WALES YOUNG INSTITUTE

STUDENT HANDBOOK 2025

Wales Young Institute - Canada Day Potluck

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WELCOME TO WALES YOUNG INSTITUTE

Thanks for choosing Wales Young Institute as an institute of your choice. You are now one step closer in starting a career in hospitality industries. For those of you who already started a career in hotel or restaurant industries, there is always a room for improvement. As you attend Wales Young, you will increase and broaden your technical and practical knowledge and skill in various aspects of hospitality. Our instructors are also passionate professionals in their field and thus they have the experience and hands-on knowledge they can pass on to their students. Our staff and instructors here at Wales Young Institute will ensure that your studies here will be pleasant and memorable.

Sincerely,

Jen Jacob

Director

Wales Young Institute

604 Blackford St #203 New Westminster BC V3M 1R6 Canada

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VISION

Our goal is to make Wales Young institute a technical institute that provides a high quality education in hospitality, which produces students who are skillful and are professional in their field.

MISSION

WALES YOUNG INSTITUTE will ensure all learners are encouraged and challenged to attain their full potential and that when learners leave the college, they are prepared fo living in a world that is interconnected diverse and continually changing.

ABOUT METROVANCOUVER

Metro Vancouver is a metropolitan area that includes Vancouver and its surrounding municipalities, such as Burnaby, Richmond, Surrey, North Vancouver, and New Westminster where our campus is located.

Known for its stunning natural beauty, Metro Vancouver is located between the Pacific Ocean and the Coastal Mountain range, offering breathtaking landscapes and outdoor activities year-round such as hiking, skiing, camping, biking and more!

Home to a population of over 2.5 million people, the region is a hub for education, culture, and innovation. Its diverse communities make it a welcoming place for students from around the globe. With a temperate climate, extensive public transit network, and numerous parks, Metro Vancouver is an ideal location for both studying and exploring. From bustling city life to serene nature trails, there's something for everyone in this world class region.

Vancouver is known around the world as one of the best places to live and is a popular tourist attraction. Vancouver is also one of the most ethnically and linguistically diverse cities in Canada with 52% of the population speaking a first language other than English. Vancouver has been host to many international conferences and events, including the 2010 Winter Olympics and 2010 Winter Paralympics. Vancouver has a moderate, oceanic climate. Protected by the mountains and warmed by the Pacific Ocean currents, Vancouver is one of the warmest cities in Canada. Vancouver is consistently rated as one of the top cities in the world to live. The combination of economic opportunity and the beautiful, natural environment draws people from around the world. These newcomers - like you - contribute to Vancouver's diversity and livability.

Navigating the Airport

Vancouver International Airport (YVR) is one of Canada's busiest and most welcoming airports, designed to provide a seamless experience for international travelers. As an incoming student of Wales Young Institute, you'll find YVR to be well-equipped with multilingual signage, friendly staff, and convenient transportation options to help you reach your destination. To make your arrival stress-free, it's important to familiarize yourself with the airport process, from immigration and customs to transportation. By following the steps below, you can ensure a smooth transition into your new life in Metro Vancouver.

1. **Arrival at Vancouver International Airport (YVR):**
   ○ Once your flight lands, follow the signs to Immigration and Customs.
   ○ Ensure you have the following documents ready for inspection:
       ■ Passport with your visa or study permit.
       ■ Letter of Introduction from the Canadian government.
       ■ Proof of acceptance from Wales Young Institute.
       ■ Financial proof to support your stay in Canada.
2. **Immigration Process:**
   ○ Present your documents to the immigration officer.
   ○ Answer their questions clearly and honestly.
   ○ After approval, the officer will issue your study and work permit.
3. **Collecting Your Luggage:**
   ○ Proceed to the baggage claim area to collect your luggage.
   ○ If your luggage is missing, report it to the airline's baggage services desk immediately.
4. **Customs Declaration:**
   ○ Fill out the customs declaration form provided on the flight.
   ○ Declare any goods or cash over CAD 10,000.
   ○ Follow the "Goods to Declare" or "Nothing to Declare" lanes as appropriate.
5. **Transportation from the Airport:**
   ○ **Public Transit:** Take the Canada Line SkyTrain from the airport to Downtown Vancouver.
   ○ **Taxi or Uber:** Available outside the arrivals area.
   ○ **Airport Shuttles:** Some accommodations offer free shuttle services. Check with your housing provider in advance.
6. **Contact Wales Young Institute:**
   ○ Notify the institute of your arrival. Keep the contact details of the institute in case of delays or emergencies.

What to Expect on the First Day at Wales Young Institute

1. **Arrival at the Campus:**
   ○ Aim to arrive 15 minutes early to familiarize yourself with the campus layout.
2. **Orientation Session:**
   ○ Attend the orientation session where you will:
       ■ Meet the administrative staff, instructors, and students.
       ■ Learn about course schedules, policies, and student expectations.
3. **Setting Up Your Student Account:**
   ○ Receive assistance with:
       ■ Activating your student email account. OpenSIS.
       ■ Accessing the online learning portal. Google Classroom.
4. **First Class:**
   ○ Review your class schedule and attend your first lecture or workshop.
   ○ Introduce yourself to your instructors and classmates.
   ○ Participate actively and take notes.
5. **Support Services:**
   ○ Visit the Administration- Student Services Office for:
       ■ Information on health insurance.
       ■ Help with accommodation and transportation.

- Guidance on adjusting to live in Vancouver.
6. **Student Handbook and Materials:**
    - Collect your student handbook and course materials.
    - Familiarize yourself with important policies, including attendance and academic standards.

By following these steps, you will ensure a great transition to life at Wales Young Institute and begin your educational journey positively. Welcome to Metro Vancouver and our community!

Student Life in British Columbia

1. **Cost of Living:**
    - The cost of living in British Columbia varies by location, with Vancouver being one of the most expensive cities in Canada. Budget for essentials like housing, food, transportation, and personal expenses.
2. **Housing Costs and Availability:**
    - Rent in Vancouver can range from CAD 1,500 to CAD 2,500 for a one-bedroom apartment. Consider shared accommodations to reduce costs.
    - Begin your housing search early and explore options such as student residences, homestays, or rental apartments.
3. **Suitable Accommodation:**
    - Wales Young Institute can provide resources to help find accommodation near the campus. Please email to: sofia@walesyoung.com
    - Ensure your accommodation is close to public transit for convenience.
4. **Transportation:**
    - Vancouver has an efficient public transit system, including buses, SkyTrain, and SeaBus services.
    - Cycling is also a popular and eco-friendly option, with many dedicated bike lanes throughout the city.

PROGRAMS

Hospitality Management Level 2

PROGRAM DESCRIPTION

Hospitality Management Level 2 Program is designed for individuals wishing to enter into a management career in the hospitality industry. This training provides an excellent overview from a management perspective of all departments of a hotel, restaurant, and resort. This full-time program includes a co-op portion which consists of 840 hours.

CAREER OPPORTUNITIES

- Restaurant Manager/ Supervisor
- Hotel Manager/ Supervisor
- Hotel Banquet Supervisor
- Hotel Housekeeping Supervisor
- Hotel Front Desk Supervisor
- Hotel Back Office Supervisor
- Hotel Concierge Supervisor
- Travel Advisor

ADMISSION REQUIREMENTS

- Completion of grades 9-11, including English 11 with a grade of 'C' or higher from a country where English is one of the principal language, or
- Completion of 2 years of full-time post-secondary education at an accredited institution where English is the language of the instruction, or
- Verified results for one of the test English language proficiency tests listed below. Test result must be dated no more than two years before the start date of the program.
    - IELTS Academic: overall score of 5.5 or higher.
    - TOEFL IBT: overall score of 46 or higher.
    - Canadian Academic English Language (CAEL) Test: overall score of 40 or higher.
    - Duolingo English Test: overall score of 95 or higher.
- Legally entitled to attend school in Canada.

REQUIRED TEXTBOOK

1. Remarkable Banquet Service by Ezra Eichelberger, The Culinary Institute of America

2. The Concierge Manual by Katherine C. Geovanni

3. Hotel Front Office Management 5th Edition by James A. Bardi.

4. Hotel Management and Operations, 5th Edition by Michael J.O'Fallon, Denney G. Rutherford.

5. Housekeeping Management, 2nd Edition by Matt A. Casado.

6. Resorts: management and operation 3rd Edition by Robert Christie Mill.

7. Selling The Sea: An Inside Look At The Cruise Industry, 2nd Edition by Bob Dickinson, Andy Vladimir

8. The Restaurant: From Concept to Operation, 7th Edition by John R. Walker

9. Food Service Management fundamentals and Study guide by Dennis R. Reynolds.

10. Human Resources Management in The Hospitality Industry, Study Guide by David K. Hayes

11. The Cornell School of Hotel Administration on Hospitality: Cutting Edge Thinking and Practice by Michael C. Sturman, Jack B. Corgel, Rohit Verma. (ISBN: 978-1-118-01626-8)

12. Principles of Food, Beverage, and Labour Cost Controls, 2nd Canadian Edition by Paul R. Dittmer, J. Desmond Keefe, Gary Hoyer, Tim Foster. (ISBN: 978-1-118-79817-1)

13. "Professional Management of Housekeeping Operations, 5th Edition by Thomas J. A. Jones. (ISBN: 978-0-471-76244-7)

14. Managerial Accounting for Hospitality Managerial Accounting for the Hospitality Industry, 2nd Edition by Lea R. Dopson, David K. Hayes. (ISBN: 978-1-119-29927-1)

15. Professional Event Coordination, 2nd Edition by Julia Rutherford Silvers. (ISBN: 978-1-118-39755-8)

16. The Bar and Beverage Book, 5th Edition by Costas Katsigris, Chris Thomas

17. Casino Management: a Strategic Approach by Katheryn Hashimoto

18. Meetings, Expositions, Events, and Conventions: An Introduction to the Industry, 5th Edition by George G. Fenich, Ph.D., East Carolina University (ISBN-13:9780134749570)

19. Hospitality Marketing Management, 5th Edition by Robert D. Reid, David C. Bojanic

20. Feature and Magazine Writing: Action, Angle, and Anecdotes by David E. Sumner, Holly G. Miller

EQUIPMENT REQUIRED FOR THIS PROGRAM

The school will provide the necessary teaching equipment such as tables, chairs, whiteboard, and presentation projectors.

PROGRAM DURATION

One course = 42 lecture hours total (not including final exam and midterm)

Lecture Total: 840 hours

Co-op Total: 840 hours.

Total Hours: 1680 hours

DELIVERY METHOD

Combined Delivery: 50% online and 50% onsite (applicable to all courses)

INSTRUCTIONAL METHODS

Instructor will be using a combination of PowerPoint slides, in-class activities such as debate, discussion, group work and presentation to meet learning objectives.

MEASURABLE LEARNING OBJECTIVES

Upon successful completion of this program, students will be able to:

1. Summarize current customer service needs and trends.

2. Identify the consequences the travel industry has on societies and cultures.

3. Demonstrate the skills needed to become a successful concierge.

4. Describe the typical cleaning responsibilities of the housekeeping department and the tasks associated with them.

5. Schedule sufficient service staff to provide remarkable banquet service.

6. Describe how an executive housekeeper budgets, controls inventories and expenses.

7. Describe the history of banquets, from the classical period, to the Renaissance and through today.

8. Create a floor or site plan for a banquet.

9. Identify the role of the front office in establishing and maintaining effective communication with other departments.

10. Selecting a property management system (PMS)

11. Demonstrate professionalism when responding to customer requests, complaints, safety and security, and other customer services.

12. Manage the daily operations of a resort.

13. Describe and define the different restaurant operation. (Menu design, supply and demand, and menu pricing.)

14. Manage a variety of workplace situations encountered by contemporary human resource managers in the hospitality and tourism industry.

15. Analyse and respond to situations arising from the union, management, and government relations.

16. Recite the various functions of management and the interrelationships of these functions with othey key concerns of managers such as marketing, finance, and human resource management in the context of food service operations.

17. Analyze the significance and growth of the cruise industry within the tourism sector and identify the experiential benefits of cruising from a consumer perspective.

18. Identify control procedures, forms, and systems used in the purchasing, receiving, storage, issuing, production and service of both food and beverage.

19. Explain the purpose, principles, and processes underpinning the production of "Profit and Loss accounts" and "Balance Sheets.

20. Use social media as a platform for advertising and event marketing.

21. Differentiate between approaches to non-profit events and corporate events.

22. Deep understanding of various aspects of resort management.

23. Different types of resorts and their operations.

24. Understand the role of a Convention & Visitors Bureau (CVB) as well as identify key components of an exhibition.

25. Develop an awareness of casino operations.

26. Understanding hospitality marketing, marketing planning, target marketing, and planning in the hospitality industry.

GRADUATION REQUIREMENTS

- Completion of all courses.
- Potential graduates must maintain a GPA of 2.4 to be eligible for graduation.
- Student must meet a minimum passing grade of D (50%) in all courses.
- Failed courses must be repeated.

METHOD OF EVALUATION

In general, students will be assessed based on their performance on the assignments, project, quizzes, midterm exam, and final exam.

ATTENDANCE EXPECTATIONS

70%

DRESS EXPECTATION

Professional and presentable.

PROGRAM ORGANIZATION

Each course is a total of 42 hours

- HTM 101 Hotel Management (50% Online/50% On-site)

Students will learn about the hospitality industry as a whole. The students will learn some general aspects from different departments such as marketing, human resources, finance to mention a few, general responsibilities that come with some positions such as supervisory and management and inter-departmental responsibilities, customer's needs and expectations, and market trends.

- HTM 101: Concierge (50% Online/50% On-site)

The students will learn the daily function of concierge within the hotel and how to perform them along with the variety of services that a concierge may provide to hotel guests.

- HOS 101: Professional House Keeping (50% Online/50% On-site)

The students will learn basic roles, duty, and responsibilities of a housekeeper. They will also learn how to do effectivestaffing, scheduling, safety, security, staff evaluation, equipment, and training.

- PLN 102: Banquet (50% Online/50% On-site)

Students will learn a wide variety of food and beverages skills, such as setting up a buffet, butler service, tray service, and clearing tables to managing staff and coordinating with vendors.

- HTM 201: Front Office (50% Online/50% On-site)

This course will cover a wide aspect of topics in management strategies, as well as providing updated material on select-service hotel front office operation. It addresses the impact of the recession on the hotel industries and discusses the impact of social media and guestroom technology on the hotel industry and how the Internet is the single most important travel planning and distribution channel in hospitality. There is also new and updated information on environmental and sustainability issues, particularly as it relates to housekeeping topics.

- HTM 105: Resort Management and Fundamentals (50% Online/50% On-site)

The students will learn three major types of resorts: mountain resort, beach resort, and golf/tennis resort. Two chapters are devoted to each of the various resort types. The first chapter of each resort type focuses on development issues with the impact on operations. The second chapter in each resort type deals with guest profiles and management issues. The second section highlights what makes managing a resort different from managing a 'regular' hotel. The final section features a newly expanded chapter on spas, pools, and indoor water parks along with individual chapters on specialty resorts, cruise ships, and casinos, reflecting the importance of these types of properties.

- FNB 201: Restaurant Management (50% Online/50% On-site)

Students will learn about history, a variety of cuisine, challenges, managerial, operational as well as decision-making aspects within a restaurant business and choices and its implications for the business.

- HRS 101: Human Resource Management (50% Online/50% On-site)

The students will learn a foundation in the hospitality industry, employment law, HR policies, recruitment, training, compensation, performance appraisal and so on.

- FNB 205: Food Service Management Fundamental (50% Online/50% On-site)

Preparing the student to learn how food and beverages operation are, such as menu, pricing, management, marketing customer, facilities and design.

- HTM 104: Cruise (50% Online/50% On-site)

The students will learn about the technology used in the cruise, the market, and design and other aspects of the cruise industry. Students will learn about the history of steamship as a means of transporting goods and people, and the evolution to cruise liners as a means of vacationing to understanding life in high seas and how it feels to work on a cruise ship.Students will also learn about the marketing aspect of a cruise business, and travel agencies.

- ACC 102: Managerial Accounting for Hospitality (50% Online/50% On-site)

The students will learn how accounting principles apply directly to hospitality management.

- HTM 102: Hotel Management (50% Online/50% On-site)

With this course the students will learn more detailed about hotel management in a managerial level, such as planning the hotel on a day-to-day basis, managing the employees and interacting with them and in the marketing aspect, students will learn how to promote and market the hotel in the digital era from the management point of view.

- FNB 303: Food and Beverage Cost Operation (50% Online/50% On-site)

The students will learn about cost control for the food and beverages operation. From the cost associated with purchasing ingredients and materials, the cost associated with storing goods and processing ingredients and materials and turning it into finished products to the cost of operating a restaurant and managing employees, storage cost, production cost, and labor/training cost. Students will also explore specifically about the cost of alcoholic/non-alcoholic beverage from purchasing, the control of the flow, storage and inventory, as well as the sales of beverage.

- HTM 202: Housekeeping Level 1 (50% Online/50% On-site)

The Students will learn about the role of the housekeeping department within a hotel/lodging operation and focuses mainly on the effective communication between the housekeeping, front office, and engineering and maintenance staff. This course will also focus on the management, administration, and engineering aspect of housekeeping, risk management, and technology.

- PLN 301: Event Planner (50% Online/50% On-site)

Students will learn about greener event, cooperate social responsibility, students will also learn about the impact of technology in their daily life as well as how technology may be harnessed to help improve the quality of their financial, environmental, and another strategic outcome.

- FNB 206: Bar and Beverages (50% Online/50% On-site)

The students will learn about the theory of beverage operation management of a restaurant, bar, hotel, country club and any other places that serve beverages to customers. Students will also learn about the history of the alcohol beverage industry, and different types of alcoholic beverages such as wines, spirits, and other mixed drinks, rules, and regulations in regards to alcohol, and proper etiquette to serve alcoholic drinks to customers.

- CAS 201: Gaming and Casino Level 1 (50% Online/50% On-site)

In the Level 1 of gaming or casino, students will learn about the history of gaming, gaming control, taxes, casino management, currency reporting and casino cage, credit and collections and so on.

- CONS 201: Global Meeting and Management (50% Online/50% On-site)

The students will learn a skill in the multinational operations capabilities and cross-cultural awareness that are critical in today's marketplace. First and foremost, students will learn about the difference

between a meeting, convention, or exhibition; they will also learn how to organize and host a meeting, from the planning stage, managing the finances and then execute the plan. Students will also learn about contracts and various legalities within those areas.

- HTM 305: Hospitality Sales (50% Online/50% On-site)

The students will learn selling, concepts, and practice, and explores sales management technology.

- HTM 206: Hospitality Writing (50% Online/50% On-site)

The students will learn technical writing for hospitality.

Customer Service and Communication Program Outline

PROGRAM DESCRIPTION

Communication and Customer Service Program is designed to provide students with fundamental knowledge and to prepare students to enter higher college level education in business study, hospitality, communication, administration, marketing and computer technology. This program is intended to prepare students to enter the job market. Students will learn and develop various skills such as communication, writing, public speaking, presentation, collaboration, customer service, and interpersonal interaction. Students will also learn techniques and strategies imperative for successful resume building, and job interviews.

The 24 weeks CO-OP experience program will facilitate students to apply their learning knowledge in the classroom in the work environment.

This program is offered in 6 months academic lectures, and 6 months CO-OP work experience.

CAREER OPPORTUNITIES

1. Customer service representative

2. Sales representative

3. Receptionist.

4. Concierge

5. Marketer

ADMISSION REQUIREMENTS

A successful candidate will have the following:

- Completion of grades 9-11, including English 11 with a grade of 'C' or higher from a country where English is one of the principal language, or
- Completion of 2 years of full-time post-secondary education at an accredited institution where English is the language of the instruction, or
- Verified results for one of the test English language proficiency tests listed below. Test result must be dated no more than two years before the start date of the program.
    - IELTS Academic: overall score of 5.5 or higher.
    - TOEFL IBT: overall score of 46 or higher.
    - Canadian Academic English Language (CAEL) Test: overall score of 40 or higher.
    - Duolingo English Test: overall score of 95 or higher.
- Legally entitled to attend school in Canada.

REQUIRED TEXTBOOK

BUS 101	**Customer Service: A Practical Approach, 6th Edition, by Elaine K. Harris (ISBN: 9780132742399).**
ENG 100	**Oral Presentations for Technical Communication: (Part of the Allyn & Bacon Series in Technical Communication) by Laura J. Gurak. (ISBN-10: 0205294154 • ISBN-13: 9780205294152)**
ENG 103	**Workplace Communications: The Basics, MLA Update, 7/E George J. Searles,** *Mohawk Valley Community College*
ENG 104	**Essay Writing for Canadian Students (MLA Update) Plus MyLab Writing: Composition without Pearson eText -- Access Card Package, 8/E** **Roger Davis,** *Grant MacEwan University* **Laura K. Davis,** *Red Deer College*
HTM 100	**Hotel Management and Operations, 5th Edition by Michael J.O'Fallon, Denney G. Rutherford.**
JOB 101	**Keys to Success: Building Analytical, Creative, and Practical Skills, Eighth Canadian Edition by Carol J. Carter (ISBN: 9780134832173).**
JOB 102	**Hired! The Job-Hunting/Career-Planning Guide, Canadian Edition by Michael Stebleton. (ISBN:9780135001349).**
MKT 100	**Brand Flip, The: Why customers now run companies and how to profit from it by Marty Neumeier** **Strategic Brand Management, 4/E by Kevin Lane Keller, Dartmouth College**

EQUIPMENT REQUIRED FOR THIS PROGRAM

The school will provide the necessary teaching equipment such as tables, chairs, whiteboard, and presentation projectors.

PROGRAM DURATION

The program will be completed in 48 weeks (including 24 lecture weeks, and 24 CO-OP weeks).

The program will be completed in 672 hours (336 lecture hours and 336 CO-OP hours).

DELIVERY METHOD

On-site delivery: 50% Online and 50% On-site. Applicable to all courses.

INSTRUCTIONAL METHODS

Instructor will be using a combination of PowerPoint slides, in-class activities such as debate, discussion, group work and presentation to meet learning objectives.

MEASURABLE LEARNING OBJECTIVES

Upon successful completion of this program, students will be able to:

1. Express techniques for exceeding customers' expectations.

2. Express an understanding of how to cope with those individuals whom they find challenging.

3. Discuss the relationship between strategy and empowerment in creating a culture that encourages the provisions of excellent.

4. Identify the presentation and communication techniques to use when pitching the presentation.

5. Identify the appropriate content for presentations.

6. Create effective company advertisements.

7. Write Memos, E-mail, Text Messages, and Business Letters.

8. Complete calculations in reference to food needs, guest occupancy at a hotel, transportation, and room capacities.

9. Demonstrate creativity and thinking outside the box attitude.

10. Identify career opportunity and direction.

11. Demonstrate finance and mathematic skills in simple business operation.

12. Identify the process and important factors of new service development.

13. Design a new and improved customer service system.

14. Define customer retention and various methods of measuring customer satisfaction.

GRADUATION REQUIREMENTS

- Completion of all courses.
- Potential graduates must maintain a GPA of 2.4 to be eligible for graduation.
- Student must meet a minimum passing grade of D (50%) in all courses.

- Failed courses must be repeated.

METHOD OF EVALUATION

In general, students will be assessed based on their performance on the assignments, project, quizzes, midterm exam, and final exam.

ATTENDANCE EXPECTATIONS

70%

DRESS EXPECTATION

Professional and presentable.

PROGRAM ORGANIZATION

Name of Course/Subject	Number of Hours
BUS 101 Customer Service	42 (50% Online/50% On-site)
ENG 100 Introduction to Presentation	42 (50% Online/50% On-site)
ENG 103 Workplace Communication	42 (50% Online/50% On-site)
ENG 104 English Composition Writing	42 (50% Online/50% On-site)
HTM 106 Introduction to Hotel Management	42 (50% Online/50% On-site)
JOB 102 Job Search Skills	42 (50% Online/50% On-site)
JOB 101 Career Development	42 (50% Online/50% On-site)
MRK 100 Introduction to Digital and Brand Strategy	42 (50% Online/50% On-site)
Co-op	336

COURSES DESCRIPTION

BUS 101 Customers Service

This course introduces students to the fundamental concepts of customer service, and current trend in the customer service industry. Students will develop customer service strategy to demonstrate

skills in problem solving, coping with challenging customers, retaining loyal customers, and identifying criteria to evaluate customer satisfaction.

ENG 100 Introduction to Presentations

This course trains students to be a professional speaker using pitch deck technique and strategy. The course is designed to build students' confidence to speak in public or in front of business investors. Topics: Oral Presentations in the Realm of Science and Technology, Dealing with Nervousness, Ethos, Memory, and Delivery, Techniques to Build Confidence, Know Your Audience, Know Your Purpose, The Importance of a Strong Introduction and Conclusion.

ENG 103 Workplace Communication

This work pace communication is for students to prepare their career; this course will concentrate on the practical approach. Students will learn both reading and writing; this will be good for any major students. The course will contain all activity that related to the daily routing at the workplace that involve with writing and speaking.

ENG 104 English Composition Writing

In this course students will learn about first year of writing in College, the course teaches the students about the writing process, systematic, procedures, drafting and organized academic essay. It would concentrate to the analytical skills students need to explore the subject they write about.

HTM 106 Introduction to Hotel Management

Students will learn about managing a hotel from the operational, managerial, financial, marketing aspects of running a hotel. Students will also learn about managing staff and other human resource management within a hotel. Towards the end of the semester, the class will also do a field trip to a hotel to experience.

JOB 100 Introduction to Career Development

This course is designed to train students to think critically and explore their passions for their future career goals. Students will learn basic business operation in math, and finances. Students will be trained to work collaboratively and effectively with others. The course is aimed to help students to analyze themselves to identify their core skills, and passions.

JOB 102 Job Search Skills

This course is designed to train student to be a successful candidate in the job searching process. Students will learn various technique, and resources to help them in their job seeking process. Students will learn to evaluate, and measure their own core skills, and construct a comprehensive resume to communicate their skills, and compatibility with the job description. Student will be trained to identify potential interview questions and communicate their expertise with confidence during the interview process.

MRK 100 Introduction to Digital and Brand Strategy

This course introduces students to the creative practice of branding. It explores the concept of marketing and consumer behavior. Topics: Customer-Based Brand Equity, Brand Positioning, Choosing Brand Elements to Build Brand Equity, Designing Marketing Programs to Build Brand Equity, Integrating Marketing Communications to Build Brand Equity, Leveraging Secondary Brand Associations to Build Brand Equity, Developing a Brand Equity Measurement and Management System and more.

Business Entrepreneurship and Technology Diploma Program Outline

PROGRAM DESCRIPTION

Business Entrepreneurship and Technology is a diploma program designed to help students commercialize their idea and business. Students will learn about marketing in technology, application and principles in business to run their own business, such as accounting, marketing, social media and restaurant management. Students will also learn leadership and public speaking skills to be successful when talking to potential business partners or investors. Students will be introduced to various examples of running a business in various industries, such as food and beverage, technology and marketing.

CAREER OPPORTUNITIES

1. Business Owner

2. Marketer

3. Exporter/ Importer

4. Sales Representative

ADMISSION REQUIREMENTS

A successful candidate will have the following:

- Completion of grades 9-11, including English 11 with a grade of 'C' or higher from a country where English is one of the principal language, or
- Completion of 2 years of full-time post-secondary education at an accredited institution where English is the language of the instruction, or

- Verified results for one of the test English language proficiency tests listed below. Test result must be dated no more than two years before the start date of the program.
  - IELTS Academic: overall score of 5.5 or higher.
  - TOEFL IBT: overall score of 46 or higher.
  - Canadian Academic English Language (CAEL) Test: overall score of 40 or higher.
  - Duolingo English Test: overall score of 95 or higher.
- Legally entitled to attend school in Canada.

REQUIRED TEXTBOOK

- Management Information Systems: Managing the Digital Firm, Seventh Canadian Edition, 7/E By Kenneth C. Laudon, New York University Jane P. Laudon, Azimuth Information Systems Mary Elizabeth Brabston, Azimuth Information Systems
- Legal Fundamentals for Canadian Business, 4th edition, 2017, by Richard A. Yates (ISBN-13: 9780135194041).
- Financial Accounting, 6th Canadian ed, 2018, by Walter T. Harrison, Jr., Charles T. Horngren. (ISBN-13: 9780134564142).
- The Leadership Challenge: How to Make Extraordinary Things Happen in Organizations, 6th Edition by James M. Kouzes, Barry Z. Posner. (ISBN: 978-1-119-27896-2).
- Oral Presentations for Technical Communication: (Part of the Allyn & Bacon Series in Technical Communication) by Laura J. Gurak. (ISBN-10: 0205294154 • ISBN-13: 9780205294152)
- Technical Communications, Seventh Canadian, by John M. Lannon, 2018. (ISBN-13: 9780134659848)
- The Restaurant: From Concept to Operation, 7th Edition by John R. Walker
- Principles of Food, Beverage, and Labour Cost Controls, 2nd Canadian Edition by Paul R. Dittmer, J. Desmond Keefe, Gary Hoyer, Tim Foster. (ISBN: 978-1-118-79817-1)
- Corporate Finance, Third Canadian Edition by Jonathan Berk. (ISBN-10: 0133552683 •ISBN-13: 9780133552683)
- Human Resources Management in Canada, Thirteenth Canadian Edition by Gary Dessler (ISBN: 9780134376929)
- Keys to Success: Building Analytical, Creative, and Practical Skills, Eighth Canadian Edition by Carol J. Carter (ISBN: 9780134832173).
- Brand Flip, The: Why customers now run companies and how to profit from it by Marty Neumeier
- Strategic Brand Management, 4/E by Kevin Lane Keller, Dartmouth College
- Marketing Strategy and Competitive Positioning, 6/E by Graham Hooley. (ISBN-10: 1292017317 • ISBN-13: 9781292017310)
- Marketing: An Introduction, 6th Canadian Ed, 2017, by Gary Armstrong, and Philip T. Kotler.(ISBN-13: 9780134470528)

- Essentials of Marketing Research: A Hands-On Orientation by Naresh K. Malhotra, 2015. (ISBN-13: 9780137066735)
- Selling Today: Partnering to Create Value, 14TH edition, 2017, by Gerald L. Manning, Michael Ahearne. (ISBN-13: 9780134477404).

EQUIPMENT REQUIRED FOR THIS PROGRAM

The school will provide the necessary teaching equipment such as tables, chairs, whiteboard, and presentation projectors.

PROGRAM DURATION

One course = 42 lecture hours total (not including final exam and midterm)

Lecture Total: 840 hours

Co-op Total: 840 hours.

Total Hours: 1680 hours

DELIVERY METHOD

Combine Delivery: 50% Online and 50% On-site: Applicable to all courses.

INSTRUCTIONAL METHODS

Instructor will be using a combination of PowerPoint slides, in-class activities such as debate, discussion, group work and presentation to meet learning objectives.

MEASURABLE LEARNING OBJECTIVES

Upon successful completion of this program, students will be able to:

1. Design holistic approach to identify specific business problems, formulate comprehensive and effective business solutions, and implementing strategies to achieve business objectives.

2. Demonstrate an understanding of the difference between financial and management accounting as well as the relationship between the two.

3. Identify and utilize relevant costing information for special decision-making.

4. Prepare and interpret budget statements (i.e sales budget, labour budget, production budget, cash budget, as well as variance reports) under standard cost system.

5. Analyze financial reports by applying financial mathematics and statistics.

6. Develop effective strategies to establish effective working relationships with clients, customers, co-workers, supervisors and others.

7. Communicate marketing information persuasively and accurately in oral, written, and graphic formats.

8. Contribute to the development of an integrated marketing communication strategy for marketing products, concepts, goods or services based on an identified target market.

9. Demonstrate understanding of computing accrual accounting, financial statements, cash flow, account receivable and payable, and budgeting.

10. Demonstrate understanding of the concept of consultative selling model and apply the concept study in the businesses practices.

11. Analyze the four communication styles: Emotive, Directive, Reflective, and Supportive and apply the concept to communicate effectively with clients, business partner, and stakeholders.

12. Identify customer strategy and apply the concept to the business case.

13. Identify different concepts in retailing and wholesaling.

14. Identify different advertising and public relationship strategies.

15. Describe aspects of the Canadian legal system which relate to business.

16. Design a budget for identifying control issues.

17. Design a spreadsheet and develop a flexible budgeting system.

18. Demonstrate understanding of the concept of business information systems.

19. Analyze human resource management and describe its key elements.

20. Identify strategies for good presentation and pitching of products.

21. Design competitor analysis to strategically position the business among its competitors.

GRADUATION REQUIREMENTS

- Completion of all courses.
- Potential graduates must maintain a GPA of 2.4 to be eligible for graduation.
- Student must meet a minimum passing grade of D (50%) in all courses.
- Failed courses must be repeated.

METHOD OF EVALUATION

In general, students will be assessed based on their performance on the assignments, project, quizzes, midterm exam, and final exam.

ATTENDANCE EXPECTATIONS

DRESS EXPECTATION

Professional and presentable.

PROGRAM ORGANIZATION

Name of Course/Subject	Number of Hours
BUS 101 Business Law (50% Online/50% On-site)	**42**
This course will provide students with an introduction to the laws governing business practices in Canada. Students will examine the Canadian Legal System in depth, as well as areas of law which are prevalent in business. Students will also be exposed to legal jargon necessary when speaking with legal professionals. Topics include history of law in Canada, institution and litigation process used in Canada, torts and contract. Students will analyze various cases to enhance their understanding of the business law practice in Canada.	
BUS 102 Introduction to Financial Accounting (50% Online/50% On-site)	**42**
This course will provide students with an introduction to the nature of financial reporting and analyze the effects of manager decision on the corporation. Topics include financial statements, recording business transactions, accrual accounting and the financial statements, cash and receivables, inventory and cost of goods sold, property, plant, equipment, intangible assets, investments and the time value of money, liabilities, shareholders' equity, the statement of cash flows, and financial statement analysis.	
BUS 103 Business Leadership (50% Online/50% On-site)	**42**
This course will challenge students to develop and reflect upon leadership skills with theoretical and practical exercise. Students will be challenged to practice the style and principal for personal value and goal setting. Topics covered in this course include qualities of a good leader, clarifying values, setting examples, envisioning the future, enlisting others, searching for opportunities, taking experiments and risks, fostering collaboration and more.	
CSIS 103 Management Information System (50% Online/50% On-site)	**42**
This course introduces students to the concept and theories of information system management and how to apply this system to meet business objectives. Student will also learn about new product/service development concept, corporate decision making to achieve competitive advantages, and managing corporate information using information management system.	

CSIS 106 Web Design (50% Online/50% On-site)	**42**

This course is designed to train student to be a successful candidate in the job searching process. Students will learn various technique, and resources to help them in their job seeking process. Students will learn to evaluate, and measure their own core skills, and construct a comprehensive resume to communicate their skills, and compatibility with the job description. Student will be trained to identify potential interview questions, and communicate their expertise with confidence during the interview process.

ENG 101 Technical Writing (50% Online/50% On-site)	**42**

This course designed to polish student's professional presence to help them achieve the highest standard of professionalism. This course relates business communication to modern technologies like social media. With a focus on learning and exercising crucial skills such as writing, speaking, critical thinking, and collaborating with peers, this course prepares students for social and communicative challenges they will face as business people.

ENG 102 Pitch Deck Essentials (50% Online/50% On-site)	**42**

This course trains students to be a professional speaker using pitch deck technique and strategy. The course is designed to build students' confidence to speak in public or in front of business investors. Topics: Oral Presentations in the Realm of Science and Technology, Dealing with Nervousness, Ethos, Memory, and Delivery, Techniques to Build Confidence, Know Your Audience, Know Your Purpose, The Importance of a Strong Introduction and Conclusion, Impromptu Presentation, Presentations That Inform, Presentations That Persuade and Convince, Presentations That Offer a Strategy or Action Plan, Presentations That Explain How to Perform a Task, Technical Presentations: Beyond Efficiency, Shifting Science and Technology to the Public, Using Analogy to Explain Technical Ideas, Visual versus Verbal Communication, Using Presentation Software, Other Technologies for Oral Presentations, Legal and Ethical Issues When Creating Presentations, Privacy, Censorship, and Oral Presentations.

ENG 103 Workplace Communication (50% Online/50% On-site)	**42**

This work pace communication is for students to prepare their career; this course will concentrate on the practical approach. Students will learn both reading and writing; this will be good for any major students. The course will

contain all activity that related to the daily routing at the work place that involve with writing and speaking.	
ETP 101 Entrepreneurial Fundamentals (50% Online/50% On-site)	**42**
This course is intended to provide students with the critical fundamental knowledge for creating and managing a successful business from scratch. In this course, students will learn the basics of designing and pitching a business, conducting target market research, strategies for marketing and setting price, and so on. This course will also dig deeper and look into how to buy into an already existing business, and how to take over a family business.	
FNB 201 Advanced Restaurant Management (50% Online/50% On-site)	**42**
Students will learn about history, variety of cuisine, challenges, managerial, operational as well as decision-making aspects within a restaurant business and choices and its implications for the business. The students will also have an understanding about restaurant operation, and be able to choose and analyze the decision making process that occurs in a restaurant or food chain business.	
FNB 303 Food and Beverages Cost Management (50% Online/50% On-site)	**42**
The students will learn about cost control for the food and beverages operation. From the cost associated with purchasing ingredients and materials, the cost associated with storing goods and processing ingredients and materials and turning it into finished products to the cost of operating a restaurant and managing employees, storage cost, production cost, and labor/training cost. Students will also explore specifically about the cost of alcoholic/non-alcoholic beverage from purchasing, the control of the flow, storage and inventory, as well as the sales of beverage.	
FNC 101 Introduction to Corporate Finance (50% Online/50% On-site)	**42**
This course will help the students to understand the basic concept of corporate finance with maintaining the strong development in computer skill. The students will understand the intention underlying the basic concepts of finance and would have developed a better critical judgment to necessary financial tools in the real decision-making situation. Students will able to find accessible, and engaging.	
HRS 102 Managerial Human Resources (50% Online/50% On-site)	**42**

The students will learn the advanced functions of human resources including policies in human resources. Furthermore, students will also learn about the recruitment and layover process for employees, developing effective training for employees, compensation, increasing productivity, performance appraisal and so on.	
JOB 101 Introduction to Career Development (50% Online/50% On-site)	**42**
This course is design to train students to think critically, and explore their passions for their future career goals. Students will learn basic business operation in math, and finances. Students will be trained to work collaboratively and effectively with others. The course is aimed to help students to analyze themselves to identify their core skills, and passions.	
JOB 102 Job Search Skills (50% Online/50% On-site) This course is designed to train student to be a successful candidate in the job searching process. Students will learn various technique, and resources to help them in their job seeking process. Students will learn to evaluate, and measure their own core skills, and construct a comprehensive resume to communicate their skills, and compatibility with the job description. Student will be trained to identify potential interview questions, and communicate their expertise with confidence during the interview process.	**42**
MRK 101 Digital and Brand Strategy (50% Online/50% On-site)	**42**
This course introduces students to the creative practice of branding. It explores the concept of marketing and consumer behavior. Topics: Customer-Based Brand Equity, Brand Positioning, Choosing Brand Elements to Build Brand Equity, Designing Marketing Programs to Build Brand Equity, Integrating Marketing Communications to Build Brand Equity, Leveraging Secondary Brand Associations to Build Brand Equity, Developing a Brand Equity Measurement and Management System, Measuring Sources of Brand Equity: Capturing Customer Mind-Set, Measuring Outcomes of Brand Equity: Capturing Market Performance, Designing and Implementing Branding Strategies, Introducing and Naming New Products and Brand Extensions, Managing Brands over Time, Managing Brands over Geographic Boundaries and Market Segments.	
MRK 102 Technology Strategic Marketing (50% Online/50% On-site)	**42**
This course introduces students to the process of developing and	

implementing a marketing strategy to achieve corporate objectives. Topics: Market-led strategic management, Strategic marketing planning, The Changing Market Environment, Customer analysis, Competitor analysis, Understanding the Organisational Resource Base, Forecasting future demand and market requirements, Segmentation and positioning principles, Selecting market targets, Segmentation and positioning research, Creating Sustainable Competitive Advantage, Competing through the New Marketing Mix, Competing through innovation, Competing Through Superior Service, and Customer Relationships, Strategic customer management, Strategic alliances and networks, Strategy implementation and internal marketing, Corporate Social Responsibility, and Twenty-first Century Marketing.

MRK 103 Principal Marketing (50% Online/50% On-site)	**42**
This course is introduces student to the principal of marketing, market system, global marketing and analysis of marketing mix. Topic include customer values, marketing strategy: partnering to build customer relationships, sustainable marketing, social responsibility and ethics, analyzing the marketing environment, managing marketing information, consumer and business buyer behaviour, segmentation, targeting, and positioning, products and services, brand strategy and management, pricing, marketing channels, retailing and wholesaling, advertising and public relations, personal selling and sales promotion, direct, online marketing, social media, and mobile marketing, and the global marketplace.	
MRK 201 Marketing Research (50% Online/50% On-site)	**42**
This course introduces students to the methodology and terminology used in marketing research. Topic include, defining the marketing research problem and developing an approach, research design, secondary and syndicated data, qualitative research, survey and observation, experimentation and causal research, measurement and scaling, questionnaire and form design, data collection and preparation, data analysis: frequency distribution, hypothesis testing, and cross-tabulation, data analysis: hypothesis testing related to differences, correlation, and regression, and Report Preparation and Presentation.	
MRK 202 Sales and Marketing (50% Online/50% On-site)	**42**
This course introduces students to the sales strategy and assist students to develop personal sales skill with combination of theory and real world application and ethical dilemma. Topic includes relationship selling	

opportunities in the information economy, evolution of selling models that complement the marketing concept, ethics: the foundation for partnering, relationships that create value, creating value with a relationship strategy, creating value with a relationship strategy, communication styles: a key to adaptive selling today, creating product solutions, product-selling strategies that add value, the buying process and buyer behavior, developing and qualifying prospects and accounts, approaching the customer with adaptive selling, determining customer needs with a consultative questioning strategy, creating value with the consultative presentation, negotiating buyer concerns, adapting the close and confirming the partnership, servicing the sale and building the partnership, and opportunity management: the key to greater sales productivity.	
Co-op	**840**

Policies

Name of Institution: Wales Young Institute	**Institution number: 3857**

Name of Policy: Admission Policy	**Date of Implementation: April 25, 2014**	**Date of Last Revision : March 6, 2018**

Policy:

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

Program Admission Criteria:

- Grade 12, or mature student.
- Note: Students over the age of 19 are considered mature students and are NOT required to send high school transcript.
- Legally entitled to attend school in Canada.
- IELTS minimum 4.5 or TOEFL score of 480 or Wales Young English assessment test with minimum passing mark 60%

Procedure:

1. The institution's [receptionist] refers all inquiries to the [Senior Education Admission].

2. The admission representative meets with the prospective student to discuss the program of interest.

3. Once the student has decided on a program of study, the [Senior Education Admission] reviews the admission criteria for the program with the student to ensure that he/she meets all of the criteria.

4. The Senior Education Administrator] obtains evidence (e.g. transcript, proof of age, etc.) from the student that he/she meets all of the program's admission criteria and places the evidence in the student file. <u>The admission criteria cannot be waived by either the school or the applicant.</u>

5. After receiving evidence that the prospective student meets all of the admission criteria, the [Senior Education Administrator] prepares a Student Enrolment Contract and meets with the prospective student to review the policies that will affect the student during his/her completion of the program of study and to review the contract. If, after understanding their rights and responsibilities, the prospective student wishes to sign the contract, The Receptionist] arranges for the prospective student to meet with the Senior Education Administrator.

6. The Senior Education Administrator meets with the prospective student to discuss his/her educational goals and commitment to completing the program of study. Financial arrangements for payment of tuition and other fees are also discussed.

7. If the [Senior Education Administrator] and the prospective student agree on a financial arrangement, they sign the contract and the school owner delivers a copy of the signed contract, along with a copy of all student policies to the student as follows:

    a. Tuition and Fee Refund Policy

    b. Dispute Resolution/Grade Appeal Policy

    c. Dismissal Policy

    d. Admissions Policy

    e. Attendance Policy

    f. Program Outline

    g. Work Experience Policy

    h. Withdrawal policy

    i. Language Proficiency Assessment Policy

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Assessment Policy and Procedure	Date of Implementation: April 25, 2014	Date of Last Revision : August 30, 2021

Policy:

As of April 2016, all homework will be part of course assignment and contribute to course percentage.

Graduation Requirements:

· Meets minimum GPA of 2.6.

· Meets minimum of 50% (D) passing grade for each course.

· Meets minimum attendance of 70% for each course.

For every third week of the program, students will be evaluated based on 30% of the course load, including: homework, quizzes, and any other assignments.

Student Progress/Assessment Methods

	Contribution (%)
Attendance	10%
Assignment (Homework, Project, and Presentation)	10%
Quiz/ Quizzes	20%
Midterm	20%
Final	40%
Total	100%

Total Grade Percentage

After that the final mark

A+= 91-100% A=86-90% A-= 80-85% B+ = 77 – 79% B= 74-76% B-=70-73% C+ = 67 – 69% C= 64-66% C-=60-63% D = 50 – 59% U/F = Below 50%

PASS = normal satisfactory completion of course FAIL = unsatisfactory completion

The GPA will be

For example:

A+= 4.00 grade points
A = 4.00 grade points
A- = 3.70 grade points
B+ = 3.33 grade points
B = 3.00 grade points
B- = 2.70 grade points
C+ = 2.30 grade points
C = 2.00 grade points
C- = 1.70 grade points
D = 1.00 grade points

U/F= 0.00 grade points

Letter Grade	Quality Characteristics
A	Outstanding, excellent work; exceptional performance with strong evidence of original thinking, good organization, meticulous concern for documented evidence, and obvious capacity to analyze, synthesize, evaluate, discern, justify, and elaborate; frequent evidence of both verbal eloquence and perceptive insight in written expression; excellent problem-solving ability in scientific or mathematical contexts with virtually no computational errors; demonstrated masterful grasp of subject matter and its implications. Gives evidence of an extensive and detailed knowledge base. (Note: The A+ grade is reserved for very rare students of exceptional intellectual prowess and accomplishment, especially in lower level courses.)
B	Good, competent work; laudable performance with evidence of some original thinking, careful organization; satisfactory critical and analytical capacity; reasonably error-free expository written expression, with clear, focused thesis and well-supported, documented, relevant arguments; good problem-solving ability, with few computational or conceptual errors in scientific subjects; reasonably good grasp of subject matter but an occasional lack of depth of discernment; evidence of reasonable familiarity with course subject matter, both concepts and key issues. Exhibits a serious, responsible engagement with the course content.
C	Adequate, reasonably satisfactory work; fair performance but infrequent evidence of original thinking or the capacity to analyze, synthesize, or evaluate course material; undue reliance on rote memory; difficulty in applying knowledge in unfamiliar contexts; limited problem-solving ability in scientific subjects; fairly clear but quite uninspiring written expression with occasional problems in mechanics or syntax; weak in provision of documented, illustrative, or descriptive evidence; satisfactory grasp of basic elements of the course but frequent lapses in detailed understanding. Satisfies the minimum requirements of the course.
D	Minimally acceptable work; relatively weak performance with little evidence of original thinking or ability to analyze or synthesize course material; nominal or weak problem-solving ability in scientific subjects; written expression frequently exhibits difficulty in articulating a central thesis or sustaining a coherent argument; ideas are trite or juvenile, without discernible development. Shows inadequate grasp of some basic elements of the course.

F or U	Inadequate work; poor performance that indicates a lack of understanding or misunderstanding of essential subject matter; seems easily distracted by the irrelevant; written expression is poorly organized, often incoherent, and rife with mechanical and diction errors. Shows little evidence of even basic competency in the course content or skills.

Procedure

- Students will receive accurate and timely feedback on their learning process.
- Teacher/ Instructor must provide feedback on student's assessment (Quiz, Homework, Assessment, Midterm, and Final) in a timely manner.
- There must be a quiz, homework, and tests (midterm and final) to assess each student for each course at Wales Young Institute.

Grading Rubric for Exam and Assignment at Wales Young Institute

1. Multiple Choice Section

   1 (one) correct answer over multiple choices. A correct answer give full mark of 1 (one) point while wrong answer will give 0 (zero).

2. True or False Section

   One correct answer over either True of False. A correct answer will give full mark of 1 (one) point while wrong answer gives 0 (zero).

3. Matching Section

   For each correct answer will give student 1 (one) point and none or 0 (zero) for a wrong answer.

4. Essay Section

   Essay will be marked using this rubric for each question:

Ø A "5" points out of 5 or 81% to 100% essay:

  · Answers the specific central question that was asked

  · Incorporates pertinent and detailed information from both class discussion and assigned readings (whenever applicable), providing needed evidence.

  · Maintains focus/avoids being sidetracked by tangents

  · Presents all information clearly and concisely and in an organized manner

  · Does much more than merely restate the question and offer a brief response

Ø A "4" points out of 5 or 61% to 80% essay:

· Answers the specific central question asked, but not as well as a "5" essay

· Incorporates some information from class discussion and assigned readings, providing some necessary evidence, but less thoroughly and/or relevantly than an "5" essay

· Usually maintains focus, but may occasionally digress from the specific topic

· Presents information fairly clearly and concisely, and may have minor organization problems

· Does more than merely restate the question and offer a brief response

Ø A "3" points out of 5 or 41% to 60% essay:

· Addresses the specific central question asked in part, but does not relate directly to the question or does not address all required elements

· Does not adequately incorporate information from class discussion and assigned readings, and may rely on unsupported statements or generalities

· Sometimes strays from the specific topic (more often than a "4" essay)

· Presents information in a manner that is sometimes unclear, and/or has significant organization problems

· May merely restate the question and offer a brief, undeveloped response

Ø A "2" points out of 5 or 21% to 40% essay:

· Does not directly answer the specific central question asked

· Does not incorporate information from class discussion and assigned readings, or does so minimally and/or irrelevantly

· Substantially digresses from the specific topic

· Has significant problems with clarity, concision, and organization, making the information presented difficult for the reader to understand

· May merely restate the question and offer an irrelevant or undeveloped response

Ø A "1" point out of 5 or 1% to 20% essay:

· Does not answer the specific central question in any way

· Does not incorporate information from *pertinent* class discussion and/or assigned readings

· Provides no information that can be understood or related to the specific topic

· May lack any recognizable organization

· Does simply restate the question

5. Oral Presentation

	Effective	**Needs work**	**Comments**
Delivery: speed, eye contact, clarity, audibility, tone			
Content: sets out relevant issues, explains key terms, confident with material, aids understanding			
Structure: logical, easy to follow, provides headings, each section relates to overall purpose			
Use of visual aids uses handout or other visual aids, relevant to content			
Response to questions: willing to answer questions, actively seeks questions			

Other comments

Mark

Marking criteria

90, 80, 75 first class, outstanding/excellent

68, 65, 62 upper second, good/above average

58, 55, 52 lower second, generally satisfactory, but some weaknesses

48, 45, 42 third, below average/barely adequate with serious weaknesses

35, 25, 15, 0 fail, poor, little of merit/nothing of merit

Hospitality Writing Scoring Rubric

GENERAL DIRECTIONS: The score you assign should reflect your judgment of the quality of the essay as a whole. Reward writers for what they do well.

Grade	Explanation
91-100	These well-written essays clearly demonstrate an understanding of the topic and have chosen an appropriate work of literature and appropriate element(s) (character, theme, tone, plot device, etc.) within that work. They address the topic convincingly with apt references. Superior papers will be specific in their references, cogent in their explications, and free of plot summary that is not relevant to the topic. These essays need not be without flaw, but they must demonstrate the writer's ability to discuss a literary work with insight and understanding and to control a wide range of the elements of effective composition.
81-90	These essays also choose a suitable work of literature and analyze the appropriate elements. These papers, however, are less thorough, less perceptive or less specific than that of 91-100 papers. Though they are not as convincing in their discussion, these essays are generally well-written; however, they have less maturity and control than the top papers. They demonstrate the writer's ability to analyze a literary work, but they reveal a less sophisticated analysis and less consistent command of the elements of effective writing than essays scored in the 91-100 range.
71-80	Superficiality characterizes these essays. They choose an appropriate element from a suitable work, but the explanation is vague or over-simplified. The discussion may be pedestrian, mechanical, or inadequately related to the topic.

Typically, these essays reveal simplistic thinking and/or immature writing. They usually demonstrate inconsistent control over the elements of college-level composition and are not as well conceived, organized, or developed as the upper-half papers; the writing, however is sufficient to convey the writer's ideas. |
| 61-70 | These lower-half papers may not have chosen an appropriate element or suitable text, or they may have failed to address the topic. Their analysis may be unpersuasive, perfunctory, underdeveloped, or misguided. Their discussion may be inaccurate or not clearly related to the chosen element. The writing may convey the writer's ideas, but it reveals weak control over such elements as diction, organization, syntax, and grammar. These essays may contain significant |

	misinterpretations of the text, inadequate supporting evidence, and/or paraphrase and plot summary rather than analysis.
51-60	These essays compound the weakness of essays in the 61-70 range. They seriously misread or fail to comprehend the novel or the play (or the question itself), choose an inappropriate element, or seriously misinterpret the topic of the function of the element in the work they have chosen. In addition, they are poorly written on several counts, including many distracting errors in grammar and mechanics, or they are unacceptably brief. Although the writer may have made some effort to answer the question, the argument presented has little clarity or coherence. Essays that are especially vacuous, ill-organized, illogically argued and/or mechanically unsound should be scored below 51.
21-50	This is a response with no more than a reference to the task.
0	Indicates a blank response, or one that is unrelated to the assignment.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Grade Appeal Policy	Date of Implementation: April 25, 2014	Date of Last Revision : August 30, 2021

Wales Young Institute provides an opportunity for students to appeal their grades in a fair and equitable manner.

A concern about a grade should be resolved informally with the instructor where possible, and otherwise at the earliest possible step of the formal appeal process outlined below.

A grade may be raised, lowered, or remain the same as the result of an appeal.

Procedure for Grade Appeal:

1. If a student is dissatisfied with a grade received and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, 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 should submit a written appeal to the SEA

3. The SEA and his/her instructor will then assess this appeal

4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.

5. Once the re-assessment is complete, the director will review the process and, once his/her review is complete, the grade will be considered final and cannot be appealed.

The decisions on the grade appeal will be provided to students within 30 school days of Wales Young Institute's receipt of the written complaint.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Attendance Policy	Date of Implementation: April 25, 2014	Date of Last Revision : December 5, 2019

Scope:

This policy applies to all Wales Young Institute Students without exception. Students are expected to comply with regulations and carry out their responsibilities.

 Policy:

Section 1: Attendance Regulations:

1. Attendance requirements

Students are expected to attend 70% of class instruction in order to be eligible for a passing mark for the course. If a student is late by more than 15 minutes, they will receive a half mark on attendance for that day. If a student misses a day of instruction without providing a doctors note they will receive a zero for that day of instruction.

The maximum missed classes a student is allowed is three per class for each semester. The maximum lates a student is allowed is six per class for each semester.

Section 2: Enforcement of Policy

A. Missed Classes:

First missed class	The student will not be spoken to by the instructor. The student will receive a mark of zero for that day of instruction.
Second missed class	During break, the instructor will speak to the student and give them a verbal warning regarding their attendance.
Third missed class	The instructor will inform the program coordinator, who will provide a written warning to the instructor to give to the student. This warning will inform the student that they now have an attendance of 70% and will be dropped form the class if they miss a fourth class. The student and instructor will sign this document and return to the office.
Fourth missed class	The student's attendance is now less than 70%, thus they will be dropped from the course and receive a mark of zero wthout a refund. The student will need to retake the course the next time it is available.

B. Late Classes:

First three late classes	The student will not be spoken to by the instructor. The student will receive a half mark for those days of instruction.
Fourth late class	During break, the instructor will speak to the student and give them a verbal warning regarding their attendance.
Fifth late class	The instructor will inform the program coordinator, who will provide a written warning to the instructor to give to the student. This warning will inform the student that they now have an attendance of 70% and will be dropped form the class if they are late for a sixth class. The student and instructor will sign this document and return to the office.
Sixth missed class	The student's attendance is now less than 70%, thus they will be dropped from the course and receive a mark of zero wthout a refund. The student will need to retake the course the next time it is available.

Section 3: Valid Excuses for Late or Misses Classes:

I. <u>A valid excuse</u> for missing for being late for a class include either:

a. A medical emergency of either the student, or a family member of that student. Fort this, students must provide sufficient proof.

OR

b. A religious holiday on the day of instructions. For this, students must give at least one weeks notice.

II. <u>A valid excuse</u> does NOT include a missed bus, traffic jam, sleeping in, or any other reasons not mentioned in section 1.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Withdrawal Policy and Procedure	Date of Implementation: April 25, 2014	Date of Last Revision : August 30, 2021

Policy:

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

An international student whose application for a study permit has been denied is entitled to a refund under PTA Manual 3.2.8., if a copy of the denial letter is provided to WALES YOUNG INSTITUTE prior to the program start date.

Procedures:

1) Refunds before the program of study begins:

A. If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction, the institution will refund 100% tuition due under the contract.

B. If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of $1000.

C. If written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition due under the contract to a maximum of $1300.

2) Refunds after the program of study starts:

(a) If written notice of withdrawal is received by the institution or a student is dismissed before 11% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition.

(b) If written notice of withdrawal is received by the institution, or a student is dismissed after 11% and before 30% of the period of instruction specified in the contract has elapsed, the institution may retain 50% of the tuition.

(c) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Course repeat Policy	Date of Implementation: April 25, 2014	Date of Last Revision : May 28, 2024

Policy:

1. Student who wished to repeat the course must submit the Request to Repeat a Course form.

2. Where a student repeats a course, the average grade from both courses will be recorded on official records. For example if the student previously received the grade of 2.5 and she/he retakes the course and received the grade of 3.5, his/her average GPA is 3.0. If the same grade or grade equivalent value is earned for a repeated course, the course that was completed most recently is included in the term grade point average (GPA) and cumulative GPA, and the former course is excluded in the term GPA and cumulative GPA.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Refund Policy	Date of Implementation: April 25, 2014	Date of Last Revision : August 30, 2021

Refund policy applies to all program offered at Wales Young Institute.

1. If **WALES YOUNG INSTITUTE** receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:

a. the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;

b. the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or

c. the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.

2. **WALES YOUNG INSTITUTE** will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.

3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, **WALES YOUNG INSTITUTE** may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.

4. Unless the program is provided solely through distance education, if **WALES YOUNG INSTITUTE** receives a notice of withdrawal from a student:

a. more than seven days after the effective contract date and

i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of $1,000.

ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of $1,300.

b. after the contract start date

i. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.

ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.

5. Unless the program is provided solely through distance education, if **WALES YOUNG INSTITUTE** provides a notice of dismissal to a student and the date the institution delivers the notice to the

student is:

> a. equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.

> b. after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.

6. If **WALES YOUNG INSTITUTE** provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:

> a. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or

> b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.

7. **WALES YOUNG INSTITUTE** will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.

8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:

> a. of the date **WALES YOUNG INSTITUTE** receives a student's notice of withdrawal,

> b. of the date WALES YOUNG INSTITUTE provides a notice of dismissal to the student,

> c. of the date that the registrar provides notice to **WALES YOUNG INSTITUTE** that the institution is not complying with section 1(c) or 2 of this policy, or

> d. after the first 30% of the hours of instruction if section 3 of this policy applies.

9. If an international student delivers a copy of a refusal of a study permit to **WALES YOUNG INSTITUTE**, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:

> a. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit,

> b. or the program is provided solely through distance education.

10. If an international student requires a Provincial Attestation Letter as part of their enrolment process, then up to $1,000 of tuition paid will be non-refundable. If a student gets rejected, any amount of the tuition paid over $1,000 will be automatically refunded to the student. However, up to $1,000 will be retained by the institution.

Procedure:

    - Students must write withdrawal letter and request or letter of cancellation the courses or programs.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Dispute Resolution Policy	Date of Implementation: April 25, 2014	Date of Last Revision : August 1, 2022

Scope:

This policy applies to all students enrolled at Wales Young Institute.

Policy:

1. This policy governs complaints from students respecting Wales Young Institute and any aspect of its operations.

2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.

3. The process by which the student complaint will be handled is as follows:

I. When a concern arises, the student should first attempt to address it with the individual most directly involved, in this case the Teacher. If unsatisfied with the outcome, the student should submit a written complaint to the Program Coordinator (as of August 17, 2021 – Christopher Herbert christopherh@walesyoung.com).

II. The Program Coordinator will arrange to meet with the student to discuss the concern as soon as possible and within five days of receiving the student's written complaint.

III. Following the meeting with the student, the Program Coordinator will conduct whatever enquiries and/or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint, whether the complaint is sounded or unsounded. The written reasons will be provided no later than 15 days following the receipt of the student's written complaint.

IV. If the student is still unsatisfied after meeting with the Program Coordinator, they may move the dispute further to the Senior Education Administrator (SEA) who will evaluate the student's complain, and the Program Coordinators response. The SEA will arrange to meet with the student to further discuss the concern.

V. After the meeting, the SEA will conduct whatever enquiries and/ or investigations are necessary and provide a written response to the student that includes reasons for the determination on the complaint, whether the complaint is sounded or unsounded. The written response will be provided no later than 15 days following the receipt of the student's written complaint.

VI. The SEA decision is final.

· The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.]

The student making the complaint may be represented by an agent or a lawyer

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Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Respectful and Fair Treatment of Student Policy	Date of Implementation: April 25, 2014	Date of Last Revision : March 6, 2018

Policy Statement

Wales Young Institute (WYI) promotes the respectful and fair treatment of all students. Wales Young Institute is committed to creating an atmosphere where all members of the school are treated fairly and equally. WYI strives to protect and promote the dignity of individuals with diverse backgrounds and needs. WYI committed to ensuring an educational environment that is free from harassment (based on prohibited grounds of mination under the various federal and provincial human rights codes). In support of these goals, abuse, exploitation, harassment, and discrimination must be identified and addressed. Abuse, exploitation, harassment, and discrimination violate fundamental collective and individual rights, dignity and personal integrity.

Definitions

Abuse, exploitation, harassment, and discrimination refers to objectionable conduct or comment directed towards a specified person(s), which serves no legitimate work or educational purpose, and has the effect of creating an intimidating, humiliating, hostile or offensive work or study environment.

Harassment is engaging in a course of aggravating comment or conduct that is known, or ought reasonably to be known, to be unwelcome. It involves conduct which tends to interfere with a climate of understanding and mutual respect for the dignity and worth of each person.

Some examples of harassment include, but are not limited to:

· be the result of a repeated course of conduct or comment occurring over time; however, in exceptional circumstances, one incident may constitute harassment;

· be expressed verbally, physically or visually;

· come from a colleague, supervisor or subordinate;

· involve one person or a group;

· be either deliberate or unintentional.

The fact that someone did not intend to abuse, exploitation, harassment, and discrimination is no defense to a complaint. Regardless of intent, it is the effect and characteristics of the behavior that determine whether the behavior constitutes discrimination or harassment, subject to the test of a reasonable person.

The following are examples of behaviors which may be considered abuse, exploitation and harassment, but are not limited to:

· verbal abuse or threats;

· remarks, jokes, innuendoes, or taunting about a person's body, attire, age, sex, marital status, ethnic or national origin, religion, sexual orientation or any other prohibited ground of discrimination as per the various national and provincial human rights codes, etc.;

· gratuitous and/or inappropriate display of offensive and/or derogatory pictures (e.g. racist, sexist, ageist, etc.);

· practical jokes which demean or degrade;

· repeated unwelcome invitations or requests of a personal nature which produce an intimidating work environment;

· degrading gestures;

· electronic transmission of any of the above;

· condescending or patronizing behavior which intimidates, or which interferes with an individual's ability to work or volunteer;

· unnecessary physical contact. Sexual harassment is unwelcome conduct or comment of a sexual nature that detrimentally affects the work environment or leads to adverse job-related

consequences for its victims.

Some examples of sexual harassment include, but are not limited to:

· Sexist jokes, causing embarrassment or offence, or where they are by their very nature, clearly embarrassing or offensive, whether or not the joker has been so advised;

· Any conduct or comment that might, on reasonable grounds, be perceived as placing a condition of a sexual nature on a person's position, employment or on any opportunity for further personal or professional development, training or promotion within the association;

· Displaying of sexually offensive materials by any means, including electronic;

· Sexually degrading or derogatory words used to describe or directed toward a person;

· Unwelcoming sexual comments, flirtations, advances, contact, attention or propositions;

· A reprisal or threat of reprisal, for rejecting a sexual solicitation or advance.

Grounds on which discrimination may be based include but are not limited to those set out in the Canadian and Provincial Human Rights and Act, as follows:

a. age;

b. race;

c. colour;

d. religion;

e. creed;

f. sex;

g. sexual orientation;

h. physical or mental disability;

i. an irrational fear of contracting an illness or disease;

j. ethnic, national or aboriginal origin;

k. family status;

l. marital status;

m. source of income;

n. political belief, affiliation or activity;

o. an individual's association with another individual or class of individuals having characteristics referred to in (a) through (n).

Discrimination imposes burdens, obligations, or disadvantages on specific individuals or groups not imposed upon others.

Procedures

Procedure to resolve an unfair treatment:

1. Members of the WYI community are encouraged whenever possible to resolve problems informally and, where necessary, to request the Senior Educational Administrator (SEA) to advise and assist in this process.

2. An individual who believes they are being subjected to unfair treatment (Complainant), SEA should keep a written record of the incident or incidents of the unfair treatment including such information as dates, times, what happened, and names of witnesses, if any.

3. An individual is encouraged to advise the person they believe has treated unfairly against them that the behaviour is unacceptable and ask them to stop. If the attempt to stop the offending behaviour is unsuccessful, the Complainant may seek the advice of the SEA.

4. SEA will arrange a meeting to resolve the issue with both parties and form a resolution together with both parties on board. The resolution may include, but not limited to, disciplinary action, dismissal, and/or termination.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Privacy Policy	Date of Implementation: April 25, 2014	Date of Last Revision : August 30, 2021

Wales Young Institute collects, uses, retains, and discloses information in accordance with the Personal Information Protection Act ("PIPA"). Wales Young Institute 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

For all career training programs:

A student's record includes, as applicable, a student enrolment contract; evidence a student met all admission requirements and entrance examinations; financial records, attendance records; documentation of any dispute, grade appeals or dismissal; copies of study permits and practicum/work placement information.

Wales Young Institute 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 completion of the program of study or withdrawal or dismissal, Wales Young Institute uploads a copy of the students' enrolment contract, transcript and diploma or certificate (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years.

<u>For short duration programs:</u>

A student's record includes a student enrolment contract; financial records and documentation of any dispute, grade appeals, or dismissals.

Student records are kept for 8 months following the completion of a short duration program and are not archived.

Access to student's records

Student records are maintained in a secure storage medium in a secure location.

Upon written request to [add name of the person], a student may access his/her records for a fee of $0.25 per page.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Safety Policy	Date of Implementation: April 25, 2014	Date of Last Revision : August 30, 2021

Policy:

Wales Young Institute is committed to providing a healthy and safe working and learning environment for all employees and students. The policy applies to all Wales Young Institute employees and students.

Procedure for Fire Safety:

1. The {Director} ensures that adequate fire suppression equipment is available as needed throughout the campus and that all fire suppression equipment is inspected by a qualified inspector at least annually.

2. The {Director} ensures that all employees receive training in the operation of the fire suppression equipment and in the school fire evacuation procedures.

3. The {Director}is responsible for preparing and posting emergency exit instructions route maps in each classroom at the campus with the exit from that room specifically noted in a coloured highlight.

4. In the event of a fire emergency, the employee will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.

5. The {Director} will advise all employees to evacuate the campus.

6. Instructors will escort their students to the classroom ensuring that he or she takes the class list with them. In the classroom, the Instructor will check the students present against the list of students in attendance that day and will immediately advise the {Director} if anyone is missing.

7. The {Director} will act as a liaison between fire officials and students/employees during the emergency. If necessary, the Director will authorize school closure.

8. No student or employee will re-enter the campus until the fire officials have authorized re-entry.

Procedure for Earthquake Safety:

1. The {Director} ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders that are located at or above head-level.

2. The {Director} ensures that all employees receive training in the school earthquake evacuation procedures.

3. The designated {Director} is responsible for preparing and posting emergency instructions and exit route maps in each classroom at the campus with the exit from that room 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 it is deemed safe to do so, the {Director} will advise all employees to evacuate the campus.

6. Instructors will escort their students to the classroom ensuring that he or she takes the class list with them. In the classroom, the Instructor will check the students present against the list of students in attendance that day and will immediately advise the {Director} if anyone is missing.

7. The {Director} will act as a liaison between rescue officials and students/employees during the emergency. If necessary, the {Director} will authorize school closure.

8. No student or employee will re-enter the campus until the rescue officials have authorized re-entry.

Program Specific Safety Procedures:

1. Programs that use dangerous equipment or hazardous materials must observe health and safety precautions for the specific equipment and materials as outlined by Health Canada, WorkSafe BC or by the equipment manufacturer.

2. The {Director} is responsible for ensuring that employees receive training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials.

3. Instructors in these programs are responsible for ensuring that students receive training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials before being allowed to operate or use these items during completion of the program of study.

4. Instructors in the program conduct weekly inspections of equipment to ensure that worn or damaged pieces are identified and replaced.

5. The {Director} schedules periodic inspections of all equipment and facilities as appropriate.

6. All inspections and their outcomes are documented and the inspection report is retained in a binder.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Student Support Policy	Date of Implementation: April 25, 2014	Date of Last Revision : August 30, 2021

SCOPE

This policy applies to all Wales Young Institute staff and administrators who deal with student services.

POLICY

1. WYI is committed to supporting students to adjust to life in Canada so they can achieve their learning goals and maintain satisfactory progress towards meeting the learning outcomes of all courses.

2. WYI assists students in adjusting to school and life in Canada, including through the provision of an age and culturally appropriate orientation program that includes information about:

a. student support services available to students in the transition to life and study in a new environment

b. admission process including student enrolment contracts, policies, and program outlines that are available at WYI

c. legal services

d. housing, community services, cultural services, family services, immigration services that are available to students

e. child care services

f. emergency, and health services including health care programs that are available to students

g. transportation services

h. academic support, such as tutoring service and library services that are available to students

i. employment resources and co-op program that are available to students

j. complaints and appeals processes, and

k. any student permit condition relating to course progress and/or attendance as appropriate.

3. WYI provides the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

4. WYI provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress, attendance requirements, and accommodation issues. These services are provided at no additional cost to the student. If WYI refers the student to external support services, WYI will not charge for the referral.

5. WYI provides sufficient student support personnel to meet the needs of the students enrolled with the institution.

6. WYI ensures that all staff members who interact directly with students are aware of WYI's obligations

PROCEDURE

Support Provided

Arrival in Canada

For international students, WYI can arrange for students to be met at the airport and taken to their accommodation. The student needs to indicate the need of this service when submitting the application form.

Academic, Language and Learning Support

Academic support is the responsibility of the instructors/teachers. Students are advised to approach their instructors and/or admission representative if they need assistance in meeting course requirements. The admission representative can assist students with the following:

- Study Skills

- Timetables

- Learning Support Strategies

- Academic issues

Student Welfare Services

WYI has designated Admission Representative Officers to provide a basic counseling service to all students. This service provides assistance to students experiencing difficulties in any aspect of their lives, including issues of academic or personal nature. The admission representative officers are available to international students to help them access study support and welfare-related services such as:

- Legal Services – WYI can refer a student who requires to a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice provided.

- Accommodation – Accommodation advice is available to all international students. WYI will provide up to date information on accommodation options and or providers, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.

- Emergency and Health Services – During the first week at WYI students are advised on campus safety and how to access emergency and health care services in Canada. For non-urgent services students are encouraged to talk with the admission representative. For medical or other emergencies students are instructed to contact the appropriate services, e.g. 911 and inform WYI as soon as appropriate. WYI provides MSP application form.

- Complaints and appeals processes – The complaints and appeals policy and procedure is detailed on the website and made available from administration at any time. The policy is specifically explained both in the Student Handbook and during orientation.

• Any student permit condition relating to course progress and or attendance as appropriate – Students are advised at orientation of their requirements to continue to meet their permit conditions. WYI can also refer students to external Counselling Service for various issues if necessary however each issue is dealt with on a case by case basis. There is no fee attached to this welfare support and referral service. Any cost charged by the external services will be paid by students. In addition to the normal support services, international students are provided with a range of special services such as assistance with resume-writing and looking for part-time work. Students have access to welfare-related support services to assist with issues that may arise during their study, including program progress, attendance requirements and accommodation. These services are made available to all WYI students. WYI also has a documented critical incident together with procedures that cover the action to be taken in the event of a critical incident, the required follow-up to the incident, the recording of the incident and the action taken.

• Critical incidents are not limited to, but could include:

  o missing students;

  o severe verbal or psychological aggression;

  o death, serious injury or any threat of these;

  o natural disaster; and

  o issues such as domestic violence, sexual assault, drug or alcohol abuse

PROCEDURE

1. All students will have access to our student support services through our Admission Representative. The Admission Representative will have access to available student welfare services available locally.

2. Where the nature of the concern is beyond the AR's experience and abilities, the student will be referred to an appropriate person for professional assistance

3. The AR will respond to all questions pertaining to the student's progress, course requirements, satisfactory progress and/or attendance, and refer the student to other staff members as appropriate.

4. The AR will assist with accommodation or general welfare issues, through providing appropriate advice and direction. The AR is authorized to refer the student to professional welfare assistance (Social Workers, Legal Aid, etc.) as they see fit

5. The AR will detail the student support services provided to each student, and ensure details of services provided are placed on the students file.

6. Academic counseling is provided by the SEA or delegate who is responsible for monitoring all aspects of student academic progress. Discussion notes, outcomes and follow up action are recorded in student files.

7. Instructors/teachers will report to the SEA any concerns they have about changes in a student's behavior, attitude, health or general demeanor for immediate follow up.

8. In circumstances requiring personal counseling and where there is no qualified counsellor employed as a staff, the AR will be responsible for making a referral to a suitable outside agency for the student at no charge to the student. The AR will ensure that the student is well supported during the process, liaise with the outside agency if appropriate and follow up with the student as often as necessary.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: CO-OP Work Policy	Date of Implementation: December 19, 2019	Date of Last Revision : August 30, 2021

I. PURPOSE

The Co-op Work Policy outlines the procedures and responsibilities assigned to all students and staff in regard to co-operative education and work placement. These regulations are to ensure the students' readiness both intellectually and legally before entering a co-op work placement. The procedures outlined in this policy are designed to support the safety of the student as well as ensuring they follow all legal regulations regarding working visas and employment while in Canada. Wales Young Institute is a college with good standing, and all policies must be followed in all circumstances.

II. SCOPE

This policy applies to all students who are currently enrolled in programs at Wales Young Institute that require CO-OP training as part of the requirement to complete their program of study.

This policy also applies to all school officials responsible for various duties for the co-op work program, including conducting co-op host site visits, managing and filing the co-op students' hours, and helping the students throughout their co-op program. Typically, these responsibilities fall under the domain of the Program Coordinator, and the Senior Executive Administrator.

III. RESPONSIBILITIES

1. Co-op Students

A co-op student is any individual who has completed the required instructional hours of their respective program with a GPA of 2.4 or higher, and who has subsequently been accepted into the co-op program. These students will have the following obligations during their co-operative work placement:

a. Find a suitable employer in the relevant industry based on their program.

b. Submit a resume and attended an interview.

c. Give all relevant information (company name, address, supervisor's name and contact, etc.) to the appropriate school officer: Program Coordinator.

d. Record their hours on the Co-op Timesheet and get their supervisor's signature each month.

e. Come to Wales Young Institute once a month and hand-in timesheets to the Program Coordinator.

f. Work a minimum of 25 hours per week during their co-operative work placement.

g. Complete the required number of working hours during their co-operative work placement for their respective programs. Please refer to appendix 1.

h. At the end of their co-op term, the students will be required to submit a Co-op Student Evaluation Form, a Host Evaluation Form (to be completed by supervisor), and a Professional Development Report.

2. Program Coordinator and/ or other relevant school officer.

The position responsible for managing the co-op students is the Program Coordinator. In the event that the Program Coordinator is absent, another school officer may perform the duties under the guidance of the SEA until the Program Coordinator's return. In regard to the Co-operative Work Program, the Program Coordinator's duties are:

a. Check a potential student's records to determine if they are eligible for co-operative work placement.

b. Inform students that they have been approved.

c. Inform students on the rules and regulations pertaining to the co-operative work program.

d. Collect relevant data about the students' potential employers.

e. Conduct a co-op host site visit to ensure that the co-op location is a safe and viable workplace.

f. Create and have students sign the Co-operative Work Experience Agreement.

g. Collect and file student's timesheets.

h. Check in on students and make sure everything is going well with their co-op work placements.

i. At the end of the work placement, collect all documentation including: Student Evaluation Form, Host Evaluation Form, and Professional Development Report.

j. Review the student's hours, evaluations, and Professional Development Report and determine if they have successfully completed the Co-op Program.

k. Inform students and office staff that they have completed their co-operative work placement and are now eligible for graduation.

IV. REQUIREMENTS:

A successful candidate for the Wales Young's Co-op Work Program will have all of the following:

a. Completion of required instructional hours for their respective program.

b. A grade point average of 2.40 or higher with all grades passing with a minimum of "D."

c. Attendance record of 70% for the entirety of the program.

d. Legally entitled to work in Canada with a Working Visa.

V. CONDITIONS

a. Students are required to work a minimum of 25 hours per week. However, a student may work more than this as long as it does not conflict with legal restrictions.

b. Students who do work more than 25 hours per week may finish their co-operative work placement earlier than one year.

c. Students enter the co-op program at the end of instruction to ensure that they have the knowledge to successfully perform their tasks, as well as to prevent illegal working.

d. If a student wishes to change their co-op host, they must inform the school and reapply. (The hours they have already worked will still be counted.)

e. Students will inform Wales Young Institute if they face any issues during their co-op work placement.

Appendix 1.

The current lecture and Co-op hour requirements for Wales Young Institute's different programs are as follows:

Program Name	Lecture Hours	Co-op Hours
1. Hospitality Management Level 2	840	840
2. Business Entrepreneurship and Technology Diploma	714	714
3. Customer Service and Communication Program	336	336

Employment Rights and Conditions (British Columbia)

In British Columbia, employment rights are governed by the **Employment Standards Act (ESA)**. Key provisions include:

- **Minimum Wage**: As of June 1, 2024, the minimum wage is **$16.75/hour** for most employees.
- **Working Hours**: Working hours are based on the government of Canada's regulations for international students. While a student is participating in the instructional portion of their program, they may work up to **24 hours a week.** Once the student completes all their classes and enters the COOP program, the student may work full time: **40 hours a week plus overtime.** Once the student graduates, they may no longer work or study in Canada.
- **Rest Periods**: Employers must provide a **30-minute unpaid break** after 5 consecutive hours of work.
- **Leave Entitlements**:
  - **Annual Vacation**: At least **2 weeks of paid vacation** after one year of employment, increasing to **3 weeks** after five years.
  - **Sick Leave**: Employees are entitled to **5 paid sick days** and **3 unpaid sick days** annually.
  - **Parental Leave**: Up to **18 months** of combined maternity and parental leave.
- **Discrimination and Harassment**: The BC Human Rights Code prohibits workplace discrimination based on factors like age, race, gender, or disability.

For more details, visit the **BC Employment Standards Branch** website.

Tenancy Rights (British Columbia)

In BC, tenancy rights are regulated by the **Residential Tenancy Act (RTA)**. Important rights include:

- **Tenancy Agreements**: Must be written and include details like rent amount, payment dates, and rules.
- **Rent Increases**: Rent can only be increased **once per year** and must follow the **2024 allowable increase rate of 3.5%**. Proper **3 months' written notice** is required.
- **Deposits**:
  - Security deposits cannot exceed **half a month's rent**.
  - Pet damage deposits, if applicable, are capped at **half a month's rent**.
  - Deposits must be returned within **15 days** of moving out, minus legitimate deductions.
- **Repairs and Maintenance**: Landlords are responsible for maintaining the property in a safe, livable condition, including plumbing, heating, and electrical systems.
- **Evictions**:
  - Landlords must provide notice for eviction: **1 month** for unpaid rent or breach of agreement, and **2 months** for landlord use of property.
  - Illegal evictions can be disputed through the **Residential Tenancy Branch (RTB)**.
- **Privacy**: Landlords must give at least **24 hours' written notice** before entering the property, except in emergencies.

For more resources, visit the **Residential Tenancy Branch** website or contact the **Tenant Resource & Advisory Centre (TRAC)**.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Student Code of Conduct and Dismissal Policy and Procedure	Date of Implementation: April 25, 2014	Date of Last Revision : March 6, 2018

Policy:

Students are expected to meet and adhere to the Code of Conduct set out in this policy while completing a program of study at [Wales Young Institute]. If necessary, students should request clarification from the [SEA]. "Student" means a person who is presently enrolled at [Wales Young Institute], including students participating in work experience placements.

Code of Conduct

While on [Wales Young Institute] premises or in the course of activities or events hosted by [Wales Young Institute], students:

- must comply with all applicable [Wales Young Institute] policies, including the Attendance Policy;
- must treat all students and staff with respect and must not engage in physically aggressive, threatening, harassing, discriminatory or otherwise offensive behavior;
- must not steal, misuse, destroy or deface [Wales Young Institute] property;
- must not consume, possess or distribute alcohol or controlled or restricted substances; and
- must not contravene any provision of the Canadian Criminal Code or any other federal, provincial, or municipal statute or regulation.

The above list sets out examples of prohibited conduct. It is intended to help students understand the type of conduct that will be subject to discipline and is not exhaustive.

Students who violate the Code of Conduct will be subject to the procedures and discipline outlined below, which may include immediate dismissal from the institution.

Procedure:

1) All concerns relating to student misconduct shall be directed to the [SEA]. Concerns may be brought by staff, students or the public.

2) The [SEA] will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the [SEA] will meet with the student as soon as is reasonably possible.

3) Following the meeting with the student, the [SEA] will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.

4) Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.

5) The [SEA] will meet with the student and do one of the following:

(a) Determine that the concern(s) were unsubstantiated;

(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 [Wales Young Institute].

6) The [SEA] will prepare a written summary of the determination. A copy shall be given to the student, and the original will be placed in the student file.

7) If the student is issued a warning or placed on probation, the [SEA] and the student will both sign the written warning or probationary conditions and the student will be given a copy. The original document will be placed in the student's file.

8) If the recommendation is to dismiss the student, the [SEA] of the institution will review the recommendation and accept or reject it. If the recommendation is accepted by the [SEA], the [SEA] will meet with the student to dismiss him/her from study at the institution. The [SEA] of the institution will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, in accordance with PCTIA Bylaw 37.5.

9) If a refund is due to the student, [Wales Young Institute] will ensure that a refund is forwarded to the student within 30 days of the dismissal.

10) If the student owes tuition or other fees to the institution, [Wales Young Institute] may undertake the collection of the amount owing.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Teacher Performance Evaluation Policy	Date of Implementation: April 25, 2014	Date of Last Revision : March 6, 2018

Policy:

Wales Young Institute is committed to provide quality education through its teachers. It is necessary to conduct Performance Evaluation for Teachers at Wales Young Institute as a way to improve educational delivery process. Each teacher must have his/her performance evaluation once yearly. This will be governed and conducted by the senior educational administrator. School will conduct a meeting with teachers following the evaluation based on the feedback given.

Procedure:

- A notification to each teacher must be made at least a week prior to a scheduled evaluation by The SEA.

- School will be using survey and verbal note as its method to conduct the evaluation.

- The SEA will use the result for the yearly performance meeting with the teacher

- Meeting will be scheduled after all teacher completed the survey

- Change will be implemented when it's necessary according to the meeting result.

- Evaluation will be conducted by the SEA.

- PAC member will evaluate the director if the director is also a teacher.

- Teacher survey by students will be discussed in quarterly and annually meeting.

- Course survey by teacher will be discussed in quarterly and annually meeting.

- Annual teacher survey will be discussed in a meeting.

- The meeting will be discussing on any necessary update to school policy, updates to the program and course outline to better reflect the educational objectives for each program, curriculum and content, learning resources and facilities.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Language Proficiency Assessment Policy	Date of Implementation: April 25, 2014	Date of Last Revision : August 26, 2019

Policy:

Instruction at WALES YOUNG INSTITUTE is conducted in English. Students whose first language is not the language of instruction are required to undergo a Language Proficiency Assessment prior to enrolment. Wales Young Institute uses the Versant English Placement Test to determine students'

eligibility. For more information on the language proficiency requirements, refer to the Admission Policy for each respective program.

Procedure:

1. If the student does not have IELTS or TEOFL test report form, the student can choose to take an online English Placement Test (EPT) with Wales Young Institute by contacting the administration office. The online EPT will be conducted by Pearson Versant.

2. The student must inform the school administration of their interest in taking the test. Then the school will order the test from Pearson Versant, and inform the student to complete the test within 48 hours.

3. Once the Versant EPT schedule has been confirmed, a PIN will be sent to the student along with the following instructions for taking the test:

      A. Student must open the email to retrieve the PIN and link to take the test.

      B. The student must use the PIN to access the test on either a computer or laptop.

      C. Though the PIN itself does not expire, the student will be asked to complete the test within 48 hours of receiving the PIN.

      D. The test will take the student about 50 minutes to complete.

      E. For more information, students may visit Pearson Versant website: https://www.pearson.com/english/versant.html.

4. Once the student has completed the test, it will be automatically marked using algorisms.

5. The student's test result will be sent to Wales Young Institute's administrators, who will evaluate the students eligibility based off the admission requirements for their respective programs (see Admissions Policy).

6. If the test score is sufficient to enter the program, the student will be informed, and the application process will continue.

Or

If the test score is insufficient to enter the program, they will be asked to take the test again within two weeks.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Exam Policy	Date of Implementation: March 11, 2019	Date of Last Revision : December 05, 2019

Scope:

This policy applies to all Wales Young Institute Students without exception. Students are expected to comply with regulations and carry out their responsibilities.

Policy:

Section 1: Exam Attendance Regulations:

Students are expected to arrive to each exam on time. If a student is not on time for an exam, they will not be able to take the exam and will receive a zero for that portion of their final mark. If a student does not attend an exam, they will also receive a zero for that portion of their grade.

Section 2: Valid Excuses for Late or Misses Classes:

I. A valid excuse for missing for being late for an exam is either:

a. A medical emergency of either the student, or a family member of that student. Fort this, students must provide sufficient proof.

OR

b. A religious holiday on the day of instructions. For this, students must inform the instructor and program coordinator by the third week of the semester.

II. A valid excuse does NOT include a missed bus, traffic jam, sleeping in, family events, weddings, or any other reasons not mentioned in section 1.

Section 3: Exam etiquette:

1. Wales Young Institute has the following restrictions during the exam:

a. Under no circumstances are students permitted to leave during the exam (unless s/he turns in the exam, or has a medical statement in the file).

b. Books and bags must be on the floor and away from the student. Study notes must be stored in a closed bag.

c. Cell phones and other communication devices are not permitted and must be turned off during the exam. Such electronic devices must be kept away from the student. If the

student is seen with a cellphone during the exam, the student will receive ZERO for the exam.

d. Hats, baseball caps, sunglasses, and jackets must be taken off during the exam.

e. No talking during the exam.

f. No eating during the exam. Only a clear water bottle is permitted in the exam room.

g. Only exam papers and stationery are allowed during the exam. No pencil case or other small bags are allowed on the table during the exam.

h. There is no scrap paper allowed - if required the professor will hand it out.

i. Students may be asked to change seats during the exam for any reason.

Students who violate the exam restrictions will be dismissed from the exam and receive ZERO for the exam.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Student Preparation Policy	Date of Implementation: December 05, 2019	Date of Last Revision : December 05, 2019

Scope:

This policy applies to all students at Wales Young Institute without exception.

Policy:

This policy outlines the supplies and clothing needed for students to be fully prepared for completion of programs at Wales Young Institute.

Section 1: Supplies needed for successful completion at Wales Young Institute:

1. All required textbooks

2. Stationery including binders, notebooks, pens, etc.

3. Calculators

4. Clothing that complies with the dress code at Wales Young Institute.

Section 2: Procedure:

1. If a student does not have the following, it will not be supplied to them.

2. If a student does not have a calculator, they will not be provided on during tests, etc.

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Conflict of Interest	Date of Implementation: December 19, 2019	Date of Last Revision : December 19, 2019

I. PURPOSE

The Conflict of Interest Policy is to ensure that all College Employees conduct themselves in a manner that avoids any Conflict of Interest with the College. To prevent any real or perceived Conflicts of Interest that occur as a result of conflict between the personal or private interests of College Employees and their employment responsibilities to the College.

II. SCOPE

This policy applies to all our employees regardless of employment agreement or rank.

III. DEFINITIONS

1. College Employees

Persons employed by the College including instructors, administrative assistants, Program Coordinator, Sales and Marketing representative, and anyone who is working for Wales Young Institute.

2. Conflict of Interest

Conflict of Interest exists where the activities of a College Employee/ researcher have the intention or effect of advancing his/her interests or the interests of others with whom he/she has a familial, personal or business relationship (a Related Other), in a way that may be detrimental or potentially harmful to the normal operations, the integrity of the fundamental mission of the College. It includes activities that may be perceived as advancing the personal or private interests of the individual, or Related Others, contrary to the interests of the College. In the research context, Conflict of Interest includes situations where financial or other personal considerations may compromise, or have the appearance of compromising, an investigator's professional judgment in conducting or reporting research.

3. Related Other

Any individual with whom a College Employee has a familial relationship and shares

financial, personal, or business interests.

4. Responsible Senior Educational Administrator (SEA)

The Senior Educational Administrator (SEA) is responsible for the discipline/program, service area, or work unit in which a Conflict of Interest is perceived.

IV. POLICY STATEMENTS:

Without limiting the generality of the above, the College recognizes the following as Conflict of Interest situations:

1. Financial Interests

A College Employee/ researcher may not influence any financial transactions of the College for personal gain or gain of Related Others. Where an employee/ researcher or his/her Related Others, has a direct or indirect financial interest in a proposed contract or transactions with the College, that employee may not influence the awarding of such contracts nor participate in such transactions.

2. Compensated Professional Activities

a) Employees of Wales Young Institute may be invited to make job-related presentations or utilize their professional skills and expertise in support of professional activities and/or community projects. The College encourages such participation provided that these activities do not interfere with the performance of their duties as College Employees, do not conflict with College operations and do not impose a financial burden on the College.

b) Any money received for such activities, other than reimbursement of expenses, should be remitted to the College except when the presentation is done on the employee's own time (including holiday time) or where honoraria are related to performance of employee duties, and the acceptance of such honoraria has been approved by the Senior Educational Administrator (SEA).

3. Compromise of Performance

Wales Young Institute Employees may not undertake compensated or non-compensated external activities or positions, where those activities interfere with, or negatively impact on, their performance of Wales Young Institute duties. Employees must ensure that such activities:

- Do not interfere with, or negatively impact on, the performance of their duties as an employee
- Cannot be perceived as activities that are in direct competition with those of Wales Young Institute
- Are not performed in such a way as to appear to be official business of the College nor utilize the College name,
- Do not utilize College premises, services, equipment or supplies to which the employee has access by virtue of his/her College employment
- Do not solicit clients to their private business or consulting practice through their connections to Wales Young Institute (i.e., refer Wales Young Institute students or employees to his/her private

practice).

- Where involvement is compensated or non-compensated professional activities potentially compromise or diminish the employee's ability to fulfill his/her employment obligations to the College, such activities must be disclosed and an unpaid leave or an appropriate reduction in responsibilities and compensation should be arranged.

4. Working Relationships

a) Wales Young Institute Employees shall not participate in the selection, appointment, employment supervision, or evaluation of a person with whom they have a familial relationship.

b) Where a selection committee member determines a family member or Related Other, as defined above, has applied for the position, he/she will disclose that conflict and resign from the selection committee for the duration of that selection process.

c) Wales Young Institute shall avoid appointments that result in a College Employee supervising another employee with whom he/she has a familial relationship.

d) Where a potential Conflict of Interest does occur due to appointment, promotion, or emergent relationships, it must be reported in writing to the Responsible Administrator(s) and every effort taken to avoid the Conflict of Interest. This would involve, at a minimum, making alternative arrangements for evaluation, promotion, re-appointment and/or discipline.

5. Acceptance of gifts or favors

a) In the course of performing their College duties, Wales Young Institute Employees shall not, either directly or indirectly, demand or accept gifts, favors, services or other complementary items from any individual, organization or corporation, where such practices could reasonably be seen as compromising the employee's objectivity, other than:

      i. the normal exchange of hospitality between persons doing business together

      ii. token exchanges as part of the protocol

      iii. the normal presentation of gifts to persons participating in public functions or conferences

      iv. the normal exchange of gifts or hospitality between friends

b) When a gift of significant value is (or is about to be) offered to an individual employee or a College unit, the recipient(s) must discuss the acceptance of such gifts with, and obtain approval of, the SEA to ensure that no real or perceived obligations may be attached to such gifts. Significant gifts are normally defined as gifts that have a value of greater than $500 and include such activities as offers of paid conference attendance or participation in recreational activities from an existing or potential supplier/vendor.

6. Confidential Information

a) Employees/ researchers of Wales Young Institute shall not utilize confidential college records in an unauthorized manner or for unauthorized purposes.

b) Employees/ researchers shall not utilize nor disclose information that is privileged and/or is not in the public domain, and that they may be able to access as part of their position's responsibilities, without prior authorization by the appropriate Senior Educational Administrator (SEA).

PROCEDURES

College Employees and those involved in College must disclose in writing to the Senior Educational Administrator (SEA).

Name of Institution: Wales Young Institute		Institution number: 3857
Name of Policy: Agent Reference Check and Training Policy	Date of Implementation: January 15, 2025	Date of Last Revision : January 15, 2025

Policy:

The Agent Reference Check and Training Policy ensures a systematic process for onboarding and supporting new agents. It includes steps like interviews, reference checks, training sessions, and ongoing updates to maintain compliance and high standards.

Procedure for Establishing Relationships with New Agents

At Wales Young Institute, we follow a structured process to ensure the successful onboarding and collaboration with new agents. The steps are as follows:

1. **Initial Interview**: Prospective agents are invited for an interview to discuss their experience, goals, and alignment with the college's mission and standards.
2. **Reference Check**: After the interview, a reference check is conducted to verify the agent's credentials, reputation, and performance history. This involves sending an online questionnaire to the agent's references for completion (details in the Reference Check section).
3. **Contract Signing**: Once the agent has successfully passed the reference check, a formal agreement is signed, outlining responsibilities, expectations, and compliance with college policies.
4. **Initial Training**: Agents participate in an orientation session, which includes a detailed training presentation and discussion to familiarize them with the college's operations, policies, and expectations (details in the Training and Ongoing Training section).
5. **Provision of Handbook**: Each agent receives a comprehensive handbook outlining the college's guidelines, procedures, and relevant regulations.

6. **Ongoing Training and Support**: To ensure long-term success, agents are provided with updates on any changes to regulations or school policies through scheduled meetings and additional training sessions as needed.
7. **Regular Performance Reviews**: Periodic evaluations are conducted to assess the agent's effectiveness, compliance, and overall contribution to the college's objectives.

Reference Check Procedure

The reference check is a critical step in evaluating a prospective agent's suitability for representing the college. The process includes:

1. **Online Questionnaire**: An online questionnaire is sent to the agent's references. This form seeks detailed feedback on the agent's professional conduct, reliability, and past performance.
2. **Review of Responses**: Once the completed questionnaire is received, it is carefully reviewed by the designated team. This step ensures that all references align with the college's expectations and standards.
3. **Follow-Up Meeting (If Necessary)**: If further clarification or discussion is needed, a meeting is scheduled with the referenced school or organization to gain additional insights.

The reference check ensures that all agents meet the high standards expected by Wales Young Institute.

Training and Ongoing Training

Initial Training

- Upon onboarding, agents attend an orientation session that includes:
  - A detailed training presentation covering the college's policies, procedures, and expectations.
  - Open discussion to address any questions or clarify processes.
- Each agent is provided with a comprehensive handbook containing essential information about the college and relevant regulations.

Ongoing Training

- To maintain up-to-date knowledge and compliance, agents participate in:
  - Meetings scheduled whenever there are changes to regulations or school policies.
  - Training sessions tailored to address specific updates or areas requiring improvement.
- Ongoing communication ensures that agents remain informed and equipped to represent the college effectively.

This policy reflects Wales Young Institute's commitment to building strong partnerships with agents while ensuring adherence to the highest standards of professionalism and compliance.

Online Learning Management Systems

1. OpenSIS

2. Pearson MyLab

OpenSIS

OpenSIS is a computer program used by our college to keep track of important information about our students.
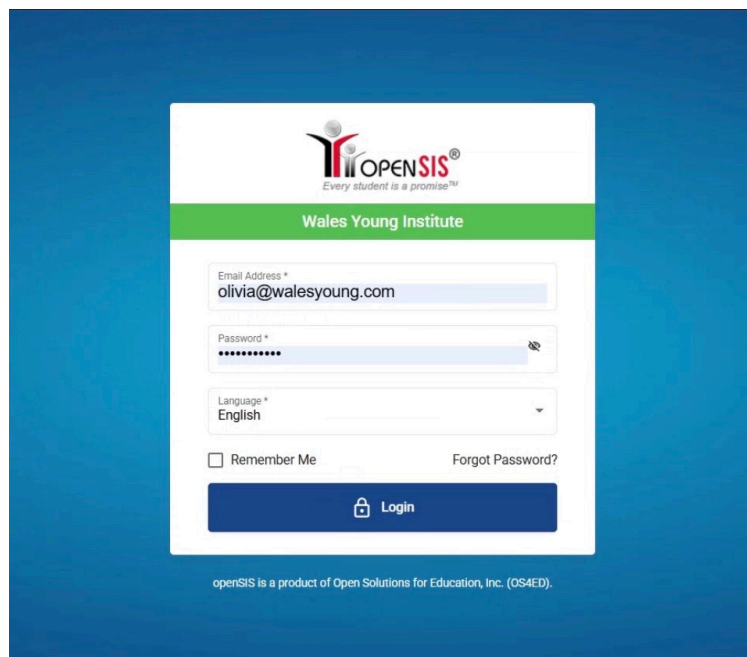
Including:

Grades, attendance, and class schedules.

It helps teachers, students and staff to stay organized and up-to-date with school activities.

How to Reset OpenSIS's password and login.

Go to Wales Young Institute's OpenSIS portal https://walesyounginstitute.opensis.com/

In the login screen click "Forgot Password".
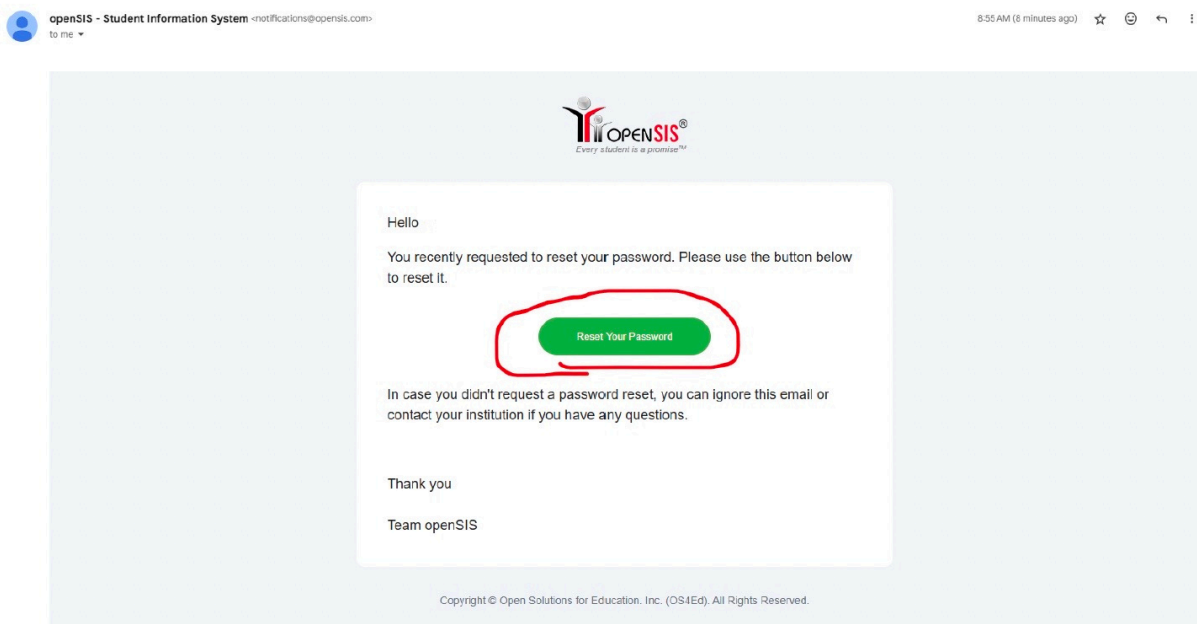

How to Reset OpenSIS's password and login.

Add your email address and click Submit
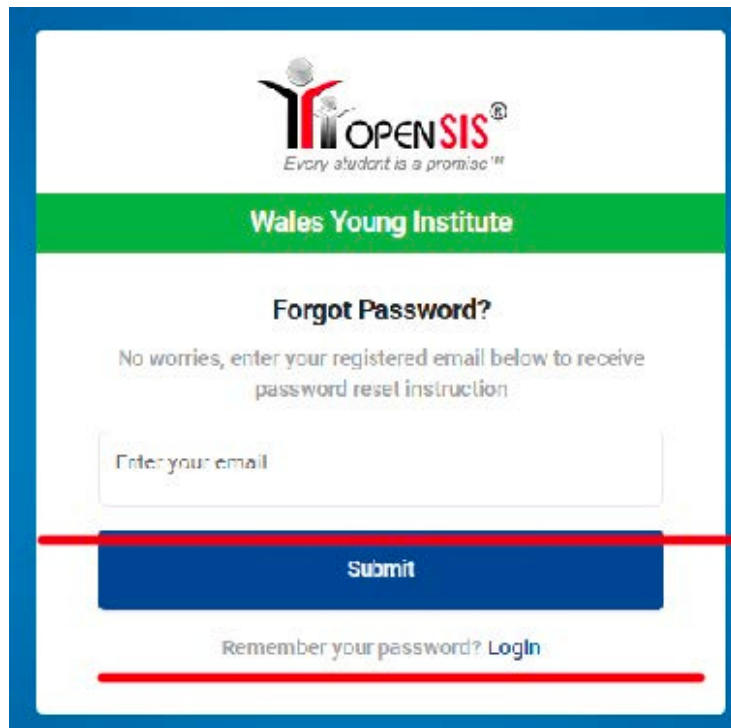
Check your email and click "Reset Your Password"

Check your email and click *"Reset Your Password"*

Set your new password by following the instructions and click "Reset Password"

It contains different features! Transcripts, documents, receipts

LMS Pearson MyLab:

Pearson MyLab is a versatile online learning platform that can be used across a range of academic disciplines. However, at Wales Young Institute, it will primarily be used to support the Business and Web App Development programs.

In these programs, students will have access to a range of MyLab resources and tools to help them master the course material and develop their skills. These resources will be tailored specifically to the needs of each program, ensuring that students have access to the most relevant and up-to-date content.

For example, in the Business program, MyLab will provide students with a range of resources to help them understand key concepts in accounting, finance, marketing, and management. These resources may include interactive exercises, case studies, and simulations, as well as a range of assessment tools to help students track their progress.

Similarly, in the Web App Development program, MyLab will provide students with a range of resources to help them master programming languages, web development frameworks, and other essential skills. These resources may include video tutorials, interactive exercises, and practice quizzes, as well as a range of assessment tools to help students gauge their understanding of the material.

Overall, Pearson MyLab is an excellent tool for supporting students in the Business and Web App Development programs at Wales Young Institute. With its personalized approach to learning and

comprehensive suite of resources, MyLab will help students to achieve their academic goals and succeed in their chosen careers.