



WORLD'S GREATEST BRANDS & LEADERS
IN SKILL TRAINING

brane

COLLEGE OF **HAIR & MAKEUP**



Global Expertise, Local Impact Over **80,000+** students worldwide

Policies and Procedures
COLLEGE HANDBOOK
2026 - 27



DLI Number: O259056158042

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WELCOME TO ORANE INTERNATIONAL COLLEGE

ABOUT THE COLLEGE

Orane International College provides best-in-class vocational training in Burnaby, (Canada). In the vibrant city of Burnaby, we aim to provide 'Quality Education' in the Beauty & Wellness industry giving wings to the future of aspiring youth

Envisioning the global trends of demand and supply of trained beauty professionals, Orane strives to provide professional-level programs to help students begin on the path to a rewarding career.

From highly qualified faculty to small class sizes to a number of courses in different niches, Orane is allowing students to surpass their career goals in a supportive and success-oriented environment. With us, you can enjoy the freedom of selecting your favorite program and achieving excellence in multiple skills.

With over 110 locations in India and having trained 80,000+ students, Orane International has been accorded numerous awards by renowned evaluators.

To name some:

- Beautypolis
- PwC
- AsiaOne and more

We have won many accolades such as:

- World's Greatest Brand of Beauty Training
- World's Greatest Brand in Skill Training
- Fastest Growing Brand of Asia etc.

We are committed to quality!

Vision statement

To Be The Trusted Partner & Provider Of Quality Training!

Our Mission:

- Innovative & latest curriculum & training methodology
- Offer opportunities to our partners and employees to become financially independent
- Build our brand on tenets of our Values
- Consistently deliver on our promises
- Leverage technology to remain ahead of the competition



The College is a designated under the Provincial Ministry of Advanced Education – Private Training Institutions Regulatory Unit (PTIRU) of British Columbia. PTIRU has responsibility under the Private Training Act to provide consumer protection to the students of registered/designated institutions. For more information on registered/designated requirements and PTIRU consumer protection for students, please visit <https://www.privatetraininginstitutions.gov.bc.ca/>



The EQA seal identifies the College as a provincial institution which the government of BC recognizes as having met quality assurance standards and that offers consumer protection to learners.

The College is a Designated Learning Institution and can provide a letter of acceptance used for international student study permits. PTIRU # "03497"; DLI number: "O259056158042".

StudentAid is available for many of our programs. Students should make an appointment with the front desk for further information.



GENERAL COLLEGE INFORMATION

Campus	
	www.orane.ca info@orane.ca 

Type of Calls / Situations	Who to Call	Telephone Number / Email Address
Calling in Sick; Being Late	Admission Advisor	info@orane.ca
Enquiries about Tuition Fee/ Student Contracts	Make appointment with front desk	+1 (604) 698-9168 info@orane.ca
Enquiries about Change of Program etc	Make appointment with front desk	+1 (604) 698-9168 info@orane.ca
Enquiries about Career Preparation; Require Counseling, etc	Admission Advisor	info@orane.ca
Enquiries about Disciplinary Matters/ Student Academic Standing/ policy issues	Director of International Training Development Senior Education Administrator	Monica Sood monica.sood@orane.com Marie Pinder marie.pinder@orane.ca
StudentAid applications	Institution Head	instructor@orane.ca
Access to general information	Admission Advisor	info@orane.ca

The College ensures students have access to information about:

- All aspects of their program.
- Policies; including their responsibilities
- Housing and transportation services for students.
- Medical insurance, the Pharmacare program and similar government health care programs for students.
- Child care services available to students.
- Available academic support, such as tutoring services, literacy support and library services.
- Employment resources for students, including resources in relation career planning.

Winter Conditions

The college will remain open during the winter months as per the school schedule. However, in the event of serious winter and snowy conditions that may jeopardise personal safety of students and staff, the college may cancel classes as per the weather conditions. As a student if you are unsure of any event, you are advised to do the following:

Check the radio and TV stations for updated conditions on weather

- Check the College website
- Check your e-mail
- Call the college

Instructor Office Hours

Instructors are available to meet with students outside of class times for extra help (office hours); this may include clarifying of assignments, asking supplementary questions, and/or discussing any course and/or scheduling issues.

Additional Fees - changes including updates may occur at times and without notice.

Type of Activity	Fee/Admin Charge
NSF/Returned Cheques	\$50
Certificate Replacement	\$25 per copy
Extra Transcript	\$10 per copy
Extra Letter of Acceptance	\$10 per copy
Colour Printing	\$1 per page
Non-Course Related Printing/Copying-B/W only	10 cents per page
Grade appeal	\$150 (refunded if grade changed to pass)
Additional tutoring/ teaching for makeup lessons due to unexcused student absents.	\$50/hour
Course retake fee	Depends on course
Credit transfer evaluation	Depends on course

KEY POLICY AND PROCEDURE DOCUMENTS RELEVANT TO PROGRAMS:

Students:

- College's General Policy Manual
- Student Coop / practicum handbook (s).
- Program and course outlines

Instructors, supporting staff (i.e. consultants) marketing and administration

- Adult Learner Handbook
- College's General Policy Manual
- Program and course outlines (see 'course syllabus guidelines')
- Work experience policies and outlines
- Instructor Guides
- Textbooks and teaching resources
- Employee Handbook
- Institution documents/forms
- Administration procedural documents

References

Private Training Institutions Regulatory Unit manual
EQA manual
StudentAid administrative manual

Outline of Relevant Documentation / Forms

These Documents/ forms are used by the college and are accessible for authorized administration via the College portal:

<ul style="list-style-type: none"> • Handbook/ policy manual • Enrolment Contract -- programs requiring approval • Enrolment Contract -- programs not requiring approval • Enrolment checklists • Student management system documents/forms • Letter of acceptance (CIC) • Fee payment and receipts. • Outline of all programs / learning outcomes. • Individual Program outlines + Course outlines • Language assessment documents • Attendance record form • Field trip agreement • Host agreement and related documents • Practicum and co-op handbook / forms • External agreements (documents) • Incident reporting form 	<ul style="list-style-type: none"> • Student Aid documentation • Marketing documents • Website / digital documents • Advertising records/ form • PTIRU / CIC / other external entities documents/ forms • Contact lists • Login and password document. • Employee handbook and related forms (contract/ evaluation/ leave etc.). • Student evaluation forms and surveys. • Check lists – student files – employee files – other. • Administration procedural documents / guide. • Organisation structure/ classifications • Student management system • Miscellaneous documents
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Student information:

- Housing and transportation services for students.
- Medical insurance, the Pharmacare program and similar government health care programs for students.
- Child care services available to students.

“Student” is defined currently registered / enrolled in any programs or activity at the College

Program and course outlines, fees and program start dates can be accessed before enrolment. Key policies and course outlines are made available to students prior to enrolled in any program. For more information please contact College administration directly.

Disclaimer: Students and employees are responsible for reading and understanding relevant polices. If you do not understand any of the content, consult with the Onsite Administrator, Senior Educational Administrator or your Instructor. While every effort has been made to ensure that the information in these publications is accurate and relevant to current policies governing student administration and education delivery, changes including updates may occur at times. The most current policies and procedures are considered accurate.

RESPECTFUL AND FAIR TREATMENT OF STUDENTS – NON-DISCRIMINATION

Statement of student rights

2025-26

Responsibility	All Staff/ Instructors Director of International Training & Development Senior Education Administrator Onsite Administrator
Date of latest version	20th January, 2025

Statement of student rights

The College is certified with the [Private Training Institutions Regulatory Unit](#) (PTIRU) of the British Columbia Ministry of Advanced Education and Skills Training.

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

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

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

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIRU or does not require approval.

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

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

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

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

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

For more information about PTIRU and how to be an informed student, go to:
<http://www.privatetraininginstitutions.gov.bc.ca/students/bean-informed-student>

ADMISSIONS POLICY

Responsibility

Director of International Training & Development
Onsite Administrator

Date of latest version

20th January, 2025

General Admission Criteria

The College is committed to enrolling students who meet program admission criteria and who are likely to succeed in achieving their education and career goals.

The college admissions policy ensures that qualified applicants have equality of access to programs or courses regardless of race, colour, ancestry, place of origin, religion, marital status, family status, physical or a disability, sex, sexual orientation or age (BC Human Rights Code).

- Applicants who wish to qualify as domestic students must produce valid documentation confirming their legal status as Canadian citizens or permanent residents.
- Applicants who are classified as International students/ visitors must meet the requirements for international students/ visitors studying in Canada as required by Citizenship and Immigration Canada.

In general:

- Any applicants under 19 years of age require parents permission.
- Also see English language requirements for particular programs (Language Proficiency Assessment Policy)

Admission requirements relevant to particular programs are contained in the program outlines.

A student may be accepted on a provisional basis while he/she awaits full documentation; this acceptance is valid until the program start date, and the Confirmation of Admission Required Documents form will be signed prior to signing the student enrolment contract.

If the student fails to submit all required documents by the program start date, the College may terminate the student enrolment contract and refund all tuition and other fees (excluding the non-refundable registration fee).

STUDENT ATTENDANCE POLICY

Responsibility	All Staff/ Instructors Director of International Training & Development Senior Education Administrator Onsite Administrator
Date of latest version	20th January, 2025

Regular attendance is expected in all courses - be those lessons in class or on line.
Promptness is expected at the beginning of class and after each break.
Program/ course outlines determine required attendance for specific programs. For all current programs, 80% attendance is required.

General Principles

Attendance in classes is necessary and missing classes can affect student learning.

If students are having any issues which may affect their attending class for any reason they should discuss this with the Instructor,

Excusable absences may include: medical/ health issues, serious personal issues. Students should discuss pending excusable absences as soon as possible with their instructor. A memo should be included in the students file and the matter referred to the SEA if the absence may adversely affect student progress in the program.

1. Each course instructor will record and monitor the attendance of all students daily.
2. The on-site administrator will maintain the students' attendance records.
3. Students will be warned of attendance issues by their instructor so to resolve the matter.
4. If unexcused absenteeism is chronic, an 'attendance contract' may be arranged with the student;
the SEA (Senior Education Administrator) may provide a written *academic warning*.

Student Responsibilities

Students are expected to:

1. Maintain the attendance requirement.
2. Report any absence due to illness or other reason to the College's reception desk staff (or leave message) within 2 hours on the first and all subsequent days of absence either by phone or e-mail.
3. Discuss any pending excusable attendance with their instructor.
4. Provide a doctor's note to support absences of more than 3 consecutive days.
5. Keep classroom and work area clean.

GRADING AND GRADUATION POLICY

Responsibility	All Staff/ Instructors Director of International Training & Development Senior Education Administrator Onsite Administrator
Date of latest version	20th January, 2025

Criteria for grading

- 1 Grades for course work are compiled from the combination of assessments taken, projects/assignments completed, presentations completed, active participation in class activities, and evaluations of appropriate competencies.
- 2 Evaluation criteria is set out in the program and course outlines.

Graduation Requirements

- Complete all the academic requirements of the program
- Pay in full all tuition fees and any other money owing to the College.
- Return all materials and equipment belonging to the College.

Student may fail a course due to breaching academic integrity (see policy)

ASSESSMENT AND GRADE APPEAL

Responsibility

Instructors

Director of International Training & Development

Senior Education Administrator

Date of latest version

20th January, 2025

Grades for courses are based on the assessments of student learning and meeting the learning outcomes. The assessments may vary in each course. Assessment criteria are set out in individual program and course outlines. Assessments are based on the learning outcomes of the program/course.

Each course contains formative and summative assessments. Formative determine general progress (for example weekly quizzes) and summative are the assessments used for grading.

Generally, at the College summative grading is based on percentages of each assessment (weighted) leading to a letter Grade reflected the student's transcript:

Range	Grade
96-100	A+
90-95	A
86-89	B+
80-85	B
70-79	C
60-69	D
50-59	F

Did not complete (i.e. withdraw) DNC

A pass and credit for a course is 70% - 'C'. Students receiving a D or F will need to do the course again.

Some courses may have either a pass/ fail (competent/ not yet competent) based on the learning outcomes.

Some programs have practicum or co-op components (work experience)– grading for these aspects of any program are contained in specific program / course outlines. Generally, such components receive either a pass/ fail (competent/ not yet competent) based on the learning outcomes.

Grade appeal

If students receive poor assessments (formative or summative) early in any course they should meet with the instructor and review progress and study habits. The instructor will provide support and direction to the student.

- 1 Students have a right to appeal a final grade; if that grade is a failing grade. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted, he/she should discuss the matter with his/her instructor. The instructor will review the grade and, only if warranted, assign a different grade.
- 2 If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she can submit a written appeal to the Senior Educational Administrator (Reference: grade appeal form). The basis of an appeal is based on:
 - A clerical error has resulted in a miscalculation of the grade
 - The grade awarded does not fairly reflect academic performance and/or the stated requirements for the course.

Students have the right to follow the dispute resolution policy for related issues.

Appeals of a grade must be made within 10 business days of the release of the grade.

- 3 The Senior Educational Administrator will obtain a copy of grade appeal form, the assessments/ assignment (s) in question from the instructor. The SEA may have another qualified instructor conduct a review / re-assessment.
- 4 If the re-assessment achieves a higher grade, the SEA will consult with both the original instructor and the re-grading instructor to review the reasons for the higher grade assessment. If a higher grade is determined accurate, the higher grade will be assigned to the student.
- 5 Once the re-assessment is complete, the Senior Educational Administrator will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.

- 6 The decision on the grade appeal will be provided to students within 30 business days of receipt of the written appeal request.
- 7 If the student is not satisfied with the outcome of the appeal the student can go through the dispute resolution policy/procedures.

PRIVACY POLICY

Responsibility Director of International Training & Development
Onsite Administrator

Date of latest version 20th January, 2025

The College collects, uses, retains and discloses information in accordance with the Personal Information Protection Act (“PIPA”). The College may share and disclose personal information within the institution to carry out its mandate and operations. Information, in aggregate form only, may also be used for research purposes and statistics.

Student records

A student’s record includes a student enrolment contract, evidence a student has met all admission requirements, financial records, attendance records, documentation of any dispute, grade appeals or dismissal and copies of study permits.

The College retains student records for a period of seven (7) years following the student’s withdrawal, dismissal or graduation. After seven years, the student record is destroyed using a secure destruction method.

Within 60 days of a student completing, withdrawing or being dismissed from a program of study, the College will upload (to an approved third-party vendor) a copy of the student’s enrollment contract, transcript and diploma or certificate (if any). These records will be retained for a period of fifty-five (55) years.

Access to student’s records

Student records will be maintained in a secure storage medium in a secure location. Upon written request to the Onsite Administrator, a student may access his/her records.

The College may be required by law or regulation to provide student information to external entities – for example, The Private Training Institutions Branch; Canadian Immigration Citizenship; Student Aid, Canada Revenue Agency and so forth.

- A. The individual should contact the on-site administrator, Director or SEA in person, through email, or phone. As mentioned, a student can make a disclosure/complaint without initiating a formal process.
 - B. The complaint will be filed in writing.
 - C. Upon receipt of a complaint, the Director or SEA (if appropriate) will conduct an initial review to determine whether the allegations in the complaint fall within the scope of the policy. This review will occur within four business days. The complaint may be dismissed if it is not within the policy and the student will be advised of the reasons on writing. Alternatively the complaint will be investigated further.
6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:
- A. The institution will acknowledge receipt of the complaint within 4 business days.
 - B. The complaint will be investigated if it falls within this policy.
 - C. The institution will review the complaint within a reasonable time frame and confirm next steps in writing within 10 business days of receipt of the report.
 - D. The investigation will gather and review all related evidence.
 - E. The investigation will determine what action should be taken. A student making a complaint will be provided with resolution options.
 - F. Except in exceptional circumstances, a response to the complaint will be provided in writing within 30 days.
7. The process for making a **Report** of sexual misconduct involving a student is as follows:
- A. The individual should contact the Managing Director, SEA or onsite administrator person, through email, or phone.
 - B. A report will be filed in writing including a request for action to the Director; or the SEA in the case of one being absent or having been named in the report. The alternate person is the on site administrator.

- C. Upon receipt of a report, the Director or SEA (if appropriate) will conduct an initial review to determine whether the allegations in the report fall within the scope of the policy. This review will conclude within four calendar days. The report may be dismissed if it is not within the policy and the student will be advised of the the reasons on wri ting. Alternatively the report will be investigated further.
8. The process for responding to a **Report** of sexual misconduct involving a student is as follows:
- A. The institution will acknowledge receipt of the report within 4 business days.
 - B. The report will be investigated if it falls within this policy.
 - C. The institution will review the report within a reasonable time frame and confirm next steps in writing within 10 business days of receipt of the report.
 - D. The investigation will gather and review all related evidence.
 - E. The investigation will determine what action should be taken.
 - F. Except in exceptional circumstances, a response to the report and recommendations will be provided in writing within 30 days.
9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
10. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
11. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
- If an individual is at imminent risk of severe or life-threatening self-harm.
 - If an individual is at imminent risk of harming another.
 - There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
 - Where reporting is required by law.
 - Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

	Name	Email
Senior Education Administrator	Marie Pinder	marie.pinder@orane.ca
Director of International Training Development	Monica Sood	monica.sood@orane.com
On-site administrator	Amu Chohan	instructor@orane.ca
Admission Advisor		info@orane.ca

This institution is certified by the Private Training Institutions Regulatory Unit (PTIRU). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIRU, go to www.privatetraininginstitutions.gov.bc.ca.

CREDIT TRANSFER POLICY

Responsibility	Director of International Training & Development Senior Education Administrator Onsite Administrator
Date of latest version	20th January, 2025

General: In some cases, the College will accept the transfer of core course credit from accredited institutions provided that the course work being evaluated has a passing mark or better standing and the course contains very similar criteria to the course being credited. The maximum amount of transfer credits allowed will not exceed 50%.

Students wishing an assessment of credits from courses taken elsewhere to transfer to the College must submit a completed "Transfer Credit Application" form; official transcripts; course outlines (including learning outcomes) and any other information to support their application.

It is often necessary for the student to provide a detailed course description for courses being considered for transfer credit. It is recommended that the student ask for direction prior to submitted the application form and having to pay any assessment fees.

Procedure

Enrolled students who wish to transfer credits from other institutions must:

1. Submit a completed "Transfer Credit Application" Form.
2. Pay any relevant fees (may be non refundable).
3. Make an appointment with the College administration for evaluation of the courses that will be transferred.
4. Student must provide the their original or official transcripts, program and course outlines.
5. Course work being evaluated must meet the passing mark from the institution. Course work less than the passing mark will not be considered for transfer credit.

It may take up to 14 days to process a course credit evaluation. There is no guarantee that the transfer credit request will be approved.

Specific programs / courses may have particular regulatory requirements.

The evaluation procedure and criteria is provided for administrators in a separate document.

STUDENT DISPUTE RESOLUTION POLICY

Responsibility	Director of International Training & Development Senior Education Administrator Onsite Administrator
Date of latest version	20th January, 2025

1. This policy governs complaints from students respecting the College and any aspect of its operations. Students will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing within 15 days of the alleged dispute / concerns.
3. The student must provide the written complaint to the Director of Education who is responsible for making an initial determination in respect to the complaint. If the Director of Education is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator.
4. The Senior Education Administrator and/or Director of Education review any complaints.
5. The process by which the student complaint will be handled is as follows:

Step one

- a. Within 5 business days of receiving the complaint, the Director of Education or Senior Educational Administrator will arrange to meet with the student to discuss the concern(s).
- b. Following the meeting with the student, the Senior Educational Administrator or Director of Education will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated. The onsite administrator will assist if required.
- c. Any necessary inquiries or investigations shall be completed within 10 business days of the initial meeting with the student. This timeline can be extended with approval of the Director of Education if the complaint is deemed complicated and requires additional time.
- d. As required, the Senior Educational Administrator or Managing Director will meet with the student and or other persons and do one of the following:
 - Determine that the concern(s) were not substantiated; or

Determine that the concern(s) were substantiated, in whole or in part.

Step two

- e. The Senior Educational Administrator or Director of Education will prepare a written summary of the investigation, determination and a report of what action (s) may be taken. This summary and report will be reviewed and approved by the Director of Education.
- f. A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed in the student's file.
- g. A response to the **report** and recommendations will be provided in writing within 30 days of the initial complaint.
- h. The student making the complaint may be represented by an agent or a lawyer.

If the student is dissatisfied with the determination, and believes they have been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIRU) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIRU within one year of the date a student completes, is dismissed from, or withdraws from the program.

	Name	Email
Senior Education Administrator	Marie Pinder	marie.pinder@orane.ca
Director of International Training Development	Monica Sood	monica.sood@orane.com
On-site administrator	Amu Chohan	instructor@orane.ca

STUDENT WITHDRAW POLICY

Responsibility Director of International Training & Development
Senior Education Administrator
Onsite Administrator

Date of latest version 20th January, 2025

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to Onsite Administrator or front office. Refunds are calculated according to the college Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

An international student whose application for a study permit has been denied is entitled to a refund, if a copy of the denial letter is provided to the College prior to the program start date.

Procedure:

- 1 The written notice of withdrawal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 2 The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 3 The refund to which a student is entitled is calculated on the total tuition fees due under the contract.

Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make a payment for monies due under the contract.

STUDENT DISMISSAL POLICY

Responsibility Director of International Training & Development
Senior Education Administrator

Date of latest version 20th January, 2025

The College expects students to meet and adhere to a code of conduct while completing their program of study both at campus and work experience. The list below outlines the code of conduct that all students are expected to follow. If needed, students should request clarification from the Onsite Administrator or Director of Education.

The Code of Conduct

Expectations for Students:

- Attend the College in accordance with the Attendance Policy and course policies.
- Treat all students and staff with respect.
- Treat College property and other people's property with respect.
- Complete all assignments and examinations on the scheduled completion dates.

More serious issues which apply to students :

- Sexual assault or a breach of policies or law.
- Physical assault or other violent acts committed against any student.
- Verbal abuse or threats.
- Vandalism of College property.
- Theft.
- Use of alcohol or illegal drugs on Campus or during College activities (i.e. practicums /field trips etc)

If substantiated, a serious issue may result in immediate suspension/ investigation /possible dismissal (any illegal activity will be reported to the police):

Consequences are on a case by case basis and may range from academic warning, suspension and/or dismissal. Only the Director is empowered to dismiss a student in accordance with this policy.

Procedure:

- 1 All concerns relating to student misconduct shall be directed to the Onsite Administrator in the first instance and/or the Director of Education. Concerns may be brought by staff, students, work experience hosts or the public.
- 2 As needed, within 5 college days of receiving the complaint, the Director of Education or Senior Educational Administrator will arrange to meet with the student and /or complainant to discuss the concern(s).
- 3 Following the meeting with the student and /or complainant, the Director of Education or Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.
- 4 Any necessary inquiries or investigations shall be completed within 5 college days of the initial meeting with the student.
- 5 The Onsite Administrator or Director of Education will meet with the student and do one of the following:
 - a. Determine that the concern(s) were not substantiated;
 - b. Determine that the concern(s) were substantiated, in whole or in part, and either:
 - (i) Give the student a warning, setting out the consequences of further misconduct;
 - (ii) Set a probationary period with appropriate conditions; or
 - (iii) Recommend that the student be dismissed from the College.
- 6 The Senior Educational Administrator or Director of Education will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the College's complaint file, and the original will be placed in the student's file.
- 7 If the student is issued a warning or placed on probation, the Senior Educational Administrator or Director of Education and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed on the student's file.
- 8 If the recommendation is to dismiss the student, the College will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing.
- 9 If a refund is due to the student, the Onsite Administrator/ Director of Education will ensure that a cheque is forwarded to the student within 30 days of the dismissal.
- 10 If the student owes tuition or other fees to the College, the Onsite Administrator / Director of Education may undertake the collection of the amount owing.

REFUND POLICY

Responsibility

Director of International Training & Development

Onsite Administrator

Date of latest version

20th January, 2024

Refund Policy (for PTIRU approved programs)

Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> • No later than seven days after student signed the enrolment contract, and • Before the program start date. 	100% tuition and all related fees , other than application fee. Related fees include: administrative fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> • At least 30 days before the later of: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	<p>Institution may retain up to 10% of tuition, to a maximum of \$1,000.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> • More than seven days after the student and institution signed the enrolment contract, and • Less than 30 days before the later of: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	<p>Institution may retain up to 20% of tuition, to a maximum of \$1,300.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal	

Circumstances when Refund Payable	Amount of Refund
(applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> Student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.

Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. 	100% tuition and all related fees, other than application fee.
After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> Student completed up to 30% of the program. 	Institution may retain up to 30%

	<p>of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> • Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>

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

In the unlikely event that a course is cancelled by the College, the course will be rescheduled to a later date.

Programs Does Not Require PTIRU Approval

The institution will **NOT REFUND** tuition and all related fees, including application fees, if any of the following apply:

- The student does not attend the program.
- The institution receives from the student a notice of withdrawal or a copy of refusal of a study permit at any time of:
 - a) The start date of the program in the most recent Letter of Acceptance.
 - b) The start date of the program in the enrolment contract.

The refund policy on programs over \$4000 does **NOT APPLY** to programs **under \$4000**.

SAFETY POLICY

Responsibility	All staff and students Instructors Director of International Training & Development Onsite Administrator
Date of latest version	20th January, 2025

The College is committed to providing a healthy, safe working and learning environment for all staff, students and visitors, and to reduce the risks of accident or injury for the purpose of maintaining a safe environment.

Health and Safety

The College follows health and safety guidelines relevant to the types of programs offered.

A review of the guidelines will be conducted annually to ensure the guidelines are being followed.

Any possible breaches or concerns relating to the guidelines must be directed immediately to the Instructor, on site administrator or SEA. Students, Employees, visitors and clients can discuss relevant matters with the instructor, onsite administrator or SEA. Any immediate safety concerns will be addressed immediately; not urgent or more general concerns be recorded and reviewed by the SEA within 72 hours.

References:

WorkSafe BC - <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation>

OH/ safety guidelines: <https://www.worksafebc.com/en/law-policy/occupational-health-safety/searchable-ohs-regulation/ohs-regulation>

Procedure for Fire Safety

1. The Onsite Administrator ensures that sufficient fire suppression equipment is available as needed throughout the whole campus and that all fire suppression equipment is examined by a qualified inspector at least annually.
2. The Onsite Administrator ensures that all employees receive training in both the operation of the fire suppression equipment and in the college fire evacuation procedures.
3. The Onsite Administrator is responsible for preparing and posting emergency exit instructions route maps in each classroom.
4. In the event of a fire emergency, staff will immediately contact the fire department (911) and will give the details of the type of fire if known, location and follow the instructions of the 911 operator.
5. All persons will evacuate the campus under the direction of senior staff.
6. Instructors will escort their students to the safety area identified on the exit plan, ensuring that he or she takes the class lists with them. The instructor will check the students present against the class list and will immediately advise the Onsite Administrator or senior staff in charge if anyone is missing.
7. The Onsite Administrator will act as a liaison between fire officials and students or employees during the emergency. If necessary, the Onsite Administrator will authorize college closure.
8. No student or employee will be allowed to re-enter the campus until the fire officials have authorized re-entry.

Procedure for Earthquake Safety

1. The Onsite Administrator ensures that adequate precautions are taken throughout the campus to assure that injury due to falling or unstable items during an earthquake is limited, this may include securing file cabinets to walls and lipped shelving for books or binders above head-level.
2. The Onsite Administrator ensures that all employees receive training in the college earthquake evacuation procedures.
3. The Onsite Administrator prepares and posts emergency instructions and exit route maps in each classroom at the campus with the exit specifically noted in a coloured highlight.
4. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
5. When deemed safe to do so, all persons will evacuate the campus.
6. Instructors will escort their students to the safety area set out in the exit plans, ensuring that he or she takes the class lists with them. The instructor will check the students present against the list of students in attendance that day and will immediately advise the Onsite Administrator or senior staff if anyone is missing.
7. The Onsite Administrator will act as a liaison between rescue official and students / employees during the emergency. If necessary, the Onsite Administrator will authorize college closure.

No persons will be allowed to re-enter the campus until the officials have authorized re-entry.

Critical Incident and Crisis Management Policy

Policy Statement

Orane International College is committed to the safety and wellbeing of its students, staff, and the broader community. This policy outlines the procedures and responsibilities for managing critical incidents and crises, ensuring effective communication and timely response.

Purpose

The purpose of this policy is to establish a structured and coordinated approach to identify, respond, and recover from critical incidents and crises that may impact the college community.

Scope

This policy applies to all staff, students, contractors, and visitors of Orane International College and covers all college-related events, activities, and facilities.

Definitions

Critical Incident: Any event or emergency that has a significant impact on the safety, security, or well being of the college community.

1. **Crisis:** A critical incident that escalates in scope, severity, or complexity, often requiring additional resources and a multi-level response.

Roles and Responsibilities

1. **Crisis Management Team:** A designated team of senior staff (Head Management and Senior Admin Staff) responsible for coordinating the institution's response to critical incidents and crises.
2. **Incident Commander:** A designated individual who leads the Crisis Management Team and oversees the institution's response efforts.
3. **Communicator:** A designated individual responsible for internal and external communication during critical incidents and crises.
4. **Staff, students, and contractors:** All members of the college community are responsible for reporting critical incidents and following procedures outlined in this policy.

Procedures

1. **Reporting:** Staff, students, and contractors must report critical incidents to the designated contact (e.g., security, emergency hotline, etc.).
2. **Assessment:** The Crisis Management Team will assess the severity and potential impact of the reported incident to determine appropriate response actions.
3. **Communication:** The Communicator will inform the college community and external stakeholders of the incident and provide regular updates.
4. **Response and Recovery:** The Crisis Management Team will implement response and recovery actions, working closely with relevant authorities and service providers.
5. **Post-Incident Review:** Following the resolution of a critical incident or crisis, the Crisis Management Team will conduct a post-incident review to identify areas for improvement and revise procedures as needed.

Training and Awareness

The institution will provide regular training and awareness activities to ensure staff, students, and contractors understand their roles and responsibilities in managing critical incidents and crises.

Review and Revision

This policy will be reviewed and revised on an annual basis or as needed to ensure its ongoing relevance and effectiveness.

Health and Well-Being Policy

Purpose

Orane International College is committed to promoting and supporting the health and well-being of its students. This policy outlines the institution's approach to mental health support, suicide prevention, counselling services, drug awareness, and overdose prevention.

Scope

This policy applies to all students, staff, and faculty members of Orane International College.

Mental Health Support

The institution recognizes the importance of mental health and is committed to providing support services and resources, including:

1. Access to counselling services, both on-campus and through community partnerships
2. Workshops and events promoting mental health awareness and self-care strategies
3. Online resources, such as mental health websites, apps, and hotlines

Suicide Prevention

The institution acknowledges the serious impact of suicide and is dedicated to prevention efforts, including:

1. Training staff and faculty members in suicide prevention and intervention strategies
2. Providing information and resources on suicide prevention to students
3. Fostering a supportive and inclusive environment that encourages help-seeking behaviour

Counselling Support Options

The institution offers various counselling support options, including:

1. On-campus counselling services provided by trained support staff
2. Referrals to off-campus mental health professionals and community resources
3. Peer support programs, such as student-led mental health initiatives and support groups

Drug Awareness and Prevention

The institution promotes drug awareness and prevention through:

1. Education programs and workshops on substance abuse and its consequences
2. Enforcing a strict drug-free campus policy and providing consequences for violations
3. Developing partnerships with local organizations and health authorities to offer drug prevention resources

Overdose Prevention and Response

The institution prioritizes overdose prevention and response, which includes:

1. Providing on-site Naloxone kits and training staff and faculty members on their proper use
2. Offering educational resources on overdose prevention and response strategies
3. Collaborating with local harm reduction organizations to promote safe drug use practices

Compliance

This policy is in compliance with the Education Quality Assurance (EQA) new code of practice and is subject to regular review and updates to ensure ongoing adherence to guidelines.

Review and Revision

This policy will be reviewed and revised annually, or as needed, to maintain alignment with EQA guidelines and institutional priorities.

Responsibility

The institution's administration is responsible for implementing and overseeing this policy, while all staff, faculty, and students are expected to adhere to its guidelines and contribute to a healthy and safe campus environment.

Housing and Student Assistance Policy

1. Pre-Arrival & Arrival Support

- Pre-Arrival Guide: A detailed document or webpage outlining visa requirements, housing options, cost of living, and weather.
- Study Permit & Visa Assistance: Guidance on applying for a Canadian study permit, visa extensions, and work permits.
- Airport Pickup (for newcomers only): Some small colleges provide free or low-cost airport pickup services to help students get safely to campus or their housing. Subject to availability.
- Welcome Packages: Includes essential information, local maps, and emergency contacts.
- Tuition Payment Support: Help with understanding tuition deadlines, payment options, and installment plans.

2. Housing Assistance

Our college provides guidance and support to students seeking accommodation but does not directly offer on-campus housing. We assist students in exploring available options, including:

- **Homestay Programs** – Helping students connect with affordable homestay arrangements with Canadian families, offering a supportive and immersive cultural experience.
 - **Off-Campus Housing** – Resources and listings for rental apartments, shared accommodations, and student-friendly housing near the college.
 - **Temporary Housing:** Recommendations for hotels, hostels, or short-term rentals if students arrive before securing long-term housing.
- While we facilitate connections with reliable housing providers, the college is not responsible for securing or guaranteeing housing. Students are encouraged to conduct independent research and make informed decisions.

3. Cost of Living in Canada

To help students plan their budget, we provide detailed information on expected living expenses, including:

- **Housing Costs** – Estimated rent for various accommodations, including homestay, shared apartments, and private rentals.
- **Utilities & Internet** – Typical costs for electricity, heating, and internet services.
- **Food & Transportation** – Budgeting tips for groceries, dining, and local transit options.

4. Travel Assistance

Our college supports international students with:

- Airport pickup services (subject to availability).
- Public transportation guidance.

5. Academic & Career Support

We provide resources to help students succeed academically and professionally, including:

- **Resume & Cover Letter Help:** Workshops or one-on-one support for crafting job applications.
- **Job Search Assistance:** Job boards, career fairs, and networking events to connect students with potential employers.
- **Placement Assistance:** Guidance on securing internships and part-time jobs.

6. Orientation Day

To ensure a smooth transition, we host orientation session that cover:

- College policies, academic expectations, and student services.
- Information on cultural adaptation and community engagement.
- Information on Canadian culture, local customs, and cross-cultural communication.

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Hair & Makeup



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