
Supplemental Comprehensive OP Exam (MT)	$200.00
Supplemental Comprehensive OP Exam (MT) (Station repeats)	$50 / Station
T2202-A - copy	$5.00 **+HST**
Transcript reprint (Original)	$25.00 **+HST**
Transcript (Photocopy)	$10.00 **+HST**

Administrative Services

Payment of Fees or Other Charges

All fees due for any reason whatsoever must be paid prior to the provision of the related item or service. Examples are supplemental exam fees, transcripts or letters for any purpose. The front desk can provide you with any necessary forms.

The College does not provide goods or other services on credit with the exception of the tuition payment schedules agreed to in the student contract.

The College may prevent students from attending classes if any fees are outstanding. See Academic Policy – Financial Aid.

Withdrawal from Courses or Programs

If a student is having difficulty with the course load or a specific course, they should first consult with their Academic Coordinator. If a student chooses to withdraw from any individual course that is a pre-requisite for other courses, the student will not be able to continue on with the next course until such time as they complete the pre-requisite course.

A student remains enrolled until an "Official Withdrawal" letter has been submitted, or until 28 consecutive days have been missed, at which time the student is deemed to have withdrawn. Please see the Active Participation Policy for details.

Students who withdraw will be required to pay all outstanding fees as per the Fee Refund Policy, please refer to your Student Contract for details.

Student Kits & Course Manuals

Textbooks and supplies are included in the fees you pay and are essential for proper course delivery. All students whose payments are up to date will receive their student kit during the first week of classes.

Student Kits are non-refundable or exchangeable. Students must ensure the kit contains all specified supplies as indicated on the kit sign-off form prior to submitting the form. Please note that some specific items, such as brand, may vary from kit to kit. Materials that are lost, stolen or damaged are the responsibility of the student. Students are expected to have the materials required in class.

Each student will be provided with a course manual for each course in which they are enrolled. The course outline provides contact information for the Academic Coordinator, information about pre-requisite courses, attendance and uniform requirements, course materials, and the weightings for assignments and examinations. Replacement course manuals may be purchased at reception. See Academic Policy for fee schedule.

Tax Receipts

Tax receipts (T2202A—Tuition and Education Tax Credit) will be issued to students by the end of February. Please note that the amount on the T2202A cannot include amounts paid for student books and kits and will only include tuition representing the actual cost of program delivery until the end of the calendar year, not what has actually been paid. If you need further clarification on this subject, please see the Registrar.

GO Transit Passes

https://www.gotransit.com/

Lockers

Students should leave their valuables at home. The College will not accept responsibility for any loss or damage to personal property. Students should keep all personal articles locked in their lockers. It is the student's responsibility to provide his or her own lock and to ensure that their locker has a Bryan College label on it with their name. Students must leave the combination number, or copy of the key, in a sealed envelope with the front desk in case of emergency. The College reserves the right to inspect lockers should illegal behaviour or behaviour contrary to College policy be suspected.

Students have 2 weeks after their official end date or withdrawal date to empty the contents of their locker and remove their lock. After this time has passed, or if a locker is not properly labeled, the College reserves the right, without notice, to empty the locker and discard of the contents.

Job Postings

Job postings are received on a continuing basis by the College. Jobs available to students are posted in the student lounge. In addition, we have an alumni email list that students are invited to join that sends out regular email posting for jobs once a week.

Academic Requirements

In order to successfully graduate students must successfully achieve a Pass in each course of the program, as outlined in the following sections.

Requirements to Pass Each Course

In order to release final grades for any course students are required to fulfill all course requirements as set out by each individual faculty. These include but are not limited to:

- Obtaining an average mark for the course of at least 70%. Course marks will be based on a weighted average, as prescribed by the faculty at the outset of the course,
  which may include tests, quizzes, midterm exam, final exam and projects and presentations.
- Obtaining at least 70% in the Final Oral-Practical Examinations
- Satisfying participation requirements including in-class, outreach, clinic and/or other course related activities.
- Attend a minimum of 70% of all practical classes in order to obtain a pass
- Attain a minimum of 100% of clinic and outreach hours to obtain a pass in clinic and outreach.
  - While clinic blocks are considered either complete or incomplete a student must achieve a mark of 70% or greater to continue into the next clinic block
  - A student who completes a clinic block with less than 70% will be required to complete additional shifts in that block until a grade of 70% or greater is attained
- Payment of all fees, including supplemental and remediation fees, and any other outstanding fees.

It is the student's responsibility to ensure that they meet the above requirements and be proactive in their approach to completing their studies.

Academic Performance

At the discretion of the academic coordinator, students who are continually underperforming in their program will be met with to assess their progress. Outcomes of the meeting could include but are not limited to:

- Course work remediation; mandatory tutoring; academic probation; course withdrawal

Attendance

Students are expected to attend all classes. To ensure student competence, minimum attendance standards are set for each course which must be met in order for the student to be eligible to attempt final exams. These standards are as follows:

- 70% minimum attendance to be eligible to perform final oral/practical exams
  - Students who are allowed to participate in their final exams with an attendance below 70% will not be permitted to take supplemental exams and will be required to retake the course in the event that they do not pass the overall course.
- Clinical classes like Outreach and Clinic have a 100% attendance requirement.
- 100% active participation while in class
- OSCE Preparation classes for Massage Therapy require 100% attendance to be eligible to participate in the final Bryan College OSCE exam.

It is the responsibility of the instructors to take attendance each class.

It is the responsibility of the Student to track their own attendance for each course and ensure they meet course minimums. There are **no** excused absences. When documentation is requested it is solely for the purpose of establishing exceptional extenuating circumstances for the purpose of considering remediation.

It is the responsibility of the Student to be proactive in managing any attendance shortfalls and contact their Academic Coordinator as soon as they are aware of any circumstances that prevent their meeting of any stated attendance requirements. If students need further details, they may request attendance records from their Academic Coordinator.

Students are responsible for obtaining all missed materials, handouts, notes and practical curriculum for missed classes.

The College reserves the right to close the College and reschedule classes as it sees fit for unusual circumstances. Every effort will be made to minimize any disruption that rescheduling may cause students.

Attendance – Remediation

Students who are unable to participate in a practical class due to a temporary medical disability will still be required to show weekly attendance and participation in the program by demonstrating logged study hours.

If there are no online theoretical courses available for the student to participate in during their recovery period, then they will need to have documented weekly study periods. The student would be required to check in and out at the front reception to provide attendance hours that can be submitted to OSAP.

Students who fail to demonstrate attendance and participation in the program for a period of 28 consecutive days, regardless of reason, will be withdrawn from the program as per OSAP policy.

Attendance - Lateness or Leaving Early

Students who are more than 15 minutes late for class will be recorded as late. Students who are late when returning from break will be marked late.

Students who leave prior to official dismissal by the instructor will be marked late.

Attendance - Classroom Participation

Successful completion of our programs requires active student participation and meeting minimum classroom attendance. Beyond being present in class, students are expected to be awake and contributing to the educational experience. Students who sleep through a significant portion of the lecture, take extended unauthorized breaks, or otherwise fail to actively participate will be marked as absent at the discretion of the course instructor.

This includes not participating in online lectures. If a student's camera is off or they are not visible in the frame for a significant amount of time they may be marked as absent. Students without a camera should discuss this with their instructor to ensure their attendance and participation can still be evaluated.

Attendance - Supplemental Exams

The following minimum attendance requirements must be met to enable students to be eligible for supplemental examinations.

- Courses designated as practical courses:
    - 70% of classes must be attended to enable a supplemental exam

Attendance - Clinical Classes, Outreaches, Labs, and Other Public Events

All Clinical classes have a 100% attendance requirement. Clinical classes can be, but are not limited to the following: clinic, outreach, labs and industry tours, outreach placements, or as indicated by the Academic Coordinator. Students are responsible for finding their own replacement when they are not able to participate in a specific clinic, outreach, lab or public event.

Absenteeism, no-shows, chronic lateness, leaving early, or being absent from a scheduled clinic or outreach placement, without the prior authorization of the Academic Coordinator, will result in a $50 fee, and may lead to further disciplinary action including expulsion from the class and/or failure of the course. The expectation is that students arrive at the time directed by the course manual/calendar in order to prepare for their first client and participate in any necessary activities, task or duties.

As a professional courtesy, students who anticipate being late for clinic or outreach must contact the College prior to the start of clinic or outreach. The student is expected to not only leave a message, but to call back and speak to a live person; instructor, receptionist, counsellor, Registrar, etc.

The instructor has the authority to refuse the student the ability to participate in a clinic, outreach lab or other public event on the basis of lateness or unpreparedness, the student will be marked absent. Students who do not comply with the 100% attendance requirement for clinics or outreaches may be required to repeat the course before graduating.

Attendance – Clinic / Outreach Schedule Change Requests

All students will be scheduled for clinic upon completion of the required modules. Once scheduled, students can only alter dates with 24 hours' notice and approval from the Academic Coordinator.

Failure to follow College policy and procedure will result in a **Clinic Rescheduling and Administration Fee of $50.00** when the student has missed a clinic shift. This fee is payable prior to the student participating in the rescheduled clinic and is non-negotiable.

All requests for Clinic switches and changes must be approved by the Academic Coordinator

- Please note that if a student has Request Clients booked, the Academic Coordinator or Lead Instructor may deny the switch request. If the student is unable to switch shifts with another student in their class, the student is responsible for attending that clinic shift.
- Students who fail to take all reasonable steps as outlined above and fail to attend a scheduled clinic will receive a mark of zero for the clinic. Additionally, the student will be assessed and the Clinic Rescheduling and Administration fee and will be required to complete an alternate clinic shift when payment of the fee has been received.
- Multiple missed clinic and/or outreach shifts will result in temporary expulsion from clinic and/or outreach.
- The rescheduled clinic shift will only count towards hours obtained to meet the attendance requirements for clinic but marks from the rescheduled clinic shift will not count towards the final course mark.
- Attendance for "Special Event Outreaches" is mandatory. Should a student fail to attend for whatever reason, they will be ineligible for ALL future special event opportunities.

In the event of an emergency, the student may provide the College with acceptable documentation supporting the nature of the emergency. In this instance, the Clinic Rescheduling and Administration fee will be waived at the discretion of the Academic Coordinator and the student will receive marks for the rescheduled clinic shift. The outstanding clinic will be rescheduled for a future date agreed upon by both the student and the academic coordinator.

Attendance - Class Cancellations

If for any reason it becomes necessary to cancel one or more full classes, outreaches, or clinics, the College will provide an alternate make-up class to the students equal to the missed class hours. The College will make every effort to contact students prior to the usual start time of the cancelled class.

It is not guaranteed that make up class hours will be at the day and time normally scheduled for that particular course. The dates and times will be posted, and students are responsible for attending. The College does not reimburse students for missed class hours due to cancellation.

Attendance - Prerequisites & Advancement from Module to Module

Certain subjects are foundation subjects and must be completed successfully before the student can advance. These are defined within the course requirements. Students may be held back from starting subsequent studies until such time as all course requirements are met.

Exceptions may be made as determined by the Academic Coordinator/Lead Instructor and approved by the Campus President. No more than one prerequisite may be outstanding to apply for an exception. All exceptions must be approved by the Campus President.

Evaluation Activities

Evaluation activities vary from class to class and faculty to faculty, and may include tests, quizzes, presentations, assignments, oral-practical examinations, written examinations and any other method of evaluation. During evaluation activities students will follow these general guidelines, as well as any course specific rules as per the Academic Coordinator, Instructor or course manual.

- Students are not permitted to leave the evaluation room for any reason until they have finished the exam.
    - If a student chooses to leave prior to completing, then their exam will be graded as is.
- Students are not permitted re-entry to the evaluation room for any reason until all students are finished with the exam and the evaluation activity is over.
- Students shall adhere to the following:
    - No unauthorized electronic devices
    - No books on the table
    - No bags or purses
    - Name tags must be worn during all evaluation activities
    - No talking
- Students shall refrain from talking near the exam room after leaving the room.

Absence from Evaluation Activity

All attempts must be made by the student to attend Evaluation Activities. If a student is going to be absent from College on the day of an evaluation activity due to unforeseen circumstances, the student must notify the College prior to the evaluation time. When the student has returned they must produce acceptable documentation and complete a Policy Exemption form to be submitted to their Academic Coordinator supporting their absence.

Missed evaluation activities grade weights may be transferred to the final exam, providing the absence is documented appropriately and the College was notified prior to the absence. Without prior notice and acceptable documentation missed evaluation activities will be graded a zero.

This policy encompasses all tests, quizzes, midterms, finals, presentations, assignments, and any/all other method evaluation used.

Lateness to Evaluation Activities

All evaluation activities will be held at a time and place as specified by the College. The location of all evaluation activities will be posted prior to the evaluation activity. The faculty will act responsibly in scheduling and conducting examinations, but it retains absolute discretion to specify and regulate all of the circumstances, terms and conditions prevailing over any examination it conducts. It is the responsibility of the student to notify the College of their lateness prior to the evaluation time.

Written Examinations

Students who are late for a written examination may be admitted to the room as long as no student has left the exam room. No additional time will be granted for late students writing the examination. Once a student has left the exam room, late students will not be permitted to write the exam.

Oral-Practical Examinations

Students arriving late for an Oral Practical Exam will not be permitted to perform their Oral Practical exam and will be given a mark of zero. This includes arriving late if they have been scheduled to be a body for the exam.

Group Activities and Presentations

Students who are members of a group evaluation activity who are late to the group activity or presentation will receive a **15% demerit.** Students who are members of a group evaluation activity and who do not attend or participate will receive a zero (0) mark on the activity.

Participation

Participation is mandatory for practical and theory classes, and some courses have a participation mark. Participation requirements will be specified in the course outline.

Note: participation is not the same as attendance, to obtain marks for participation a student must be observed actively participating by the instructor.

Students must participate in both performing and receiving treatments; refusal to do so may result in a demerit to the student's final grade. Repetitive refusal to participate may lead to further disciplinary action including expulsion from the class.

Partner Lists must be adhered to. Any changes must be approved in advance by the Academic Coordinator.

If a student has a valid reason that they cannot be a body or receive treatments that must provide appropriate documentation to their instructor no later than the first day of the course.

Final Comprehensive Exams - (Massage Students Only)

Final Comprehensive Exams are an integral part of the Massage Therapy Diploma program. It is required that students will obtain a passing grade of 70% in the written Comprehensive exam (MCQ) in order to qualify for a pass. The Bryan College OSCE exam consists of 7 stations. Students must receive a 70% in 6 of the 7 stations to qualify for a pass.

- Should a student receive a grade lower than 70% in two stations, that student will be required to repeat the failed stations only. These failed stations must be repeated within 30 days. Should the student still be unsuccessful then an assessment of their Comprehensive exams will be conducted, and the student may be required to repeat modules at the discretion of the Academic Coordinator.
- Should a student receive a grade lower than 70% in three stations or more, that student will be required to repeat the entire 7 station Bryan College OSCE exam. No

extensions will be permitted. Should the student still be unsuccessful then an assessment of their exams will be conducted, and the student may be required to repeat modules at the discretion of the Academic Coordinator.
- After three failed attempts at comprehensive exams, the student must repeat year 2 in its entirety (including comprehensive review classes) in order to challenge the Comprehensive exams once again.

Final Comprehensive Exams - Dress Code

The Dress Code for the Final Comprehensive Exams differs from the normal uniform dress code; the College of Massage Therapists of Ontario (CMTO) Exam Dress code is to be adhered to for all Final Comprehensive Exams, MCQ and OSCE.

CMTO Dress Code

If a student fails to comply with the dress code requirements, they will be denied access to the exam. Compliance will be determined at registration check in by examination staff.

General:

- The dress code will be strictly enforced at all times
- All clothing must be clean, free of rips and free of holes
- All hair, moustaches and beards must be neatly groomed. Long hair (below the shoulders) must be tied back or up such that it will not fall on the client
- No perfume or cologne
- No article of clothing displaying an offensive statement
- No logos or images
- Nails must be short and filed with no nail polish

Headwear:

- No caps or hats

Above waist:

- Shirts must have short sleeves, collars, and be tucked in or a scrubs top is acceptable
- Shoulders, clavicles and abdomen must be covered
- No see-through shirts

Below waist:

- Scrub pants or dress slacks are acceptable
- No jeans/denim, cut-offs, rugby pants, sweat pants, jogging pants, stirrup pants, paramilitary or camouflage style trousers, combat trousers (multiple pockets), athletic shorts, training shorts or tights

Shoes:

- Appropriate clean shoes must be worn at all times
- No sandals are permitted

Supplemental Examinations

A student who has been unsuccessful in obtaining a passing grade in a particular subject may be eligible to write a Supplemental Examination, provided that they have obtained a final weighted average mark of at least 60% and met all other course requirements (including attendance).

The Academic Coordinator will schedule the supplemental examination within two weeks of the student being notified of their unsuccessful completion of the course and will communicate this information directly to the student. It is up to each student to confirm this information and be aware of which subject(s) they have to re-write, and the date and time of the examination.

the date and time of the examination. Supplemental Exam fees will apply. The supplemental examination must be written by the due date provided. If a student does not show up to write the exam by the end of day of the due date a mark of zero will be recorded as the final mark and the course will need to be retaken; provided this is not the third attempt of the course.

A student who obtains a passing mark on a supplemental examination will receive the minimum passing grade (70%) for the course, regardless of the examination mark, or course weightings. A student who does not achieve a minimum grade of 70% on a supplemental exam will be required to re-take the course the next time it is offered.

A student who passed a course but failed the final Oral Practical will be required to gain 70% or higher on the supplemental Oral Practical. The mark obtained will replace their failing Oral Practical mark.

Students with an attendance below 70% will not be permitted to write supplemental exams and will be required to retake the course.

Second Supplemental Examination

It is College policy to not grant second supplemental examinations. Consideration for a second supplemental examination is by written appeal at the discretion of the Campus President.

Mid-Term Oral Practical Supplemental Examinations

PST students who do not successfully complete mid-term OP's will not be permitted to perform services in clinic until they have successfully completed a mid-term supplemental. Fees will apply.

CAMtria DataLink Test Scoring

On exam day each student will receive a blank answer form and will be given time to write in their name, course, and date, and shade in their student ID number.

Students are responsible for bringing a number 2 pencil and a good eraser. It is advised that students also bring extra pencils and a sharpener.

In the event that an exam is held in a classroom that does not have hard surfaces the school will do its best to provide students with clipboards. The following cannot be used as a hard surface:

- Course manuals
- Binders which contain course notes
- Clipboards that have been drawn or written on
- Any other surface that may contain course material

Exam question sheets will be handed out once all students who arrived on time have filled out their identifying information. The exam will then begin.

Students who arrive late for their exam will be responsible for filling out their identifying information in the remaining time left for the exam.

The answers filled in on the answer form are the only answers that will be considered. If a student also circled answers on the exam question sheet, those answers will not be considered.

It is the student's responsibility to ensure they have entered their correct student number and information.

It is the student's responsibility to ensure they have answered the correct corresponding question and shaded in their intended answer.

If a student is unable to sufficiently erase an answer they wish to change during the exam, they may receive a new blank answer form. The student will be responsible for filling out all the necessary information on the new answer form within the exam time remaining.

The damaged answer form must be folded in half and then handed in to the instructor at the end of the exam for shredding. The student cannot keep the damaged answer form, failure to return a damaged answer form will be treated as academic dishonesty.

The answer forms will not be handed back to the student at any point once the exam has concluded and the student has handed it in.

Students will be provided with an individual exam report for exam take up. Students who do not arrive on time for the exam take up will not be permitted into the room once the exam question sheets and exam reports have been handed out.

Both the exam report and the exam question sheet will be handed out when students have placed all recording tools and devices at the front of the class and cleared their desks.

All question sheets and exam reports must be handed back to the instructor after the exam take up and cannot leave the room with a student. Failure to return an exam question sheet and/or exam report will be treated as academic dishonesty.

Once a student has left the exam take up room they will not be permitted to re-enter until the take up has concluded.

If a student wishes to review their answer form they must schedule an appointment with the academic coordinator. Requests to view exams 6 weeks after the exam date will no longer be possible as the exams are sent for filing.

Graduation

To obtain a diploma or certificate from the College each student is required to fulfill all course and program requirements. This includes completing all required clinic and outreach hours, if applicable to the program. All tuition and other outstanding fees (i.e. supplemental fees, remediation fees, etc.) must be paid. Lastly, to ensure a smooth transition from school to their careers, all students must complete an Exit Interview with the Career Services Department, where they will be given information about OSAP repayment requirements as well as job search tools and strategies.

Diplomas, transcripts, certificates, letters of completion will not be released until all fees are paid, course requirements have been met and passed, and Exit Interview requirements have been completed. All resource materials and College property must be returned, and all assessed or related fees paid, prior to graduation.

In exceptional circumstances, and at the discretion of the College, alternate payment arrangements for outstanding fees may be requested through the Accounts & Billing Office; all requests must be approved by the Campus President.

The College may offer Honours or other recognitions of individual student performance. These are assessed and implemented at the completion of a student's program. As such, programs may differ between faculties and program years, at the discretion of the College.

To earn a diploma a student must have achieved a grade of no less than 70% in each course and completed 100% of their clinic requirements. Students who only complete a portion of their clinic requirements, for example 80%, then it will be reflected on their transcript as 80% and will not be considered as a passing grade for their clinic requirements.

If a program has been completed but the student has not achieved a passing grade the student must complete supplemental exams within 30 days of their official end date or complete course retakes to achieve a passing grade and receive a diploma.

If a student does not graduate as a result of failed course(s) or program withdrawal, the student can return and resume studies within one calendar year from their last date of attendance. After the one year has passed, the student is ineligible to resume studies and will be required to retake the program in its entirety; or subject to the discretion of the Campus President.

Diplomas

Students are provided with diplomas no more than 30 days after graduation. In the future, if a replacement diploma or a second copy is needed, these may be ordered through the reception desk. A processing fee will apply. Please see the Additional Student Services section of the Academic Policies for a list of all College Fees.

Intent to Graduate

Each student must complete an “Intent to Graduate” form before they graduate so we are ensured names will be spelled correctly.

Honours

Honours Certificates are granted to individual students in recognition of outstanding academic performance and professional conduct throughout the course of studies at Bryan College.

For a student to be eligible for an honours certificate they must achieve an overall grade average of 90.00% or higher. In addition, students must not have had any courses for which remediation and/or supplemental examinations were required, or any official disciplinary action taken by the College to address student conduct and professionalism during the course of their studies. Final awarding of honours certificates is at the discretion of the Registrar.

Change of Personal Information

In order to ensure continued correspondence with Bryan College, please update your contact information when it changes. This can be done by completing a “Change of Personal Information” form at the reception desk.

If your emergency contact information should change, please advise the reception desk.

Code of Conduct

It is our goal to provide a safe and professional environment which is conducive to learning and personal growth for all of our students, instructors and staff. In order to achieve this goal, all students, instructors and staff are expected to abide by the following Code of Conduct which outlines the standards and expectations the College has for professional behaviour.

Violations of the Code of Conduct will be handled in accordance with the College’s Student Expulsion Policy.

Professionalism

The College is committed to the highest standards of professionalism and integrity and works diligently to instill this same level of commitment in both students and staff.

Expectations for professional behaviour include, but are not limited to:

- Avoiding unnecessary classroom interruptions; classes should only to be interrupted in the case of emergencies and the student should be accompanied by a staff member
- Being punctual and present when required
- Using professional language in all interactions
- Keeping voices at an appropriate level in all campus facilities, including hallways, washrooms and the lunchroom
- Turning off all cell phones, pagers, when in classes
- Being prepared with all required materials and/or equipment
- Demonstrating respect for the public, staff, students, and other visitors
- Treating any staff member or fellow student who is in the role of a client with the same professional process, respect and courtesy as a general member of the public
- Performing all requested tasks and assignments to the best of personal ability and asking for clarification when needed
- Representing Bryan College in a positive, enthusiastic manner when outside of the College and interacting with the general public

Harassment / Discrimination

Organizational Commitment

Bryan College ("the College") is committed to providing a learning environment free of discrimination and harassment, in which all individuals are treated with respect and dignity, are able to contribute fully, and have equal opportunities.

Under the Ontario *Human Rights Code* and provisions of the *Occupational Safety and Health Act*, every person has the right to freedom from harassment and discrimination. Harassment and discrimination will not be tolerated, condoned, or ignored at Bryan College. If a claim of harassment or discrimination is proven, disciplinary measures will be applied, up to and including student expulsion or staff termination.

Bryan College is committed to a comprehensive strategy to address harassment and discrimination, including providing training and education to ensure that everyone knows their rights and responsibilities; regular monitoring of organizational systems for barriers based on *Code* grounds; providing an effective and fair complaints procedure; and promoting appropriate standards of conduct at all times.

Statement of Rights and Obligations

The right to freedom from discrimination and harassment extends to all students, faculty, and staff of Bryan College.

It is also unacceptable for students, faculty and staff to engage in harassment or discrimination when dealing with clients, or with others with whom they have professional dealings, such as suppliers and vendors. It is equally unacceptable for clients, vendors, or other visitors to the College campus to harass or discriminate against faculty, staff and students.

This policy applies at every level of the organization and to every aspect of the educational environment including admissions, financial aid, student counselling, and application of College policy, instructional settings, and clinical work. Additionally, this policy extends to every aspect of the employment relationship including

recruitment, selection, training, performance evaluations, compensation, and promotion decisions. College sanctioned events that occur outside of the physical campus, such as Student Outreach or industry trade shows, are also covered by the scope of this policy.

Faculty and Staff of Bryan College have the additional responsibility to act immediately on observations or allegations of harassment or discrimination and should address potential problems before they become serious.

Staff and Student Interactions

All staff members, including instructors, are expected to maintain objective and professional relationships with their students. Please respect that:

1. **Additional Services**
   Staff cannot engage in inappropriate activities with students, which include but are not limited to parties, social functions or athletic events not sanctioned by the College. It is important that all faculty members maintain a strictly professional relationship.

   Socializing of any kind is prohibited until students have graduated. This includes socializing between students and staff/instructors via social networking sites such as Facebook, LinkedIn, Instagram, X (formerly Twitter), or any other recreational social networking site.

   Instructors, in an effort to maintain objectivity in the classroom, are also prohibited from eating lunch with students unless it is in the context of additional academic coaching.

2. **Employment by an Instructor**
   Staff members are not permitted to offer additional services, training or to solicit the sale of personal services or products to students currently enrolled at the College.

   Staff members are not permitted to hire any student for any external purpose without prior approval from the Campus President.

Every person has a right to claim and enforce their right to an educational and work environment free of harassment and discrimination. No person shall be negatively treated for bringing forward a complaint, providing information related to a complaint, or assisting in the resolution of a complaint.

It is a violation of Bryan College policy to discipline or punish any person because he or she has brought forward a complaint, provided information related to a complaint, or otherwise been involved in the complaint resolution process. Reprisal may be the subject of a complaint under this policy, and persons engaging in reprisal are subject to disciplinary measures, up to and including student expulsion or staff termination.

Explanation of Protected Grounds Under Ontario Human Rights

This Policy prohibits discrimination or harassment on the basis of the following grounds, and any combination of these grounds:

- Age
- Creed / Religion
- Sex / Gender Identity
- Family/ Ancestry
- Marital status
- Disability
- Race
- Place of origin / Ethnic origin
- Citizenship

- Colour
- Record of offences
- Association or relationship with a person identified by one of the above grounds
- Perception that one of the above grounds applies

Definitions

The following behaviour is prohibited by this Policy:

Discrimination: means any form of unequal treatment based on a protected ground covered in the *Ontario Human Rights Code Human Rights Code*, whether imposing extra burdens or denying benefits.
It may be intentional or unintentional.

Human Rights Code Based Harassment: means a course of comments or actions that are known, or ought reasonably to be known, to be unwelcome. It can involve words or actions that are known or should be known to be offensive, embarrassing, humiliating, demeaning, or unwelcome, based on a ground of discrimination identified by this Policy.

Examples of Human Rights Code Based Harassment include, but are not limited to:

- Epithets, remarks, jokes or innuendos related to an individual's race, sex, disability, sexual orientation, creed, age, or any other ground;
- Display or circulation of offensive pictures, graffiti or materials, whether in print form or via e-mail or other electronic means;
- Singling out an individual for humiliating or demeaning "teasing" or jokes because they are a member of a protected group;
- Comments ridiculing an individual because of characteristics, dress etc. that are related to a ground of discrimination.

Note: The fact that a person does not explicitly object to harassing behaviour or appears to be going along with it does not mean that the behaviour is not harassing and does not mean that it has been assented to.

Sexual Harassment: Sexual harassment is a form of harassment that can include, but is not limited to:

- Gender-related comments about an individual's physical characteristics or mannerisms;
- Paternalism based on gender which a person feels undermines their self respect or position of responsibility;
- Unwelcome physical contact;
- Suggestive or offensive remarks or innuendoes about members of a specific gender;
- Propositions of physical intimacy;
- Gender-related verbal abuse, threats or taunting;
- Leering or inappropriate staring;
- Bragging about sexual prowess or questions or discussions about sexual activities;
- Offensive jokes or comments of a sexual nature about an employee or client;
- Rough and vulgar humour or language related to gender;
- Display of sexually offensive pictures, graffiti or other materials, including through electronic means;
- Demands for dates or sexual favours

Note: The fact that a person does not explicitly object to harassing behaviour or appears to be going along with it does not mean that the behaviour is not harassing and does not mean that it has been assented to.

In addition, Bryan College will, without fee, appropriately accommodate the needs of students affected by sexual violence.

Sexual Solicitation: This Policy prohibits sexual solicitations or advances by any person who is in a position to grant or deny a beneift to the recipient of the solicitation or advance, such as a faculty or staff member. Reprisals for rejecting such advances or solicitations are also prohibited.

Personal Harassment: In addition to prohibiting harassment and discrimination on the basis of grounds covered in the *Ontario Human Rights Code*, this policy also prohibits any type of personal harassment which can include bullying, pranks, practical jokes, malicious comments or actions, threats, or any other behaviour that is meant to harass or intimidate another individual, whether intentional or unintentional.

Poisoned Environment: A poisoned environment is created by comments or conduct, including comments or conduct that are condoned or allowed to continue when brought to the attention of faculty, staff or management, that create a discriminatory management, that create a discriminatory educational or work environment such that it can be said that it has become a term and condition of the student learning experience or work environment. The comments or conduct need not be directed at a specific individual, and may be from any individual, regardless of position or status. A single comment or action, if sufficiently serious, may create a poisoned environment.

General Harassment Complaint Process

If a complainant feels that they can safely make it known to the person responsible that the behaviour is unwelcome, then they may, but the complainant should never feel obliged to do so, against their better judgment. If addressing the person responsible could lead to an escalation of harassment or discrimination, or to safety risks they are not expected to have to directly interact with that person.

If the situation cannot be resolved by speaking to the person responsible, a complaint may be made by speaking to either: (1) the Academic Coordinator for the student's faculty, (2) the Campus President. Where possible, the complaint should be made in writing, including details of:

- What happened – a description of the events or situation
- When it happened – dates and times of the events or incidents
- Where it happened
- Who saw it happen – the names of any witnesses, if any.

The person receiving the complaint will notify the person(s) complained against ("the respondent(s)") of the complaint and provide the complaint and provide the respondent(s) with a copy of the written complaint.

Sexual Violence Complaint Process

If students, in good faith, report an incident of, or make a complaint about, sexual violence, they will not be subject to discipline or sanctions for violations of the College's policies to drug or alcohol use at the time the alleged sexual violence occurred.

Students who disclose their experience of sexual violence through reporting an incident of, making a complaint about, or accessing supports and services for sexual violence, will not be asked irrelevant questions during the investigation process by the College's staff or investigators, including irrelevant questions relating to the student's sexual expression or past sexual history.

Students: If it is necessary, the respondent will be moved to an alternative class if possible or suspended from attending classes pending investigation. The decision will be made on a case-by-case basis having regard to the principle that the complainant will not be penalized for making the complaint

Faculty/Staff: If it is necessary, the respondent will be moved to an alternate work schedule if possible or will be suspended from work with pay pending investigation. The decision will be made on a case-by-case basis having regard to the principle that the complainant will not be penalized for making the complaint.

Bryan College takes all complaints of potential discrimination or harassment seriously. Complaints will be investigated promptly, with the investigation process beginning no later than 24-hours following the receipt of the complaint. Bryan College may choose to appoint a neutral third-party to investigate the complaint and determine appropriate courses of action following the outcome of the investigation on a case-by-case basis.

All complaints and information gathered during an investigation will be kept confidential as far as is reasonable, with information only reasonable, with information only being released to involved parties on a need-to-know basis for the purpose of reaching resolution or in conjunction with an on-going investigation.

While each situation is different and will be handled according to its own merits, common remedies available to the complainant if the claim of harassment or discrimination is proven include:

- An oral or written apology from the harasser/person who discriminated
- Recovery of lost class time, fair evaluation, or academic credit that was denied

Human Rights Tribunal of Ontario

All persons have the right to file a complaint with the Human Rights Tribunal of Ontario at any time during the internal College investigation and resolution process. Please note that in most circumstances, a person filing a complaint with the Tribunal must do so complaint with the Tribunal must do so within one year of the incident in question, or if the incident occurred on multiple occasions within one year of the last alleged incident. For more information on the Human Rights Tribunal of Ontario process, visit www.hrto.ca or call 1-866-598-0322.

Provision of Services to the Public for Payment

Students are to perform treatments only in a controlled environment such as in the classroom, clinic or outreach under the supervision of qualified College staff. Massage therapy students shall not be employed to perform any treatments, accept money or payment of any kind to perform treatments while they are enrolled at the school. Additionally, massage therapy students shall not commence such employment until they have graduated and fulfilled all other regulatory requirements.

As we all know, tips are a common way for the public to acknowledge excellent service that was provided. While students are in clinic or outreach, they may be offered a tip by their client. Tipping is not required but is accepted as recognition of a job well done. If you are offered a tip after providing a treatment or service while in clinic or outreach, please be professional by accepting the tip and thanking the client.

Academic Dishonesty

In pursuit of high academic and ethical standards, the College expects scrupulous academic honesty from all students, faculty and professional partners.

Academic dishonesty is defined as any work, action or deed performed alone or with others for the direct or indirect intention of providing an unfair advantage to self or other student(s).

The Academic Dishonesty policy covers all evaluation activities including but not limited to quizzes, tests, examinations, assignments, projects, and presentations.

Examples of behaviour that would constitute academic dishonesty include, but are not limited to:

- Taking a quiz, test, or examination for another student, or having another student take a quiz, test or examination for you
- Giving or receiving unauthorized assistance during the completion of any evaluation activity
- Informing other students in a later sitting of a quiz, test or examination the questions that appear on that evaluation activity

- Possessing unauthorized material or electronic devices during a quiz, test or exam
- Obtaining a copy of a quiz, test or exam, in whole or in part, in advance of its administration without approval
- Knowingly helping another student to commit an act of cheating by letting him/her view your answers, lending your work, or by working together on an assignment not specifically deemed a group effort
- Changing grades or answers on an evaluation activity for the purpose of re-grading
- Deliberately damaging the academic work of another student
- Submitting course work from another course, even if the student was the original author, without the prior express permission of the instructor
- Plagiarism of published textbooks and other copyrighted materials, including but not limited to material obtained from the internet. This behaviour is not only dishonest, it is also illegal.
- The use of any form of AI to complete assignments. This eliminates a students use of critical thinking to complete their assignment and does not demonstrate the student's knowledge of the material.
- Removing examination materials from a classroom.

If a student completes an evaluation activity and academic dishonesty is suspected the instructor will immediately notify the Academic Coordinator of the situation. The Academic Coordinator has the authority to investigate the situation and issue a zero mark for an evaluation activity where academic dishonesty has occurred.

The College may take additional disciplinary action as deemed reasonable and appropriate up to and including expulsion, according to the guidelines set forth in the Student Expulsion Policy.

Dress Code

Bryan College strives to maintain a workplace environment that is well functioning and free from unnecessary distractions and annoyances. As part of that effort, the college requires staff and students to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed.

Staff and students are expected to demonstrate good judgement and professional taste. Courtesy of everyone around you and your professional image should be the factors that are used to assess that you are dressing appropriately.

- All clothes must be work-appropriate and project professionalism.
- All clothes must be clean and in good shape. Discernible rips, tears or holes are considered inappropriate.
- Staff and students must avoid clothes with stamps that are offensive or inappropriate.

Student's professional appearance creates first and lasting impressions with clients, potential employers and any other individuals that you interact with on a daily basis. It is important that students present a professional appearance and maintain excellent standards of cleanliness and hygiene. The Dress Codes for theory and practical classes are outlined in the following sections.

The following general guidelines should be adhered to at all times:

- No strong fragrances should be worn in respect for those who may have allergies to fragrance.
- Personal hygiene including breath and clothing should be free of odours resulting from smoking, inadequate bathing, etc.
- Clothing should be free of odours, clean and unwrinkled.

Concerns regarding professional appearances will be addressed by either the student's instructor or Academic Coordinator. Students who do not meet the dress code requirement will be instructed to leave the classroom and return only when they are in compliance with dress code requirements; the attendance policy will apply.

Dress Code - Theory Classes

Students are expected to be in business casual attire for all theory classes. Business casual is neat clothing which would be appropriate for a chance meeting with a potential employer. Clothing must cover the undergarments. The College administrative staff reserves the right to decide what is appropriate.

If a student has difficulty adhering to this policy for reasons outside of their control, such as accessibility or financial issues, they can bring this to the attention of the Academic Coordinator.

Dress Code – Practical / Clinical Classes

Students are required to wear a school uniform for all practical and clinical classes, and where stated in student manuals for specific courses. Uniform is defined as:

- Blue scrub set with embroidered logo on shirt.
- Predominantly white or black nurse or running shoes
- A black cardigan sweater may be worn over the scrubs

Uniforms must be clean and pressed, free from tears, stains or excessive wear. Students are responsible for the cost of their uniforms and any cost incurred to maintain or replace the uniform.

While the College does not wish to unduly restrict personal expression, the following rules of dress apply for students while in uniform:

- All hair must be neat and presentable; long hair must be tied back.
- Beards and moustaches must be short and neatly trimmed.
- Exposed nails must be neatly trimmed and clean. Nail polish cannot be worn, with the exception of instructor guidance in manicure/pedicure classes
- Massage Therapy Students: Jewellery cannot be worn on hands or wrists while performing services.
- In practical classes student should refrain from wearing jewellery and oversized earrings.

Students who fail to comply with the uniform guidelines and dress code policy will receive a demerit of 5% to their professionalism mark at the discretion of the Academic Coordinator.

Confidentiality

Maintaining confidentiality is a key attribute that is strongly valued by the College and the industry. Students and staff are expected to treat sensitive information appropriately and maintain confidentiality of this information.

- Students are not permitted to discuss any of their clients with anyone other than the clinic instructor, the classroom instructor, or the student who previously treated the client for the purpose of discussing the treatment plan
- Students should not discuss matters about any client with their instructor in the presence of another client, student, or staff member.
- Students shall not remove a client file, reports, or other papers from the clinic.
- Staff shall not discuss confidential matters related to individual students or staff members, except what is necessary to conduct the affairs of the College.

It is the responsibility of all students and staff to protect the privacy of students, staff members, and clients. Violations of confidentiality will be handled in accordance with the College's Student Expulsion Policy. Staff members found in violation of the policy may face disciplinary action, up to and including dismissal.

Records Retention

"A 'record' includes an account, an agreement, a book, a chart, table, or file, a diagram, a form, an image, an invoice, a letter, a map, a memorandum, a plan, appointment sheets, a statement, a telegram, a voucher, and any other document containing information, whether written or in any other form."

Retaining records serves two purposes. It provides those responsible for the management of records with the means to monitor transactions and resolve problems. And, it enables the College to comply with The Ministry of Training Colleges & Universities, OSAP (Ontario Student Assistance Program), CMTO (Canadian College of Massage Therapist of Ontario), and other regulatory bodies governing audit ability and retention of records.

Clinic Files & Appointment Sheets

No agreement between or among student massage therapists or between a student massage therapist and other health care providers can supersede the individual student massage therapist's duty to a client with respect to the keeping of health records. The client records exist as a guide for the therapist as well as his or her classmates or successors.

Enrolment Agreement

When a student therapist completes their studies with Bryan College the clinic files and appointment sheets remain the property of Bryan College.

Closing of a Campus

The College closing a clinic will:

- Give clients as much notice as possible that the clinic is closing
- Assist clients with the transfer of their care to another clinic
- Advise them that the therapist is required to keep their records for 10 years and provide information on how they may obtain a copy of the record in the future.

Selling of a College

The College will:

- Give clients as much notice as possible that the College/school is being sold
- Facilitate the transfer of care to the new College/school or respect the client's choice if they wish to choose a new College
- Advise the client of the arrangements that have been made for storage and access to the records and respect the client's wishes if they want their records transferred to another College.

Student Personal File/Records

To ensure compliance with the Freedom of Information and Protection of Privacy Act (FIPPA). A record of students' achievements including the contents of their personal file at Bryan College is preserved permanently. Bryan College reserves the right to destroy other contents in the students' personal file if and when it is no longer required.

The student record and its components may be in the form of hard copy files or computerized databases.

- The creation of the initial student record is the responsibility of the Admissions Office. Managing and retaining the hard copy and the computerized databases is the responsibility of the Registrar. Each student's file will normally contain:
    - the students' enrolment contract
    - all letters and correspondence relating to the student;
    - official supporting documents provided by, or at the request of, the student (e.g. record of previous studies)

- documents pertaining to the student's studies, appeals, or the evaluation of the student's work at Bryan College, which cannot be recorded in electronic form
- other factual documentation considered pertinent to the student's studies.

NOTE: Documentation submitted by applicants who are not accepted, or by applicants who fail to enroll following acceptance will also be kept.

- The computerized databases contain all the information required to monitor the progress and performance of students, produce periodic performance reports, and provide confirmation of achievement and official transcripts. All portions of a student's computerized record which are needed to produce official transcripts will be maintained permanently

Theft and Criminal Conduct

Any student or staff member who participates in any illegal activity on College property or while participating in any College sanctioned activity is subject to immediate expulsion per the Student Expulsion Policy or termination of employment, whichever applies. Theft includes, but is not limited to, unauthorized removal of property, funds, or material belonging to a student, staff member, client, visitor, or the College

Substance Abuse

To help ensure the safety and well-being of faculty, staff, students, and the general public, the College is committed to maintaining a campus environment that is free of recreational drug use and alcohol consumption. As stated in the Student Expulsion Policy, students who are found to be under the influence of recreational drugs and/or alcohol while on campus and during class will be subject to immediate expulsion.

Recreational drugs are defined as mood and/or personality altering substances used without a valid medical prescription.

It is important to note for students in the Massage Therapy Program that the College of Massage Therapists of Ontario (CMTO) does not permit therapists to perform treatments while under the influence of any drug, prescription or otherwise, that alters judgment and/or critical thinking ability. The use of these substances while actively practicing results in disciplinary action by the CMTO which can include fines and a suspension of the therapist's license. Therefore, Massage Therapy students are held to the same standards while in the Massage Therapy Program.

Violence Prevention Policy

Purpose

This policy is established in conjunction with Bill 168, otherwise known as the Occupational Health and Safety Amendment Act - Violence and Harassment in the Workplace 2009 with the following purposes:

1. Define behaviours that constitute violence
2. Ensure all members of our campus community understand their roles and responsibilities as they relate to violence prevention
3. Ensure risks of violence are identified and procedures for reporting and resolving incidents of violence on our campus are defined.

Policy

Bryan College ("the College") maintains a zero-tolerance policy towards violence and abusive and aggressive behaviour on our campus. We are committed to building and preserving a safe environment free from violence, threats of violence, intimidation and disruptive behaviour for all of our students, faculty, and staff and to ensure the safety of the general public who may be present on our campus.

In pursuit of this goal, the College does not ignore and will not tolerate acts of violence, threats of violence, or personal harassment. As such, this policy prohibits physical or verbal threats, with or without the use of weapons, intimidation, or violence on our campus. The College commits to taking every reasonable effort to identify all potential sources of violence to eliminate or minimize these risks. Violence and many of the other prohibitions in this policy also constitute criminal offenses. As indicated below, it is the policy of the College to immediately report all suspected criminal offenses to the Police or other appropriate authorities.

Application

This policy applies to all members of our campus community, including faculty, staff, and students, who share an obligation to:

- Promote safety and guard against the risks or threats of violence to themselves and others
- Respect and promote the health, safety, and dignity of all members of our campus community, as well as visitors to the College.

Violence Prevention Program

This policy is an integral part of the College's Violence Prevention Program. All members of our campus community are accountable for complying with the policy and all initiatives that are part of the Violence Prevention Program.

Our Violence Prevention Program includes measures and procedures to protect members of our campus community from violence, procedures for summoning immediate assistance, and a process for individuals to report incidents, or raise concerns. Additionally, the program provides education and training to staff and students to ensure awareness of our policy and associated procedures.

Definitions

- **Violence** is the attempted or actual exercise of any intentional physical force that causes or may cause physical injury to another individual; including threats that give an individual reasonable ground to believe that he or she is at risk of physical violence. Violence can include, but is not limited to, the following:
- **Physical Abuse:** An act of aggression resulting in physical assault or attempted assault with or without the use of a weapon; any intentional displays of force that cause the victim to experience or fear immediate bodily harm. Examples can include hitting, spitting, shoving, pushing, biting, groping, pinching, and kicking. Physical abuse also includes any acts of aggression resulting in physical damage to personal property or College property.
- **Verbal Abuses** Verbal comments that represent threats and suggest that the subject of the comments is at risk of physical injury. Note that comments do not have to be made directly to the subject of the comments in order to be considered verbal abuse.
- **Verbal or Written Threats:** Any verbal or written expression of intent to inflict harm on any person or any property of the individual or College.
- **Intimidation:** Any expression of intent to inflict harm on any person or to property. Examples include shaking fists, leering, destroying property, or throwing objects.
- **Sexual Assault:** The use of threats or violence to force one individual to touch, kiss, fondle, or have sexual intercourse with another.
- **Weapons**: Defined as any item that could be used to inflict injury upon another individual. Weapons are not permitted on campus and include, but are not limited to, the following:
    - Firearms such as pistols, revolvers, shotguns, and rifles whether loaded or not loaded.
    - Knives or blades of any kind, with the exception of knives supplied in the student longue or staff lunch room provided the knife is used only in the intended manner
    - Any explosive or explosive devices of any kind including ammunition for firearms, with or without the presence of a firearm

- Sling shots, baseball bats, clubs, or other blunt objects
- Metal knuckles
- Air guns, pellet guns, and blow guns
- Any replicas of the above items
- Any other item that could be used to inflict injury upon another individual

Reporting

- In emergency situations, where there is an immediate threat to the health and safety of an individual(s), students, faculty and staff are to immediately call 911 for assistance.
- In the event that a student, faulty member, or staff member is either directly affected by or witnesses any violence or abusive/aggressive behaviour on campus, it is imperative that the individual report the incident to the Campus President or any College manager immediately.
- Reports may be made verbally, although the person reporting the incident is encouraged to complete an Incident Report Form (see pg. 54) and to request the same from other witnesses and those directly involved to ensure all the relevant facts are documented while fresh in their mind and to ensure consistent communication and interpretation of the facts.
- All reports are kept confidential as far as is reasonable and information in reports will only be shared on a need-to-know basis or as required by law.
- All reports will be investigated by the College and dealt with according to the guidelines and objectives set forth in this policy.
- Incidents that could be criminal in nature will also be reported to the appropriate law enforcement agency.
- No individual will be penalized for reporting an incident of violence as defined in this policy, or for assisting with the investigation and resolution process.

College Facilities and Property

The College provides various facilities and resources to students to enable them to complete their studies in an environment that is conducive to learning. All students and staff members bear the responsibility for ensuring that all facilities and resources are used only as intended and treated with care.

- The campus facilities are to remain safe and clean at all times
- All required safety and fire equipment are to be fully functional at all times
- Fire drills will be conducted periodically to ensure the safe and orderly evacuation of the building
- Staff and student access to facilities will be restricted to times required for the delivery of programs to ensure the safety of staff and students
- College materials are the property of the college and are only to be used for the intended purpose. Materials may not be copied copied or reproduced in any manner, in whole or in part, without the written permission of the College.
- College equipment (including, but not limited to, treatment tables, manicure tables, wax baths, stools, etc.) are not to be moved to other rooms without express consent from an instructor or Academic Coordinator

Any person who is on campus when the campus is not open, and no permission has been granted is subject to disciplinary action as outlined in the Student Expulsion Policy and may face trespassing charges.

Any individual who causes vandalism or damages to College property, physical or intellectual, will be handled in accordance with the Student Expulsion Policy and may face legal action.

The building is secured 24 hours a day. Only authorized individuals (i.e. students, faculty, and staff) with card access may enter the building. All visitors are required to enter through the main doors and report to

reception. Students are not permitted to allow personal visitors in through the side or back entry doors. Please ensure any personal visitor is informed to enter at main reception. Students cannot bring their children to school /class as they represent a liability risk to the College.

Staff or students who witness violations of the policies surrounding College facilities and property, acts of mischief or maliciousness which result or may result in the compromised safety, security or integrity of College facilities or property are required to complete an Incident Report Form.

College Facilities - Classroom Use

The College is a learning environment and as such the following guidelines for conduct in the classroom are in place to protect the learning experience for all students.

- Chewing gum is not permitted in any classroom, during evaluation activities, in clinic, or during outreach
- Where allowed, beverages are permitted only if they are in closed, non-breakable containers
- All students are required to assist in classroom clean-up when necessary
- Students who disturb the class, fall asleep, or otherwise show an obvious disregard for teaching activities may be instructed to leave the classroom

College Facilities - Student Lounge/Lunchroom

The College provides a student lounge/lunchroom for the convenience of students. Coffee, cream, and sugar is available for students, but students must supply their own cups. Refrigerators are cleaned weekly and students will be asked to remove all their belongings at that time. Anything which remains will be disposed of. We ask that students make an effort to keep the lounge clean.

Students are reminded that the student lounge/lunchroom also serves as Clinic Reception and it is imperative that the cleanliness and organization of the lunchroom is maintained at all times.

- No food items and/or storage containers are to be left on top of the cabinets
- Chairs should be pushed in when students leave the lunchroom
- The College's expectations for professional conduct and conversations apply while in the lunchroom; students must refrain from engaging in unprofessional and inappropriate conversation or conduct and avoid shouting or raising their voices above a level suitable for one on one conversation.
- No sleeping is permitted on the couches

College Facilities

Computers and Other Equipment

The College makes equipment (i.e. computers) available for the use of students when necessary. Equipment use is subject to availability and should charges apply, they will be noted. Please remember that we are bound by our computer use policies and use the service responsibly. In the event the connection is not working, please advise the front desk.

Students are not permitted to use another person's account, even if given permission by that person. Students are not permitted to use the network to transmit messages which are disruptive or offensive to others. Prohibited content includes, but is not limited to, sexually oriented messages, comments or innuendo, vulgar, obscene, or threatening communications, racial slurs, gender-specific comments or any comment that would offend someone on the basis of his or her age, gender, race, sexual orientation, pregnancy, marital status, religion, national origin or disability.

Students may only use computers which have been designated for student use. Students may use specifically-designated computers for presentations. At no time may students use computers which are part of the Bryan College staff and instructor network.

Computers must remain turned on at all times. They must not be powered down unless otherwise instructed by Bryan College staff.

Under no circumstances is food or drink permitted in the vicinity of computer work stations.

A student shall use College electronic communication and the Internet solely for study purposes during the course of their program.

Students are not permitted to access websites which are discriminatory, defamatory, pornographic, racist, or which are in any way offensive. Additionally, Students are prohibited from watching streaming video, listening to streaming audio, or downloading video or audio files unless specifically proscribed by their Course/ Instructors/Academic Coordinator. Bryan College reserves the right to control and monitor the Internet service. Unauthorized use, posting inappropriate remarks on-line, or using the services for non- study purposes constitutes an abuse of Bryan College's resources and is prohibited. Violators will be subject to disciplinary action up to and including dismissal.

Since security of information transmitted over the Internet cannot be guaranteed, students should use caution regarding the transmission of the sensitive information over the Internet (i.e., legal documents, credit card numbers).

Under no circumstances may a student alter another student's file without permission of the file's owner. The ability to alter either of these files does not grant permission to alter those files. Deliberate alteration/ deletion of system or common files will be treated as vandalism or malicious destruction of Bryan College property and will result in immediate dismissal from the College and possible legal action.

All files should be saved to external media, i.e. USB. Any files saved to the network run the risk of being copied and/or deleted by others. No security measures can guarantee confidentiality and students must assume that all files stored in the systems may be accessed or retrieved by someone other than the intended recipient(s).

Hardware installations are to be made by the Information Technology Department. This includes both new installations and upgrades/updates to existing installations. This includes all computer peripherals. (i.e. printers, hubs, keyboards, additional wiring).

Only authorized software is to be used by students. Software duplication is not permitted. Any student found using software which is unauthorized by the Information Technology Department will be in violation of these policies. The use of illegally copied software is considered a criminal offence. The Information Technology Department will immediately remove any software which is not authorized.

Only shareware and freeware that have been approved and installed by the Information Technology Department may be used. When a problem is encountered with a personal computer, it is to be reported to the instructor who will report the problem to the Information Technology Department.

No equipment is to be moved or reassigned without the approval of the Information Technology Department. The Information Technology Department is to be kept current about the location of all personal computers and their peripherals. Personal computers that are networked are not to be moved without the assistance of the Information Technology Department.

Academic Coordinators, instructors, and any other personnel who supervise students in areas where student computer access is available are responsible for the enforcement of the policy.

Normally, students who violate the policy on more than three occasions will lose computer privileges. However, at the discretion of the College and depending on the severity of the infraction, a student may immediately lose all computer privileges.

College Facilities - Student Resource Centre

The Resource Centre is meant for quiet study only. Noise in the centre must be kept to a minimum. No food or beverages are permitted in the Resource Centre as it is not to be used as lunchroom or cafeteria. Students who are not complying with this standard may be asked to leave.

Books within the Resource Centre are not to be removed from the resource centre without having been properly signed out with Student Services whose office is located in the resource centre. In the event that the Student Services office is closed, students may go to the front desk and request the Registrar to sign out a book for them.

College Facilities – Parking

There is limited parking available for students on a first come first serve basis in the west lot and only in designated spots. It is the responsibility of all students to know where parking is permitted, and students should park safely and avoid blocking cars that may need to come and go throughout the day.

Vehicle information must be registered with reception; Please inform reception of your license plate number, car make and model, so that you may be quickly located in the event that your vehicle needs to be moved.

College Facilities - Building Access

Access to the building is restricted only to authorized Students, Instructors, and Staff by access card. All persons are responsible for carrying their access card at all times to gain entry to the building. Student access cards begin working at 8:30 am and stop working at 5:00 pm.

Students and staff should not let unknown persons into the building outside of normal hours. Visitors must be directed to access the building through the front door only and are required to sign in at reception.

College Facilities - Emergency Evacuation Procedures

To ensure the safe evacuation of our students, clients and instructors in the case of an emergency situation, upon hearing the fire alarm a full evacuation of the building is required by law.

The Registrar will respond to the front of the building and co-ordinate with fire wardens. The three fire wardens take responsibility for the school and
delegate as necessary and return to the front lobby entrance and coordinate with the fire department. These procedures will be followed providing that there is no risk or harm to the instructors, students, or client's life.

- Remain calm
- Proceed to evacuate the building in an orderly fashion
- Do not attempt to gather any personal belongings or remain in the building for any amount of time once an alarm has sounded
- Ensure that all doors and fire exits are closed behind you
- Report to the designated evacuation area which is the West (student) parking lot
- Do no re-enter the building until the all-clear has been issued by the Fire Department

Once evacuated, the specified staff below ("Fire Wardens") should report to the Facility Manager or designate at the main lobby entrance when it is safe to do so and to ensure the Fire Chief is advised as to the status of the evacuation confirming all individuals in the Fire Warden's designated area of responsibility have been safely evacuated and/or advise of persons trapped in the building.

Administrative Offices

The Registrar will be responsible for the evacuation of the administrative offices including the staff lounge. Persons will exit from the staff lounge or the front lobby entrance, whichever is closest to them and check in with the Fire Warden. Fire Warden: **Registrar**.

Northwest Quadrant

Instructors for each class will be responsible for escorting students and ensuring that they leave via the nearest exit. Classroom doors must be closed after the classroom has been evacuated. Instructors will report to the Northwest fire warden, in the west parking lot as far from the building as possible. Fire Warden: **Academic Coordinator(s)**

Central South Quadrant

Instructors for each class will be responsible for escorting students and ensuring that they leave via the nearest exit. Classroom doors must be closed after the classroom has been evacuated. Instructors will report to the Central South Fire Warden, in the west parking lot as far from building as possible. Fire Warden: **Academic Coordinator(s)**

Student Clinic

Service Providers (clinic) with clients are to ask them to put on their robes and quietly and calmly escort them to the nearest fire escape and outside. Stay with your client. **The Clinic Instructors are the Fire Warden.**

College Facilities - Injury or Illness

In the event that an injury or illness occurs in the classroom it is the responsibility of the instructor to use their judgement appropriately. Instructors are responsible for protecting, to the best of their ability, all students under their care.

First aid kits are located at:

- Entrance of staff lounge
- Entrance of maintenance department, including an emergency eye-wash station
- Reception

Please inform reception if a first aid kit needs to be restocked. All incidents of injury or illness must be recorded properly on an "Incident Report" form which must be submitted as soon as possible to your Academic Coordinator.

College Facilities – Smoking

Smoking is not permitted on school property, this includes e-cigarettes and vape pens.

Expulsion Policy

The College is committed to taking all reasonable steps to ensure the students have the opportunity to successfully complete their programs. The college has a commitment to ensure that within this general framework that all students are treated fairly and equitably. Students who do not support the academic and ethical goals for the College for themselves and their fellow students may be subject to penalties, up to and including expulsion.

In general, the College will attempt to resolve a situation without expulsion. Verbal warnings, written warnings and suspensions may precede this final and most serious of actions. Where the College deems the integrity, safety or wellbeing of the College, students, staff, clients, visitors and other guests is in danger then expulsion may be applied at the College's discretion at any point in the process.

The following is a list of reasons under which a student may be expelled with cause:

- Academic Dishonesty
- Outstanding Fees
- Code of Conduct
- Significant Omissions or Errors in Admissions Documentation
- Academic Failure
- Attendance
- Harassment or Discrimination
- Misuse of College Property
- Endangerment, acts or threatened acts of violence against staff, students, faculty of other visitors

For full details on the Expulsion policy and how it is implemented please refer to your student contract.

Infection Prevention and Control Policy

Personal Protective Equipment (PPE)

Policy Statement:

The proper use of PPE is essential to prevent the transmission of infections in both massage and esthetic training. All individuals must use PPE in accordance with CMTO's *Infection Prevention and Control Guidelines for Massage Therapists* and *Public Health Ontario Infection and Prevention Control (IPAC) guidelines*.

Procedures:

- PPE (e.g., gloves, masks, eye protection) must be worn when exposure to bodily fluids, broken skin, or other sources of infection is possible.
- Students and instructors must wear masks during treatments involving close facial proximity (e.g., facial treatments, intraoral massage, or procedures during illness outbreaks).
- Gloves must be worn during extractions, waxing, or any contact with non-intact skin or mucosa.
- PPE must be disposed of in designated waste containers immediately after use.
- Reusable PPE (e.g., eye protection) must be disinfected after each use according to manufacturer guidelines.

Hand Hygiene

Policy Statement:

Hand hygiene is the single most effective way to reduce the risk of infection transmission and is a mandatory standard in both educational and clinical settings.

Procedures:

- Hands must be washed with soap and water or sanitized using a Health Canada-approved alcohol-based hand rub (minimum 60% alcohol):
  - Before and after each treatment
  - After removing gloves or PPE
  - After contact with used linens, equipment, or waste
  - After coughing, sneezing, touching face or hair, or using a personal device
- Hand hygiene must be taught, demonstrated, and reinforced through clinical supervision.
- Hand hygiene posters must be displayed near all treatment areas and sinks.

Treatment Table and Equipment Cleaning

Policy Statement:

All treatment surfaces and reusable tools must be cleaned and disinfected between clients using products and practices that meet CMTO's *Infection Prevention and Control* standards and *Public Health Ontario IPAC guidelines*.

Procedures:

- After each client, tables, bolsters, face cradles, and stools must be cleaned and disinfected using a Health Canada-approved disinfectant with a Drug Identification Number (DIN).
- Equipment (e.g., brushes, tweezers, massage tools) must be cleaned and disinfected or sterilized based on their classification (non-critical, semi-critical, critical).
- Disinfectants must remain wet on the surface for the manufacturer's recommended contact time.
- Disposable table paper or linens must be changed after each client.

Personal Care and Professional Hygiene

Policy Statement:

All students and staff must maintain high levels of personal hygiene and professional appearance to reflect industry standards and support infection control.

Procedures:

- Uniforms must be clean and freshly laundered daily.
- Hair must be clean and tied back if long.
- Nails must be clean, short, and free from polish or artificial enhancements.
- Fragrance-free policies are to be followed to maintain a scent-sensitive environment.
- Hands, arms, and exposed skin must be free from cuts or infections; any open wounds must be covered with waterproof dressings.
- Jewelry must be removed or kept minimal and must not interfere with hand hygiene or treatment protocols.

Management of Soiled Linens

Policy Statement:

Soiled linens must be handled in a manner that prevents exposure to bodily fluids and cross-contamination in accordance with CMTO expectations and esthetic hygiene guidelines.

Procedures:

- Gloves must be worn when handling used or soiled linens.
- Linens must be placed directly into the designated clear plastic laundry bags
- Laundry bags must not be overfilled. Once a laundry bag is full it must be tied shut and set aside for the weekly pick up by the professional linens service. A new bag must be prepared on the laundry cart.
- All soiled linens must be laundered through the professional linens service. Linens that are used for the public must not be reused without proper laundering or laundered in non-commercial facilities.
- Clean linens must be stored in a covered, designated storage area separate from used linens.

Monitoring and Enforcement

- Clinical instructors and program coordinators are responsible for ensuring compliance through supervision, audits, and instruction.
- Students will receive formal instruction on all infection control practices prior to engaging in public clinics.
- Non-compliance may result in disciplinary action and retraining.

Acceptable Documentation

In order to administer several different policies students may be requested to provide acceptable documentation. Where applicable documentation should have the student's name, the date of the event, and contact information for the person/institution providing the documentation. Documentation is submitted to the Academic Coordinator. Documentation may be verified by the College and may be rejected if found to be dishonest.

Acceptable Documentation includes:

- Doctors' notes / Hospital records
- Police reports
- Tow truck receipts
- Death certificates or prayer/memorial cards
- Itineraries or airplane/train tickets
- Newspapers or other reports
- Other documentation as approved by the Campus President

Only documentation that identifies a minimal student absence beyond the student's control (ie. illness, family emergency, death of a loved one, etc.) will be accepted to excuse the absence for the purpose of eligibility to take final exams. A minimal absence would be considered less than four days to two full weeks depending on the length of the course being taken.

It is the student's responsibility to confirm with the instructor the maximum number of days they can have an excused absence before the course will need to be retaken.

Abuse of General Intent of These Policies

It is our goal to encourage excellence in all aspects of our programs. To further this goal, we have established the above policies. Please be advised that not all potential situations are covered in this document. As such, policies may need revision in response to circumstances not accounted for in this document. In all cases that arise, the College will give primary consideration to the intent of these policies and secondary consideration to ineffective wording. Any student who has any uncertainty with regard to wording or intent should approach their academic coordinator for clarification.

Authority & Responsibility

All staff and students have the authority to implement, uphold and maintain the policies as laid out herein. All staff and students have the responsibility to abide by the policies as laid out herein. Any requests for changes, suggestions, or error corrections should be directed to the Campus President.

Enforcement

All staff and students are responsible for applying the policies as laid out herein. Any deviations from policy, as witnessed by staff or student should be directed to the Campus President.

Distributions

All Bryan College Staff and Students

Guidelines for Completing an Incident Report Form

General Guidelines

An Incident Report is completed to ensure any incident that occurs on college premises, or at college sanctioned events held off site, is reported in a timely and accurate manner so that college leadership can appropriately respond to the affected person.

Typical situations in which an Incident Report is to be completed:

- Personal conduct in violation of College Policy such as harassment, discrimination, bullying, abuse of company property or theft
- Injury or illness sustained by a client or student of Bryan College
- Building security violations, including unknown visitors accessing the campus
- Client complaints of a serious nature that require follow-up or further investigation by College administration

It is impossible to anticipate all potential situations that may occur on College premises. With this in mind, it is always advisable to complete an Incident Report for any situation that relates to the health, safety, or personal well-being of student, or client so that the situation may be investigated.

An Incident Report is not to be completed for policy exceptions or appeals. Please see your academic coordinator for direction with regard to Policy Exceptions or Appeals.

Instructions

1. Please print legibly in either blue or black ink on the Incident Report Form.
2. Fill in all required/requested information. No section should be left blank.
3. Ensure complete names are documented for:
4. All persons directly involved
5. All witnesses to an incident, including people who were in the vicinity when immediately prior to, during, or immediately after the incident occurred
6. Provide factual information to the description of the incident
7. Attach any supporting documentation, such as copies of emails or written witness statements, which help to further explain or provide information regarding the incident
8. Provide factual information regarding any actions you took as a result of the incident (i.e. Paramedics were called and arrived at 6:30 PM, etc.)
9. Describe any additional action that is required/desired from college administration. Examples may include things such as investigation, repairing faulty equipment, or following up with a client.
10. If there's not enough space on any one section of the form, attach additional pages containing complete information to the Incident Report Form
11. Sign and date the Incident Report. Include personal contact information so the college may follow up with the individual reporting the incident if necessary
12. Submit the completed Incident Report Form and associated documentation to a member of college faculty or staff

Incident Report Form

Please complete all requested information on this form thoroughly, including first and last names of all individuals. If there is not sufficient space in any section on this form, please attach additional pages as required.

Person Reporting: _____ _____

Last Name First Name

Date of Incident: _____ Date Report Completed: _____

Day/Month/Year Day/Month/Year

Location of Incident: _____ Time of Incident: _____

(i.e. Classroom #, Name of Location, etc.)

Person(s) directly involved in incident:

_____ □ Student □ Staff □ Client □ Other: _____

Last Name First Name

_____ □ Student □ Staff □ Client □ Other: _____

Last Name First Name

_____ □ Student □ Staff □ Client □ Other: _____

Last Name First Name

_____ □ Student □ Staff □ Client □ Other: _____

Last Name First Name

Type of Incident

□ Injury/Illness □ Building Security □ Personal Conduct □ Client Complaint

□ Other: _____

Please Specify

Description of Incident: *Include facts, direct quotes, witness statements, copies of supporting documentation*

_____

_____

_____

_____

_____

Description of Actions Taken (if any):

_____

_____

_____

_____

_____

Witnesses to Incident

_____ _____

Last Name First Name Contact Information (Phone# / Email Address)

_____ _____

Last Name First Name Contact Information (Phone# / Email Address)

_____ _____

Last Name First Name Contact Information (Phone# / Email Address)

_____ _____

Last Name First Name Contact Information (Phone# / Email Address)

Is this the first time you have reported an incident involving the person(s) listed on page 1?

□ Yes □ No

If No, please specify approximate date and time of any prior incident(s) involving the person(s) listed on page 1:

_____

_____

_____

_____

_____

Is any additional action required at this time?

□ Yes □ No

If Yes, please specify recommended / desired actions to be taken:

_____

_____

_____

_____

_____

_____ _____

Signature of Person Reporting Day/Month/Year

_____

Contact Information of Person Reporting (Phone # / Email Address)

Office Use Only

Date Received: _____ Received By: _____

Forward completed report to Campus President, Bryan College

Academic Honors and Awards

Honours Diploma

Students with a 90% or greater overall average are granted an Honours Diploma

2026/2027 Bryan College Academic Calendars

There are individual calendars for Massage Therapy, Advanced Medical Spa Therapist, Medical Office Assistant, and Bookkeeping & Accounting.

Medical Office Assistant

Winter 2026

Date	Event
January 12, 2026	Module Begins
February 9, 2026	Module Begins
February 16, 2026	Family Day
March 9, 2026	Module Begins
April 3, 2026	Good Friday
April 6, 2026	Module Begins

Summer 2026

Date	Event
May 4, 2026	Module Begins
May 18, 2026	Victoria Day
June 1, 2026	Module Begins
June 29, 2026	Module Begins
July 1, 2026	Canada Day
July 27, 2026	Module Begins
August 3, 2026	Civic Day
August 24, 2026	Module Begins
September 7, 2026	Labor Day

Fall 2026

Date	Event
September 21, 2026	Module Begins
October 12, 2026	Thanksgiving Day
October 19, 2026	Module Begins
November 16, 2026	Module Begins
December 19, 2026	Winter Break

Advanced Medical Spa Therapist

Winter 2026

Date	Event
February 2, 2026	Module Begins
February 16, 2026	Family Day
March 16, 2026	Module Begins

Date	Event
April 3, 2026	Good Friday
May 4, 2026	Module Begins

Summer 2026

Date	Event
May 18, 2026	Victoria Day
June 15, 2026	Module Begins
July 1, 2025	Canada Day
August 3, 2026	Civic Day
August 3, 2026	Module Begins
September 7, 2026	Labour Day

Fall 2026

Date	Event
September 14, 2026	Module Begins
October 12, 2026	Thanksgiving Day
November 2, 2026	Module Begins
December 19, 2026	Winter Break

Massage Therapy

Winter 2026

Date	Event
January 5, 2026	Module Begins
February 16, 2026	Module Begins
February 16, 2026	Family Day
March 30, 2026	Module Begins
April 3, 2026	Good Friday

Summer 2026

Date	Event
May 18, 2026	Module Begins
May 18, 2026	Victoria Day
June 29, 2026	Module Begins
July 1, 2026	Canada Day
August 3, 2026	Civic Day
August 10, 2026	Module Begins
September 7, 2026	Labour Day

Fall 2026

Date	Event
September 28, 2026	Module Begins
October 12, 2026	Thanksgiving Day
October 12, 2026	Module Begins
November 9, 2026	Module Begins

Date	Event
November 23, 2026	Module Begins

Bookkeeping and Accounting

Winter 2026

Date	Event
January 12, 2026	Module Begins
February 16, 2026	Module Begins
February 16, 2026	Family Day
March 23, 2026	Module Begins
April 3, 2026	Good Friday
April 27, 2026	Module Begins

Summer 2026

Date	Event
May 18, 2026	Victoria Day
June 1, 2026	Module Begins
July 1, 2026	Canada Day
July 16, 2026	Module Begins
August 3, 2026	Civic Day
August 10, 2026	Module Begins
September 7, 2026	Labour Day

Fall 2026

Date	Event
September 14, 2026	Module Begins
October 12, 2026	Thanksgiving Day
October 19, 2026	Module Begins
November 23, 2026	Module Begins

Programs

Advanced Medical Spa Therapist

Advanced Medical Spa Therapist Diploma

Degree Type Diploma

1115 Clock Hours, 40 Weeks

Program Objectives

The Advanced Medical Spa Diploma is designed to prepare students for entry-level employment in medical spas, wellness spas, laser centers, and other health-related settings such as full-service spas. The program focuses on the concepts and theories associated with Esthetics.

The Program Learning Outcomes are:

- Students will know how to perform a variety of specialized body and skin care treatments.
- Students will know how to use medical-grade laser equipment effectively and safely.
- Students will be able to perform manicures, pedicures, and waxing services.
- Students will know how to perform a complete makeover.

Clinical course hours are a part of a student's required coursework in their educational program at Bryan College. Students are not paid for the work performed during practicum/clinical course activities. All school rules apply to clinical course hours. Students participating in clinical course hours are reminded that they are acting as representatives of Bryan College and are expected to be professional at all times. Students are expected to complete clinical course hours within the grading period as outlined in the course description and requirements.

Employment Opportunities
The following is a list of occupations and organizations that one could pursue for employment:

- Medical Spas
- Dermatology Clinics
- Wellness Centers
- Laser Training Centers

National Occupational Classification (NOC)* Codes
Include, but are not limited to, the following:

- 31-9099 Healthcare Support Worker

Detailed information surrounding these classifications can be found at the following website:
https://www.bls.gov/soc/2018/major_groups.htm

Program Completion
To graduate and receive a Diploma as an Advanced Medical Spa Therapist, students must complete a minimum of 1115 clock hours of coursework in the curriculum and have a cumulative grade point average of 2.0 or better.

Courses

Course Code	Title	Clock Hours
MS10	Medi-Spa	140
SC10	Skin Care/Anatomy/Physiology	422
MP10	Manicure and Pedicure	120
WA10	Waxing	70
BU10	Business Management	60
RM10	Body Treatments & Relaxation Massage	115
CS10	Makeup Artistry	115
CB10	Student Clinic	73
	Sub-Total Credits	1,115
	Total Clock Hours	1115

Advanced Medical Spa Therapist Course Descriptions

BU10: Business Management

This course will cover techniques to secure proper client relationships, develop referral business, and close sales. Students learn the characteristics of top sales personnel and how to improve upon individual strengths to provide the skills and techniques needed for effective client services, product sales, and team building within the spa industry.
Clock Hours 60
Prerequisites None

CB10: Student Clinic

The Student Esthetics clinic provides students with the opportunity to develop and practice their skills through interaction with the general public. Each clinic session is supervised by a member of the Esthetics faculty, who is a qualified Esthetician, and able to provide guidance and assistance to the student and client. Students work in a clinical setting providing esthetic services such as manicures and pedicures, waxing, facials, make-up application, and relaxing body massage.
Clock Hours 73
Prerequisites a minimum of 2 of the following courses completed: WA10, SC10, MP10, RM10

CS10: Makeup Artistry

This course provides students with a basic understanding of cosmetic chemistry and regulations within the industry. Students learn applications for day, evening, runway, and bridal settings.
Clock Hours 115
Prerequisites None

MP10: Manicure and Pedicure

Students in this course learn to identify bones and muscles of the hands, arms, feet, and legs; identify pathologies of the hand, nail, foot, and skin. Students study the growth cycle of the nail and focus on client care, safety, and hygiene through relevant practical work, shellac, and polish application.
Clock Hours 120
Prerequisites None.

MS10: Medi-Spa

Students in the Medi-Spa course will perform assignments and learn Fitzpatrick skin typing, laser versus IPL, patch testing, laser hair capillary, and pigment removal techniques. Students are exposed to photo facials, microdermabrasion, radio frequency body contouring, and fractional skin resurfacing.
Clock Hours 140
Prerequisites None.

RM10: Body Treatments & Relaxation Massage

Students learn to administer the principles of multiple hydrotherapy modalities safely and appropriately. Students will understand specific body treatments including body aromatherapy, mud wraps, seaweed wraps, salt glows, and body scrubs.
Clock Hours 115
Prerequisites None

SC10: Skin Care/Anatomy/Physiology

This course provides the students with an overview of the structure, function, layers, and appendages of the skin. Students gain competence in identifying pathologies and diseases of the skin and learn how to perform lymphatic drainage. Students will learn the fundamentals of performing facials and other various skin treatments.
Clock Hours 422
Prerequisites None.

WA10: Waxing

This course will cover the technical skill of hair removal through different professional hair removal techniques. Students learn to identify the structure and function of hair, its growth cycle, and diseases and disorders associated with hair.
Clock Hours 70
Prerequisites None.

Bookkeeping and Accounting

Bookkeeping and Accounting Diploma

Degree Type Diploma

780 Clock Hours, 39 Weeks

Program Objectives

This program is designed to meet the increasing industry demand for bookkeeping and payroll professionals. This diploma provides students with the tools necessary to gain employment in bookkeeping, payroll, and related accounting occupations. The program also provides hands-on training in QuickBooks accounting software, enabling students to efficiently manage financial records, process payroll, and generate reports. Bryan College delivers this program through dynamic, adaptive, experiential learning that includes personalized instruction and coaching.

Following the completion of this program, students will be able to:

- Communicate effectively with supervisors, peers, or subordinates, providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Perform basic accounting calculations for accurate cash management, payroll, and tax reporting using business software.
- Critically analyze and apply problem-solving and logical thinking skills to a variety of bookkeeping and accounting tasks.
- Demonstrate compliance with federal, provincial, and company policies, procedures, and regulations.

Employment Opportunities
The following is a list of occupations and organizations that one could pursue for employment:

- Accounts Payable Specialist
- Accounts Receivable Specialist
- Accounting Assistant
- Bank Teller
- Billing and Posting Clerk
- Bookkeeper
- Brokerage Clerk
- File Clerk
- Insurance Claims and Policy Processing Clerk
- Loan Processor
- Payroll Clerk
- Tax Preparer

National Occupational Classification (NOC)* Codes

- 12011 Supervisors, Finance and Insurance Office Workers
- 12200 Accounting Technicians and Bookkeepers
- 10029 Other Business Service Managers
- 13102 Payroll administrators

NOC codes are found through the National Occupational Classification website through the Government of Canada.

The following is a list of example organizations in which one could pursue employment:

- Business consulting groups
- Federal, provincial and local government agencies
- Finance and insurance firms
- Manufacturing and production facilities
- Small to large businesses
- Non-profit enterprises
- Service industries
- Retailers

Program Completion
In order to graduate and receive a Bookkeeping & Accounting Diploma, a student must complete 780 clock hours of coursework in the curriculum and have a cumulative grade point average of 2.0 (70%) or better. Students who elect to do so may also take the QuickBooks Certification. Completion of this certification is not required to graduate. One attempt at the certification is included in tuition costs; passing scores are not required for graduation.

Courses

Note: Bryan College strives to deliver students the most up to date courses possible. Students should always refer to the Course Syllabus for up-to-date textbook information.

Course Code	Title	Clock Hours
BKA-100	Student Success and Technology Foundations for the Bookkeeping Professional	80
BKA-110	Business Communications	100
BKA-120	Microsoft Excel I	100
BKA-130	Accounting Principles I	100
BKA-140	Accounting Principles II	100
BKA-150	Payroll and Human Resource Management	100
BKA-160	Accounting Practice with QuickBooks	100
BKA-170	Fundamentals of Taxation	100
	Sub-Total Credits	780
	Total Clock Hours	780

Bookkeeping and Accounting Course Descriptions

BKA-100: Student Success and Technology Foundations for the Bookkeeping Professional

A course covering the information and skills needed to succeed in academic studies, including study skills, setting academic goals, managing time, and technology skills featuring some of the Microsoft Office products. Students will also learn how these skills will help them succeed as a bookkeeping professional.
Clock Hours 80
Prerequisites None.

BKA-110: Business Communications

This course provides students with foundational knowledge regarding effective communication styles and strategies for the business professional. Students will learn practical skills in intra- and interpersonal communication within business-related environments, in how personal attitudes affect organizational effectiveness and productivity, and in the interactions between people both personally and professionally.
Clock Hours 100
Prerequisites None.

BKA-120: Microsoft Excel I

Industry has developed from paper-based, isolated practices to connected systems that acquire and store electronic data, which can be used to help manage organizations. In this course, students learn how to use specific, popular analytic tool(s) to organize, analyze and display data.
Clock Hours 100
Prerequisites None.

BKA-130: Accounting Principles I

This course provides the foundation for accounting concepts following the Canadian Generally Accepted Accounting Principles (GAAP) and will be used throughout the students' business program. There will be an introduction and focus on International Financial Reporting Standards (IFRS) and Accounting Standards for Private Enterprises (ASSPE). This course covers an introduction to financial accounting theory and practice and provides students with the tools needed to develop a functional knowledge of fundamental accounting principles. Students will also be introduced to the methods for summarizing, analyzing and reporting financial data. Topics include bookkeeping cycle, basic accounting principles and procedures, financial statements, merchandising operations and inventory, and accounting for assets.
Clock Hours 100
Prerequisites BKA-120: Microsoft Excel I

BKA-140: Accounting Principles II

This course is the second in the program covering concepts and applications of accounting. It provides an overview of accounting for partnerships and corporations and continues with the discussion of the basic principles and applications of managerial and cost accounting. This course focuses on managerial techniques and procedures designed to aid managers in their planning, control, and decision-making roles. At the end of this course, students will be skilled in tasks related to positions such as AP clerk, payroll clerk, or bookkeeper.
Clock Hours 100
Prerequisites BKA-120: Microsoft Excel I
BKA-130: Accounting Principles I

BKA-150: Payroll and Human Resource Management

Introduction to human resources concepts and practices applicable for entry-level HR professionals and general managers in numerous industries. Provides overview of key HR functions such as: HR operations; recruitment and selection; payroll, compensation and benefits; HR development and retention; employee relations; and health, safety, and security. This course will also address Canadian federal and provincial payroll legislation including Canada Pension Plan (CPP), Employment Insurance (EI), income tax deductions, T4s, Record of Employments (ROEs), statutory holidays, vacation pay, and minimum wage laws.
Clock Hours 100
Prerequisites None.

BKA-160: Accounting Practice with QuickBooks

In this course students apply accounting concepts to keep financial records for small service and merchandising companies using QuickBooks. Students learn how to expertly navigate through QuickBooks, perform day-to-day business transactions, and view reports. Topics covered include chart of accounts, accounts receivable, accounts payable, inventory, payroll, and financial statements.
Clock Hours 100
Prerequisites BKA-140: Accounting Principles II

BKA-170: Fundamentals of Taxation

This course provides an introduction to federal and provincial income taxation of individuals and businesses, providing a broad overview of the importance of tax considerations in business and personal decisions. Topics such as financial statement analysis, income, deductions, credits, depreciations, and allowances will be explored.
Clock Hours 100
Prerequisites None.

Massage Therapy

Massage Therapy Diploma - Pending Accreditation

Degree Type Diploma

2315 Clock Hours, 78 Weeks

Mission Statement

We believe in preparing students to become skilled, competent, and compassionate massage therapists through evidence-based, hands-on education that emphasizes client-centered care in a supportive and professional environment.

Program Objectives

The Massage Therapy program is designed to prepare students for entry-level employment as Massage Therapists, acting as regulated health professionals. Students gain knowledge to assess and treat clients in a clinical massage setting. Students will prepare for a third-party licensing examination from the College of Massage Therapists of Ontario.

This program prepares students for a deeper understanding of the concepts and theories associated with Massage Therapy. The Program Learning Outcomes are:

- Students will learn to evaluate and assess clients through orthopedic testing.
- Students will learn to formulate therapeutic exercise programs for clients.
- Students will apply advanced techniques for the treatment of conditions relating to muscle and tendon injuries.
- Students will apply concepts to perform a full-body relaxation massage through a combination of theory and hands-on practice.

At the completion of the program, students must pass both the OSCE and MCQ exams, before sitting for licensure with the College of Massage Therapist of Ontario.

Clinical course hours are a part of a student's required coursework in their educational program at Bryan College. Students are not paid for the work performed during clinical course activities. All school rules apply to clinical course hours. Students participating in clinical course hours are reminded that they are acting as representatives of Bryan College and are expected to be professional at all times. Students are expected to complete clinical course hours within the grading period as outlined in the course description and requirements.

Employment Opportunities
The following is a list of occupations and organizations that one could pursue for employment:

- Multidisciplinary Clinics
- Rehab Clinics
- Hospital Settings
- Wellness Centers
- Destination Spas

National Occupational Classification (NOC)* Codes
Include, but are not limited to, the following:

- 31-9010 Massage Therapists
- 31-9011 Massage Therapists
- 31-9090 Miscellaneous Healthcare

Detailed information surrounding these classifications can be found at the following website: https://www.bls.gov/soc/2018/major_groups.htm.

Program Completion
In order to graduate and receive a Diploma and practice as a Massage Therapist, a student must earn a minimum of 2315 clock hours of coursework in the curriculum and have a cumulative grade point average of 2.0 or better. Massage Therapy Diploma graduates must meet the core competency guidelines set forward by the regulatory body - CMTO (College of Massage Therapists of Ontario) and are licensed by a third party for the province of Ontario.

Courses

Course Code	Title	Clock Hours
AN10	Anatomy I	144
AN20	Anatomy II	144
AN30	Neurology	90
BU10	Business & Entrepreneurship	53
CB/OU	Student Clinic & Outreach	400
CL10	Basic Client Assessment	90
CL20	Advanced Client Assessment	144
HY10	Hydrotherapy	72
KR30	Kinesiology & Remedial Exercise	108
MT10	Basic Massage Techniques	108
MT20	Advanced Massage Techniques	108
PP10	Physiology I	90
PP20	Physiology II	90
PP30	Pathophysiology I	72
PP40	Pathophysiology II	90
RE10	Research	36
OSCE Prep	Objectively Structured Clinical Evaluation Preparation	80
TCA1	Advanced Treatments I	144
TCA2	Advanced Treatments II	144
TR10	Therapeutic Relations	54
TR20	Ethics & Professional Regulation	54
	Sub-Total Credits	2,315
	Total Clock Hours	2315

Massage Therapy Course Descriptions

AN10: Anatomy I

Students learn the gross anatomy and palpation of the musculoskeletal system of the upper body.
Clock Hours 144
Prerequisites None.

AN20: Anatomy II

Students learn the gross anatomy and palpation of the musculoskeletal system of the lower body. They will also cover the anatomy and physiology of the cardiovascular system.
Clock Hours 144
Prerequisites None.

AN30: Neurology

Students will learn the structure and functions of the nervous system, such as somatic motor and sensory pathways, spinal nerves, plexuses, and cranial nerves. Students are introduced to the autonomic nervous system, including the sympathetic and parasympathetic divisions.
Clock Hours 90
Prerequisites PP10: Physiology I

BU10: Business & Entrepreneurship

Students learn the basic principles to make informed business decisions. Topics include a study of laws that govern a massage therapy business, financial record keeping, resume writing, advertising, and marketing strategies.
Clock Hours 53
Prerequisites None.

CB/OU: Student Clinic & Outreach

Students participate in one four-hour supervised clinic session per week in order to progress from general relaxation treatments to assessment and treatment of a variety of conditions. Students integrate clinical skills with technical and academic training, as well as promote professionalism through interaction with the general public.
Clock Hours 400
Prerequisites AN10: Anatomy I
AN20: Anatomy II
MT10: Basic Massage Techniques
TR10: Therapeutic Relations
CL10: Basic Client Assessment

CL10: Basic Client Assessment

Students learn techniques that enable the therapist to formulate an effective treatment plan such as observation, palpation, and range of motion testing.
Clock Hours 90
Prerequisites None.

CL20: Advanced Client Assessment

Students are exposed to orthopedic testing procedures for all areas of the body.
Clock Hours 144
Prerequisites CL10: Basic Client Assessment
AN10: Anatomy I
AN20: Anatomy II

HY10: Hydrotherapy

Students learn the therapeutic uses of hot and cold packs, saunas, whirlpools, paraffin wax, and salt glows.
Clock Hours 72
Prerequisites MT10: Basic Massage Techniques

KR30: Kinesiology & Remedial Exercise

Students will learn to formulate therapeutic exercise programs for clients through the understanding of how the human body moves.
Clock Hours 108
Prerequisites AN10: Anatomy I
AN20: Anatomy II
PP10: Physiology I
PP20: Physiology II

MT10: Basic Massage Techniques

Students learn to perform a full-body relaxation massage through a combination of theory and hands-on practice. Students will understand the basic techniques of Swedish massage, consent boundaries, and draping.
Clock Hours 108
Prerequisites None.

MT20: Advanced Massage Techniques

Students perform and practice advanced treatment techniques.
Clock Hours 108
Prerequisites MT10: Basic Massage Techniques
AN10: Anatomy I
AN20: Anatomy II

OSCE Prep: Objectively Structured Clinical Evaluation Preparation

Students are prepared for Provincial Registration Examinations held with the College of Massage Therapists of Ontario (CMTO). Two components are covered: a) multiple choice computer-administered examination, and b) OSCE clinical examination requiring hands-on treatments. Clinical exam situations are administered throughout the program at Bryan College in accordance with the principles of the OSCE. At the end of the program several weeks of intensive practice are administered to assist with developing a comfort level in demonstrating the techniques and treatments learned.
Clock Hours 80
Prerequisites Completion of all courses in the program

PP10: Physiology I

This course involves the study of human physiology, focusing on microbiology and the integumentary, nervous, lymphatic, and endocrine systems of the body.
Clock Hours 90
Prerequisites None.

PP20: Physiology II

This course involves the study of human physiology, focusing on metabolism, pharmacology, and the musculoskeletal, respiratory, urinary, digestive, and reproductive systems of the body.
Clock Hours 90
Prerequisites None.

PP30: Pathophysiology I

This course seeks to provide an understanding of the effect of disease on the body and examines how and why various signs and symptoms arise. Students will cover basic concepts of health and disease, cell function and growth, infection, inflammation, immunity, as well as common pathologies of the integumentary system, endocrine system, and nervous system.
Clock Hours 72
Prerequisites PP10: Physiology I
PP20: Physiology II

PP40: Pathophysiology II

This course seeks to provide an understanding of the effect of disease on the body and examines how and why various signs and symptoms arise. Students will cover common pathologies of the musculoskeletal system, gastrointestinal system, respiratory system, renal system, genitourinary and reproductive systems, as well as substance abuse and addiction.
Clock Hours 90
Prerequisites PP10: Physiology I
PP20: Physiology II

RE10: Research

Students are introduced to the research process by finding and critically analyzing research reports, using specific examples from massage therapy.
Clock Hours 36
Prerequisites None.

TCA1: Advanced Treatments I

Students will understand the treatment of pathological conditions and occurrences by integrating knowledge from other sources. Students develop the ability to formulate treatment objectives and plans and to apply massage manipulations and techniques to specific conditions. Conditions covered are those not covered in TCA2.
Clock Hours 144
Prerequisites MT10: Basic Massage Techniques
MT20: Advanced Massage Techniques
PP10: Physiology I
PP20: Physiology II
AN10: Anatomy I
AN20: Anatomy II
CL10: Basic Client Assessment
CL20: Advanced Client Assessment

TCA2: Advanced Treatments II

Students will understand the treatment of pathological conditions and occurrences by integrating knowledge from other sources. Students develop the ability to formulate treatment objectives and plans and to apply massage manipulations and techniques to specific conditions. Conditions covered are those not covered in TCA1.

Clock Hours 144

Prerequisites MT10: Basic Massage Techniques
MT20: Advanced Massage Techniques
PP10: Physiology I
PP20: Physiology II
AN10: Anatomy I
AN20: Anatomy II
CL10: Basic Client Assessment
CL20: Advanced Client Assessment

TR10: Therapeutic Relations

Students become familiar with the ethical issues and professional boundaries that need to be practiced in everyday life as a massage therapist.

Clock Hours 54

Prerequisites None.

TR20: Ethics & Professional Regulation

Students are introduced to government legislation and professional policies that govern conduct and analyze ethical dilemmas encountered in practice.

Clock Hours 54

Prerequisites None.

Medical Office Assistant

Medical Office Assistant Diploma

Degree Type Diploma

740 Clock Hours, 37 Weeks

Program Objectives

The Medical Office Assistant Diploma program prepares students to gain entry-level employment in the exciting and growing field of front-office medical assisting. Students acquire the needed skills of a front office medical assistant in a variety of healthcare environments.

The program includes a core curriculum in medical terminology, accounting applications, administrative skills, and clinical skills and procedures.

Following the completion of the program, students will be able to:

- Demonstrate basic administrative and accounting skills.
- Demonstrate computer skills for applications and healthcare information technologies and systems.
- Demonstrate skills to translate services, and procedures into medical language using a variety of standard formats.
- Effectively communicate, query, and collaborate with healthcare stakeholders such as billers, physicians, and other healthcare staff.
- Work in a variety of medical environments.

Employment Opportunities
The following is a list of occupations and organizations that one could pursue for employment:

- Medical Office Assistant
- Hospitals
- Hospice
- Insurance Companies
- Physician Offices
- Public Health
- Long Term Care Facilities
- Behavioral Health Settings

National Occupational Classification (NOC)* Codes
Include, but are not limited to, the following:

- 20-2071.00 – Medical Records and Health Information Technicians
- 43-6013.00 – Medical Secretaries

Detailed information surrounding these classifications can be found at the following website: www.onetonline.org.

Program Completion
In order to graduate and receive a Medical Office Assistant Diploma, a student must complete 740 clock hours of coursework in the curriculum and have a cumulative grade point average of 2.0 or better.

Courses

Course Code	Title	Clock Hours
MOA-101	Accounting Applications	100
MOA-102	Introduction to Computers, Applications and Keyboarding	80
MOA-103	Medical Terminology, Body Systems, and Disease	160
MOA-105	Introduction to Medical Office Assisting	40
MOA-106	Administrative Skills and Procedures	120
MOA-110	Medical Emergencies and Job Search	40
MOA-115	Interpersonal Skills, Communication, Problem-Solving, and Client Services	80
MOA-120	Clinical Skills and Procedures	120
	Sub-Total Credits	740
	Total Clock Hours	740

Medical Office Assistant Course Descriptions

MOA-101: Accounting Applications

This course introduces students to basic bookkeeping and accounting principles as well as computerized accounting by applying Sage software. Students develop skills in setting up accounts, creating client and vendor records, recording income and expenses, tracking receivables and payables, creating payroll, issuing cheques, performing month-to-month, year-end closings, and generating reports.
Clock Hours 100

MOA-102: Introduction to Computers, Applications and Keyboarding

This course provides students with a solid understanding of computer hardware and software components and introduces them to the use of a windows-based operating system and related useful applications such as word processing, spreadsheets, databases, presentation packages, the internet, and email. Students will operate computers independently, organize files and folders, and produce professional-looking documents. Students will learn to use the keyboard, proper finger positions, and how to type without looking at the keyboard.
Clock Hours 80

MOA-103: Medical Terminology, Body Systems, and Disease

This course provides students with basic knowledge of the anatomy and physiology of body systems and their associated disorders. Topics covered include recognition of various homeostatic imbalances, common diseases and disorders, and an introduction to selected medical specialties such as pharmacology, oncology, radiology, and psychiatry.
Clock Hours 160

MOA-105: Introduction to Medical Office Assisting

Topics covered include the role and responsibilities of a Medical Office Assistant, professionalism, career opportunities, ethical and legal concepts, patient education, and an overview of Medical Office Assistant management and responsibilities.
Clock Hours 40

MOA-106: Administrative Skills and Procedures

This course reinforces and builds on the concept of effective interpersonal and communication skills as students learn about reception, procedures, telephone inquiries, appointment scheduling, reports and documentation, files, medical records, and medical billing. This course also introduces medical office management software systems and the role of computers in medical practice. Legal ethical issues surrounding information collection and retrieval are reviewed. Students are also introduced to basic medical transcriptions.
Clock Hours 120

MOA-110: Medical Emergencies and Job Search

This course provides certification in Emergency First Aid and Basic Rescuer (level C) CPR. Courses are taught by WSIC- authorized providers. This course also helps students prepare for employment and conduct a successful campaign to find employment. Topics covered include preparation of a resume, cover letter, and thank you letter to use in a job search.
Clock Hours 40

MOA-115: Interpersonal Skills, Communication, Problem-Solving, and Client Services

Managing effective customer service and employment relationships can result in situations of interpersonal difficulty or conflict. This course teaches effective interpersonal communication skills for managing personal and work relationships, gaining voluntary compliance, and managing conflicts in a multicultural society. This course also provides a solid review of English grammar, punctuation, sentence structure, and includes various exercises to improve written communication.
Clock Hours 80

MOA-120: Clinical Skills and Procedures

This course covers the theory and practice of the clinical procedures that medical assistants commonly perform in a medical office. Topics include asepsis, infection control, patient assessment, vital signs, assisting with primary physical examinations, review of pharmacology and medications, assisting with specialty examinations, and understanding diagnostic procedures.
Clock Hours 120

Faculty

Clarissa Aves
Instructor - Massage Therapy

Sarah Abolubada
Clinic Supervisor - Advanced Medical Spa Therapy

Trajano Alvarez
Clinic Supervisor - Massage Therapy

Maryam Attaran
Instructor - Advanced Medical Spa Therapist

Shameena Bish
Instructor - Advanced Medical Spa Therapy

Osvaldo Bolanos
Academic Advisor - Massage Therapy

Shanika Buchanan-Edwards
Teaching Assistant - Medical Office Assistant

Willon Buckmeyre
Instructor - Massage Therapy

Joy Carter
Academic Advisor - Advanced Medical Spa Therapy

Sharlene Castro
Clinic Supervisor - Massage Therapy

Irem Corbacioglu
Clinic Supervisor - Advanced Medical Spa Therapy

Judy Grandison
Instructor - Massage Therapy

Victoria Hall
Instructor - Massage Therapy

Roger Holstein
Instructor - Bookkeeping and Accounting

Shivangi Kumar
Instructor - Bookkeeping and Accounting

Rashad Latouche
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Denise Ledgister
Instructor - Medical Office Assistant

Cherisse Marcellin
Instructor - Advanced Medical Spa Therapy

Ann McTavish
Instructor - Advanced Medical Spa Therapy

Carla Morgan
Instructor - Medical Office Assistant

Nadia Nali
Instructor - Advanced Medical Spa Therapy

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Sandra Rode
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Instructor - Massage Therapy

Ian White
Clinic Supervisor - Massage Therapy

Eric Wu

Instructor - Massage Therapy

Aaron Zamora

Instructor - Massage Therapy