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Use of the data that you provide us, or which is collected by use on our website, is governed by our Privacy Policy.

Maritime Farrier School ([www.maritimefarrierschool.com](http://www.maritimefarrierschool.com)) provides information about the school, its programs, and its services. Maritime Farrier School respects the privacy of its online visitors and does not sell or rent any information obtained from its web site to any other organization or third party.

If it is necessary for you to register, you will have to give us access to personal information, such as name, specialty, address, phone number, e-mail address, and other contact information. (We do not otherwise collect personal information)

We will not share personal information gathered with any other parties, except as we may reasonably determine is required by law or by governmental authority.

It is Maritime Farrier School's intention to protect against improper use of your personal information. Access to your information is limited exclusively to people required to process that information.

A student may request a copy of their student files at a cost of \$5 and will receive a copy no less than 3 business days after receiving students written request.

This privacy statement is intended to reflect the sites maintained by Maritime Farrier School and it is subject to change.

If you have any questions about or issues with our privacy policy, please contact us by e-mail at [peter@maritimefarrierschool.com](mailto:peter@maritimefarrierschool.com)



# Risk Assessment Policy

This Policy is to address the student in the context of outside site situations. “Outside site” means any site outside Maritime Farrier School where a student is required to perform activities related to the program the student is enrolled in.

- (a) An instructor, member of the personnel, operator, or agent of the Maritime Farrier School will have previously inspected the outside site before sending the student to the outside site, or will be in attendance with the student while the student is at the outside site.
- (b) A written risk assessment will be made of the outside site, including any college-organized travel to or from the outside site and the student activities proposed to take place at the outside site;
- (c) A copy of the written risk assessment under clause (b) and any risk management requirements will be provided to the student before the student attends the outside site;
- d) The student will sign an acknowledgment on the copy of the written risk assessment provided under clause (c) and the copy must be kept in the student’s student file;
- (e) A person at the outside site will be designated and identified as the contact for the student when college personnel are not present;
- (f) the student will receive an orientation to health and safety requirements appropriate to the outside site before or as soon as possible after the student arrives at the outside site.

# Student Complaint Policy

## Purpose

The purpose of this policy is to provide a method for prompt and equitable settlement of complainant-initiated issues for which no other policy driven forum is available.

## Definitions

**Complaint:** An oral or written statement of a student's or students' dissatisfaction with a college service, college employee or a student's teaching and learning experience.

**Complainant:** A registered student(s) or graduate

**Respondent:** A staff member with whom a student has expressed dissatisfaction.

**Administrator:** The supervisor of the respondent.

## Application/ Scope

Maritime Farrier School, Students and former students

## Policy Statements

A complaint may be made by a registered student or Maritime Farrier School graduate (the Complainant) with the owner of the school. Complaints made by a current student must be made within thirty (15) calendar days of the circumstances giving rise to the complaint. Any complaint made by a Maritime Farrier School graduate must be made within thirty (15) calendar days from the date of graduation.

Every effort shall be made by complainants and staff to resolve the issue or complaint through the informal procedure; however, complainants may opt to invoke the Formal Complaint Procedure at any time.

This policy is not applicable where the issue or complaint in question is covered by another Maritime Farrier School policy, complaint, grievance or appeal procedure.

Should the complainant require assistance to navigate the formal complaint procedure, informational support may be provided by a representative from Director Private Career Colleges of Nova Scotia. Representatives of the College responsible for investigating complaints shall not be involved in a complaint that places the individual in a conflict of interest in relation to the complainant or the subject matter of the complaint.

A complaint may be denied at any time if the complainant objectively appears to have failed to co-operate in the full and timely processing and advancement of the complaint.

A complaint under this procedure that involves false accusations, malicious intent or is otherwise made in bad faith, as determined by the investigation, may be considered a violation of the Code of Conduct and the Student Procedures for Misconduct.

## Appeals

Complainants who have reason to believe they have been treated unjustly in relation to the recommended action for a complaint made have the right to appeal. Maritime Farrier School is committed to the provision of a fair and timely appeal process through which the complainant's concern can be addressed.

### Grounds for Appeal

The grounds for appeal are:

- New information has come to light that would have an impact on the final decision regarding the complaint.
- The complainant is appealing the decision due to lack of impartiality in the formal complaint process.

### Informal Appeal

Meet with staff to review complaint

### Student/Graduate

At meeting, state complaint clearly, preferably in writing. If complaint is put in writing, retain a copy.

### Student/Graduate

Listen to the concerns of the students and seek clarification, if needed.

### Staff

Explore ways to resolve the concerns.

### Staff and Student/Graduate

Agree on a way to resolve the concerns and write down the solution for reference and for action/distribution as appropriate.

### Staff and Student/Graduate

If unable to resolve the issue, proceed to Formal Complaint Procedure.

## Formal Complaint Procedure

If unable or unwilling to approach the appropriate school staff, or if concerns have not been resolved informally with the staff member as described in Section 1 above, meet with the Director Private Career Colleges Division and proceed under its Act and Regulations.

# Tuition Refund Policy

*Pursuant to Section 34 of the Private Career Colleges Operational Regulations*

- 1) A college must have a tuition refund policy to ensure that the requirements of this Section are met.
- 2) In this Section, “tuition” includes payment for instruction and any other cost not otherwise excluded from the refund by these regulations.
- 3) Except as otherwise provided in the Act, or these regulations, neither of the following is refundable:
  - (a) a student application fee;
  - (b) a registration fee.
- 4) A tuition refund is subject to all of the following conditions:
  - (a) The student registration fee credited to the student’s tuition fee under subsection 51(2), must be deducted from the refund;
  - (b) The college may deduct from the refund non-recoverable fees already paid by the college on behalf of the student;
  - (c) Except as provided in subsection (5), the college may deduct from the refund the cost of any program material provided to the student, in an amount not exceeding the cost to the college of the material.
- 5) Clause 4(c) does not apply to a refund payable to a student who returns all of the program material to the college unopened or as issued no later than 5 business days after their end of enrolment.
- 6) For a student whose end of enrolment occurs before the program begins, the college must refund to the student or third-party sponsor all tuition paid.
- 7) Unless otherwise provided in the Act or these regulations, for a student whose end of enrolment occurs after the program begins but before the program ends, the operator must refund tuition to the student or third-party sponsor in accordance with the following table:

<b>Percentage of Hours of Program delivered to End of Enrollment</b>	<b>Refund</b> <small>(Minus any registration fee credited to tuition under subsection 51(2))</small>
<b>Program under 12 weeks</b>	
0-50%	Any tuition paid for 2 <sup>nd</sup> half of program
>50%- 100%	None
<b>Program 12 weeks or longer</b>	
0-25%	Any tuition paid for the 2 <sup>nd</sup> , 3 <sup>rd</sup> , or 4 <sup>th</sup> quarters of the program
>25%-50%	Any tuition paid for the 3 <sup>rd</sup> or 4 <sup>th</sup> quarters of the program
>50%-75%	Any tuition paid for the 4 <sup>th</sup> quarter of the program
>75%	None

- 8) A tuition refund referred to in subsection (7) must be calculated in accordance with all of the following:
  - (a) the total tuition amount for the program must be divided by the number of hours in the program as approved, and the amount of paid tuition must be calculated beginning with the first hour of the program as delivered and then counting forward;
  - (b) the number of hours of the program as delivered must be counted as the program or module hours delivered according to the attendance register for the program as at the end of enrolment, not the number of hours the student actually attended;
  - (c) the number of hours of the program as delivered must include all of the following:
    - i) the theoretical, practical and experiential instruction approved for the program,
    - ii) any allotted time included in the program for lab work or additional training such as on-the-job-

training, skills training or experiential learning, as specified in the program approval.

- (d) any rounding of the number of hours of the program as delivered must favour the student or third-party sponsor.
- 9) A college, at the operator's discretion, may refund tuition in an amount higher than the amount calculated under subsections (7) and (8).
- 10) No later than 30 days after the end of enrolment of a student to whom a tuition refund is payable, the refund must be paid and a copy of the calculation made under these regulations provided to the student.
- 11) A disagreement between the college and student with respect to the calculation of a tuition refund must be referred to the Director [of the Private Career Colleges Division] for a final decision.









## Declaration of Applicant:

- 1) I hereby certify that, prior to signing this contract, I have been provided with:
  - a) an outline of the content of the program;
  - b) a breakdown of the duration of the program by module;
  - c) the length of hours in each program module;
  - d) the content of each program module;
  - e) the method of instruction and evaluation to be used for each program module;
  - f) a program cost breakdown that separately indicates: the tuition fee, the total cost of instructional materials, textbooks, and equipment, as well as any other fees associated with the program;
  - g) the payment schedule for tuition and all other related fees established by the college;
  - h) a copy of each of the following college policies:
    - (i) the tuition refund policy as set out in the *Private Career College Operational Regulations*
    - (ii) the student complaint resolution policy,
    - (iii) the attendance and dismissal policy,
    - (iv) the risk assessment policy,
    - (v) the bullying and harassment policy,
    - (vi) the privacy and distribution policy;
  - i) a copy of any additional rules, regulations or policies of the college;
  - j) an explanation of available options for recognition of prior learning, transfer credits, equivalencies, competency evaluations or other full or partial program or module exemptions;
  - k) a statement of employment statistics and labour market information relating to the program, including
    - (i) graduate employment rates, if available, and
    - (ii) the entry-level pay that a graduate of the program may expect to earn;
  - l) any information reasonably required by the Director to be disclosed.
- 2) I fully understand and agree to the terms, conditions, policies, rules and regulations of the College which are described in the body of this contract or as attached annexes to this contract.
- 3) I understand that I must disclose any conditions or factors that may adversely affect my ability to fully participate or succeed in the program.
- 4) I understand that by signing this contract I have not been guaranteed employment upon completion of the program requirements.
- 5) I understand this contract is subject to the *Private Career Colleges Act* and its Regulations.
- 6) I understand that financial assistance in the form of a loan may be available and it is my responsibility to repay the loan as determined by the lender.

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Name of applicant (print)

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Signature of applicant (signature)

Dated at \_\_\_\_\_

This \_\_\_\_\_ day of \_\_\_\_\_ in the year \_\_\_\_\_



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*Policies are subject to change according to the Private Career Colleges Act.*

*Revised November 2016*