



# 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 Westminister BC V3M 1R6 Canada

P:778-927-2343

[www.walesyoung.com](http://www.walesyoung.com)

E-mail: [info@walesyoung.com](mailto:info@walesyoung.com)



## **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](mailto: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.



WALES YOUNG  
INSTITUTE

# Programs

Business Entrepreneurship and Technology Program

Hospitality Management Level 2 Program

Communication and Customer Service Program



## ***Business Entrepreneurship and Technology Diploma Program Outline***

### **PROGRAM DISCRIPTION**

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.

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### **CAREER OPPORTUNITIES**

1. Business Owner
  2. Marketer
  3. Exporter/ Importer
  4. Sales Representative
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### **ADMISSION REQUIREMENTS**

A successful candidate will have the following:

- 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.
- Meet the language proficiency requirements by providing verified results for one of the English language proficiency tests listed below:
  - International English Language Testing System (IELTS) Academic: Overall score of 5.5 or higher.
  - Canadian Academic English Language (CAEL) Test: Overall score of 40 or higher.
  - Duolingo English Test: Overall score of 95 or higher.
  - Canadian English Language Proficiency Index Program (CELPIP): The minimum scores of:
    - Reading: 5
    - Listening: 6
    - Speaking: 6

- Writing: 5
- Completion of 2 years of secondary education (including English 10 and 11 with a grade of “C” or higher) from a country where English is one of the principal languages.
- Completion of two years of full-time post-secondary education at an accredited institution where English is the language of instruction.

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## REQUIRED TEXTBOOK

1. 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
2. Legal Fundamentals for Canadian Business, 4th edition, 2017, by Richard A. Yates (ISBN-13: 9780135194041).
3. Financial Accounting, 6th Canadian ed, 2018, by Walter T. Harrison, Jr., Charles T. Horngren. ( ISBN-13: 9780134564142).
4. 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).
5. Oral Presentations for Technical Communication: (Part of the Allyn & Bacon Series in Technical Communication) by Laura J. Gurak. (ISBN-10: 0205294154 • ISBN-13: 9780205294152)
6. Technical Communications, Seventh Canadian, by John M. Lannon, 2018. (ISBN-13: 9780134659848)
7. The Restaurant: From Concept to Operation, 7th Edition by John R. Walker
8. 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)
9. Corporate Finance, Third Canadian Edition by Jonathan Berk. (ISBN-10: 0133552683 •ISBN-13: 9780133552683)
10. Human Resources Management in Canada, Thirteenth Canadian Edition by Gary Dessler (ISBN: 9780134376929)
11. Keys to Success: Building Analytical, Creative, and Practical Skills, Eighth Canadian Edition by Carol J. Carter (ISBN: 9780134832173).

12. Brand Flip, The: Why customers now run companies and how to profit from it by Marty Neumeier
  13. Strategic Brand Management, 4/E by Kevin Lane Keller, Dartmouth College
  14. Marketing Strategy and Competitive Positioning, 6/E by Graham Hooley. ( ISBN-10: 1292017317 • ISBN-13: 9781292017310)
  15. Marketing: An Introduction, 6th Canadian Ed, 2017, by Gary Armstrong, and Philip T. Kotler.(ISBN-13: 9780134470528)
  16. Essentials of Marketing Research: A Hands-On Orientation by Naresh K. Malhotra, 2015. (ISBN-13: 9780137066735)
  17. Selling Today: Partnering to Create Value, 14TH edition, 2017, by Gerald L. Manning, Michael Ahearne. (ISBN-13: 9780134477404).
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#### EQUIPMENT REQUIRED FOR THIS PROGRAM

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

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#### PRGRAM 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

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#### DELIVERY METHOD

On-site delivery/ Online

50% on-site delivery/ 50% Online

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#### 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.

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## 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. Identify customer strategy and apply the concept to the business case.
12. Identify different concepts in retailing and wholesaling.
13. Identify different advertising and public relationship strategies.
14. Describe aspects of the Canadian legal system which relate to business.
15. Design a spreadsheet and develop a flexible budgeting system.
16. Demonstrate understanding of the concept of business information systems.
17. Analyze human resource management and describe its key elements.
18. Identify strategies for good presentation and pitching of products.
19. Design competitor analysis to strategically position the business among its competitors.

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## 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.

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## METHOD OF EVALUATION

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

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## ATTENDANCE EXPECTATIONS

70%

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## DRESS EXPECTATION

Professional and presentable.

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## PROGRAM ORGANIZATION (50% On-site/50% Online)

<b>Name of Course/Subject</b>	<b># of Hours</b>
<b>BUS 101 Business Law</b> 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.	42
<b>BUS 102 Introduction to Financial Accounting</b> 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.	42
<b>BUS 103 Business Leadership</b>	42

<p>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.</p>	
<p>CSIS 103 Management Information System  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.</p>	42
<p>CSIS 106 Web Design  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.</p>	42
<p>ENG 101 Technical Writing  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.</p>	42
<p>ENG 102 Pitch Deck Essentials  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.</p>	42
<p>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</p>	42

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.	
<p>ETP 101 Entrepreneurial Fundamentals</p> <p>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.</p>	42
<p>FNB 201 Advanced Restaurant Management</p> <p>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.</p>	42
<p>FNB 303 Food and Beverages Cost Management</p> <p>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.</p>	42
<p>FNC 101 Introduction to Corporate Finance</p> <p>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.</p>	42
<p>HRS 102 Managerial Human Resources</p> <p>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.</p>	42
<p>JOB 101 Introduction to Career Development</p> <p>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.</p>	42

<p><b>JOB 102 Job Search Skills</b></p> <p>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.</p>	<p>42</p>
<p><b>MRK 101 Digital and Brand Strategy</b></p> <p>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.</p>	<p>42</p>
<p><b>MRK 102 Technology Strategic Marketing</b></p> <p>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.</p>	<p>42</p>
<p><b>MRK 103 Principal Marketing</b></p> <p>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.</p>	<p>42</p>

<p><b>MRK 201 Marketing Research</b></p> <p>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.</p>	42
<p><b>MRK 202 Sales and Marketing</b></p> <p>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.</p>	42
<b>Co-op</b>	<b>840</b>



## ***Hospitality Management Level 2***

### **PROGRAM DISCRPTION**

Hospitality Management Level 2 Program is designed for individuals wishing to enter 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.

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### **CAREER OPPORTUNITIES**

1. Restaurant Manager/ Supervisor
  2. Hotel Manager/ Supervisor
  3. Hotel Banquet Supervisor
  4. Hotel Housekeeping Supervisor
  5. Hotel Front Desk Supervisor
  6. Hotel Back Office Supervisor
  7. Hotel Concierge Supervisor
  8. Travel Advisor
- 

### **ADMISSION REQUIREMENTS**

A successful candidate will have the following:

- 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.
- Meet the language proficiency requirements by providing verified results for one of the English language proficiency tests listed below:
  - International English Language Testing System (IELTS) Academic: Overall score of 5.5 or higher.
  - Canadian Academic English Language (CAEL) Test: Overall score of 40 or higher.
  - Duolingo English Test: Overall score of 95 or higher.
  - Canadian English Language Proficiency Index Program (CELPPIP): The minimum scores of:
    - Reading: 5
    - Listening: 6
    - Speaking: 6

- Writing: 5
- Completion of 2 years of secondary education (including English 10 and 11 with a grade of “C” or higher) from a country where English is one of the principal languages.
- Completion of two years of full-time post-secondary education at an accredited institution where English is the language of instruction.

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## 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

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## EQUIPMENT REQUIRED FOR THIS PROGRAM

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

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## PRGRAM 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

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## DELIVERY METHOD

On-site/ online delivery

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## 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.

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## 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 other 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.

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## 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.

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## METHOD OF EVALUATION

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

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## ATTENDANCE EXPECTATIONS

70%

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## DRESS EXPECTATION

Professional and presentable.

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## PROGRAM ORGANIZATION

*Each course is a total of 42 hours with 50% in-person and 50% online*

### HTM 101 Hotel Management

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 103: Concierge

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

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

#### PLN 102: Banquet

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

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

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

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

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

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

#### HTM 104: Cruise

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

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

### HTM 102: Hotel Management

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

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

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

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

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

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

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

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

#### HTM 206: Hospitality Writing

The students will learn technical writing for hospitality.



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## ***Customer Service and Communication Program Outline***

### **PROGRAM DESCRIPTION**

The Communication and Customer Service Program equips students with essential skills in communication, customer service, and workplace interaction while improving their English. It prepares students for further studies in business, hospitality, administration, marketing, and technology, as well as for entry into the job market. The program includes training in writing, public speaking, teamwork, resume building, and interview skills. Students complete six months of academic study followed by a six-month co-op work placement to apply their learning in real-world settings.

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### **CAREER OPPORTUNITIES**

1. Customer service representative
2. Sales representative
3. Receptionist.
4. Concierge
5. Marketer

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### **ADMISSION REQUIREMENTS**

A successful candidate will have the following:

- Grade 12, or a mature student.
- Legally entitled to attend school in Canada.
- Meet the language proficiency requirements by providing verified results for one of the English Language Proficiency Tests listed below:
  - International English Language Testing System (IELTS) Academic: Overall score of 5.5 or higher.
  - Canadian Academic English Language (CAEL) Test: Overall score of 40 or higher.
  - Duolingo English Test: Overall score of 95 or higher.
  - Canadian English Language Proficiency Index Program (CELPIP): The minimum scores of:
    - Reading: 5

- Listening: 6
- Speaking: 6
- Writing: 6
- Completion of 2 years of secondary education (Including English 10 and 11 with a grade of “C” or higher) from a country where English is one of the principal languages.
- Completion of two years of full-time post-secondary education at an accredited institution where English is the language of instruction.

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## 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).
- MRK 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

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## EQUIPMENT REQUIRED FOR THIS PROGRAM

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

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## PRGRAM 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).

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## DELIVERY METHOD

On-site delivery/ Online

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## 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.

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## 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.
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#### 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.
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#### METHOD OF EVALUATION

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

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#### ATTENDANCE EXPECTATIONS

70%

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#### DRESS EXPECTATION

Professional and presentable.

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#### PROGRAM ORGANIZATION

<b>Name of Course/Subject</b>	<b># of Hours</b>
BUS 101 Customer Service	42
ENG 100 Introduction to Presentation	42
ENG 103 Workplace Communication	42
ENG 104 English Composition Writing	42
HTM 106 Introduction to Hotel Management	42
JOB 102 Job Search Skills	42
<i>JOB 101 Career Development</i>	42
<i>MARK 100 Introduction to Digital and Brand Strategy</i>	42
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.



WALES YOUNG  
INSTITUTE

# Policies

## Tuition Refund Policy – Approved Program Wales Young Institute

Wales Young Institute	03857
Name of Institution	Institution Number

<b>Tuition Refund Policy</b>	April 25, 2014	September 03, 2025
Name of Policy	Effective Date	Revision Date

Business Entrepreneurship and Technology Diploma Program with COOP
Name of Program

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and unused aircraft utilization fees.
<ul style="list-style-type: none"> <li>More than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receive a notice of withdrawal (applies to all programs):	
<ul style="list-style-type: none"> <li>No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.

## Tuition Refund Policy – Approved Program Wales Young Institute

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 10% but before 30% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 30% but before 50% of instruction hours have been provided.</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 50% of instruction hours have been provided.</li> </ul>	No refund due
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
<ul style="list-style-type: none"> <li>A student does not attend the first 30% of the program.</li> </ul>	Institution may retain up to 50% of the tuition paid under a contract.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance</li> <li>The program start date in the enrolment contract</li> </ol> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.

## Tuition Refund Policy – Approved Program Wales Young Institute

Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal:	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and aircraft utilization fees.
<ul style="list-style-type: none"> <li>More than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> <li>No later than seven days after the program start date</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> no more than 10% of the program</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> no more than 10% but less than 30% of the program</li> </ul>	Institution may retain up to 30% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> more than 30% but less than 50% of the program</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> 50% or more of the program</li> </ul>	No refund due

## Tuition Refund Policy – Approved Program Wales Young Institute

**Completed** means the student has received an evaluation of their performance for the specified percentage of hours of instruction. Only hours of instruction for which the student received an evaluation should be included in the calculation of a tuition refund. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.

Approved Programs – All Delivery Methods	Refund Due
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> <li>If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.</li> </ul>	100% tuition and all related fees, including application fees
Institution does not provide a work experience	
<ul style="list-style-type: none"> <li>The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.</li> </ul>	100% tuition and all related fees, other than application fees

Refund of Aircraft Utilization Fees
<p>The institution must refund unused aircraft utilization fees paid by or on behalf of a student if any of the following apply:</p> <ul style="list-style-type: none"> <li>Student provides notice of withdrawal</li> <li>Institution provides notice of dismissal</li> <li>Student completes the program</li> <li>Student does not attend any of the first 30% of the hours of instruction of the program</li> </ul>

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

## Tuition Refund Policy – Approved Program Wales Young Institute

Wales Young Institute	03857
Name of Institution	Institution Number

<b>Tuition Refund Policy</b>	April 25, 2014	September 03, 2025
Name of Policy	Effective Date	Revision Date

Communication and Customer Service with COOP
Name of Program

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and unused aircraft utilization fees.
<ul style="list-style-type: none"> <li>More than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receive a notice of withdrawal (applies to all programs):	
<ul style="list-style-type: none"> <li>No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.

## Tuition Refund Policy – Approved Program Wales Young Institute

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 10% but before 30% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 30% but before 50% of instruction hours have been provided.</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 50% of instruction hours have been provided.</li> </ul>	No refund due
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
<ul style="list-style-type: none"> <li>A student does not attend the first 30% of the program.</li> </ul>	Institution may retain up to 50% of the tuition paid under a contract.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance</li> <li>The program start date in the enrolment contract</li> </ol> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.

## Tuition Refund Policy – Approved Program Wales Young Institute

Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal:	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and aircraft utilization fees.
<ul style="list-style-type: none"> <li>More than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> <li>No later than seven days after the program start date</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> no more than 10% of the program</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> no more than 10% but less than 30% of the program</li> </ul>	Institution may retain up to 30% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> more than 30% but less than 50% of the program</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> 50% or more of the program</li> </ul>	No refund due

## Tuition Refund Policy – Approved Program Wales Young Institute

**Completed** means the student has received an evaluation of their performance for the specified percentage of hours of instruction. Only hours of instruction for which the student received an evaluation should be included in the calculation of a tuition refund. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.

Approved Programs – All Delivery Methods	Refund Due
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> <li>If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.</li> </ul>	100% tuition and all related fees, including application fees
Institution does not provide a work experience	
<ul style="list-style-type: none"> <li>The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.</li> </ul>	100% tuition and all related fees, other than application fees

Refund of Aircraft Utilization Fees
<p>The institution must refund unused aircraft utilization fees paid by or on behalf of a student if any of the following apply:</p> <ul style="list-style-type: none"> <li>Student provides notice of withdrawal</li> <li>Institution provides notice of dismissal</li> <li>Student completes the program</li> <li>Student does not attend any of the first 30% of the hours of instruction of the program</li> </ul>

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

## Tuition Refund Policy – Approved Program Wales Young Institute

Wales Young Institute	03857
Name of Institution	Institution Number

<b>Tuition Refund Policy</b>	April 25, 2014	September 03, 2025
Name of Policy	Effective Date	Revision Date

Hospitality Management Level 2 with COOP
Name of Program

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and unused aircraft utilization fees.
<ul style="list-style-type: none"> <li>More than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receive a notice of withdrawal (applies to all programs):	
<ul style="list-style-type: none"> <li>No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.

## Tuition Refund Policy – Approved Program Wales Young Institute

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> <li>After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 10% but before 30% of instruction hours have been provided.</li> </ul>	Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 30% but before 50% of instruction hours have been provided.</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>After the program start date, and after more than 50% of instruction hours have been provided.</li> </ul>	No refund due
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
<ul style="list-style-type: none"> <li>A student does not attend the first 30% of the program.</li> </ul>	Institution may retain up to 50% of the tuition paid under a contract.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> <li>Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:               <ol style="list-style-type: none"> <li>The program start date in the most recent Letter of Acceptance</li> <li>The program start date in the enrolment contract</li> </ol> </li> <li>Student has not requested additional Letter(s) of Acceptance.</li> </ul>	100% tuition and all related fees, other than application fee.

## Tuition Refund Policy – Approved Program Wales Young Institute

Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal:	
<ul style="list-style-type: none"> <li>No later than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and aircraft utilization fees.
<ul style="list-style-type: none"> <li>More than seven days after student signed the enrolment contract, and</li> <li>Before the program start date.</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely-asynchronous distance-education-only programs):	
<ul style="list-style-type: none"> <li>No later than seven days after the program start date</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> no more than 10% of the program</li> </ul>	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> no more than 10% but less than 30% of the program</li> </ul>	Institution may retain up to 30% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> more than 30% but less than 50% of the program</li> </ul>	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>Student has <b>completed</b> 50% or more of the program</li> </ul>	No refund due

## Tuition Refund Policy – Approved Program Wales Young Institute

**Completed** means the student has received an evaluation of their performance for the specified percentage of hours of instruction. Only hours of instruction for which the student received an evaluation should be included in the calculation of a tuition refund. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.

Approved Programs – All Delivery Methods	Refund Due
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> <li>If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.</li> </ul>	100% tuition and all related fees, including application fees
Institution does not provide a work experience	
<ul style="list-style-type: none"> <li>The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.</li> </ul>	100% tuition and all related fees, other than application fees

Refund of Aircraft Utilization Fees
<p>The institution must refund unused aircraft utilization fees paid by or on behalf of a student if any of the following apply:</p> <ul style="list-style-type: none"> <li>Student provides notice of withdrawal</li> <li>Institution provides notice of dismissal</li> <li>Student completes the program</li> <li>Student does not attend any of the first 30% of the hours of instruction of the program</li> </ul>

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

# Dispute Resolution Policy

## Wales Young Institute

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<u>Wales Young Institute</u>		<u>03857</u>
Name of Institution		Institution Number
<u>Dispute Resolution Policy</u>	<u>April 25, 2014</u>	<u>August 10, 2025</u>
Name of Policy	Effective Date	Revision Date

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:
  - 1) **Initial Resolution Attempt**
    - a. When a concern arises, the student should first attempt to resolve it directly with the individual most closely involved (e.g., the Instructor).
  - 2) **Written Complaint Submission**
    - a. If the matter is not resolved, the student must submit a **written complaint** to:
      - i. **Title of Responsible Individual:** Christopher Herbert (Head Program Coordinator)
      - ii. **Contact Information:** [christopherh@walesyoung.com](mailto:christopherh@walesyoung.com) (778-316-2013)
  - 3) **Meeting and Investigation**
    - a. The individual responsible will arrange to meet with the student as soon as possible and no later than **five (5) days** after receiving the complaint.
    - b. The individual will conduct any necessary investigations or enquiries.
  - 4) **Written Determination**
    - a. A written response, including the reasons for the decision, will be provided to the student **as soon as possible and no later than thirty (30) days** from the date the complaint was submitted.
  - 5) **Reconsideration**
    - a. If the student is dissatisfied with the determination, they may request a **reconsideration** by:

- i. **Title of Reconsideration Official:** Jen Jacob (Senior Education Administrator)
  - ii. **Contact Information:** [jenjacob@walesyoung.com](mailto:jenjacob@walesyoung.com) (604-727-2552)
- b. If the reconsideration official is absent, or named in the complaint, the matter will be referred to:
- i. **Alternate Title:** Tim Ellison (Professional Advisory Committee member)
- c. Written reasons for the reconsideration decision will be provided within **thirty (30) days** of the original complaint.

#### 6) **Representation**

- a. A student making a complaint may be represented by an agent, lawyer, or other person of their choosing (including a friend, family member, or fellow student).

#### 7) **External Escalation**

- a. If the student is dissatisfied with the determination and believes they have been misled regarding a significant aspect of their program, they may file a complaint with the **Private Training Institutions Regulatory Unit (PTIRU)**:
  - i. **Website:** [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)
  - ii. Complaints must be submitted within **one year** of the date the student **completes, withdraws from, or is dismissed from the program**.

#### 8) **Record Keeping**

- a. A copy of all complaints, investigations, and written determinations will be kept on file for **five (5) years** from the date of the final decision.

4. The student making the complaint may be represented by an agent or a lawyer.
5. No fee will be charged for students to make use of this dispute resolution policy.

<u>Wales Young Institute</u>		<u>03857</u>
Name of Institution		Institution Number
<u>Sexual Misconduct Policy</u>	<u>April 25, 2014</u>	<u>September 03, 2025</u>
Name of Policy	Effective Date	Revision Date

1. **Wales Young Institute** is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
  - sexual assault;
  - sexual exploitation;
  - sexual harassment;
  - stalking;
  - indecent exposure;
  - voyeurism;
  - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
  - the attempt to commit an act of sexual misconduct; and
  - the threat to commit an act of sexual misconduct.
3. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A Complaint is when the victim/survivor discloses or chooses to tell someone at the institution of an incident of sexual misconduct in order to seek support, but may not want to make a formal report to police or the institution. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action. A Report does not have to be made by the victim/survivor.
4. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.

5. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
  - A complaint of sexual misconduct involving a student may be directed to:
    - Christopher Herbert (Head Program Coordinator)
    - Email: christopherh@walesyoung.com
    - Phone: (778) 316-2013
  - If the above individual is absent or named in the complaint, the complaint may be directed to:
    - Jen Jacob (Senior Education Administrator)
    - Email: jenjacob@walesyoung.com
    - Phone: (604) 727-2552
  
6. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:
  - The institution will acknowledge receipt of the Complaint within **five (5) business days**.
  - The responsible individual will meet with the student to discuss the concern and identify resolution or accommodation options.
  - A written response, including reasons for any decision, will be provided within **thirty (30) days** of the complaint.
  
7. The process for making a **Report** of sexual misconduct involving a student is as follows:
  - A report of sexual misconduct involving a student may be made by submitting a **written statement** requesting institutional action.
  - Reports should be submitted to:
    - Christopher Herbert (Head Program Coordinator)
    - Email: christopherh@walesyoung.com
    - Phone: (778) 316-2013
  - If the above individual is absent or named in the report, the report should be submitted to:
    - Jen Jacob (Senior Education Administrator)

- Email: jenjacob@walesyoung.com
  - Phone: (604) 727-2552
8. The process for responding to a **Report** of sexual misconduct involving a student is as follows:
- The institution will review the report within **ten (10) business days** and determine the next steps.
  - The institution will notify the complainant (and/or reporter, if different) in writing of the planned response, including whether an investigation will proceed.
  - A written decision, with reasons, will be provided within **thirty (30) calendar days** of receiving the report.
9. In all instances the institution will:
- Ensure the safety of the victim/survivor.
  - Provide information about available emergency and support services, including:
    - **Local Police/Law Enforcement:**
      - New Westminster Police Department (non-emergency): **604-525-5411**
      - Emergency: **911**
    - **Medical Services:**
      - Royal Columbia Hospital (Emergency & Trauma Centre): **604-520-4253**
      - Address: 330 East Columbia Street, New Westminster, BC V3L 3W7
    - **Medical Health Services:**
      - Fraser Health Crisis Line: **604-951-8855** or toll-free **1-877-820-7444** (24/7)
      - BC Mental Health Support Line: **310-6789** (no area code needed, 24/7)
    - **Sexual Assault Support:**
      - WAVAW Rape Crisis Centre (24/7 Crisis Line): **604-255-6344** or toll-free **1-877-392-7583**
      - VictimLink BC (24/7 support for victims of crime, multiple languages): **1-800-563-0808**
  - Respect the right of the individual to choose the services they consider most appropriate.

10. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
11. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
12. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
  - If an individual is at imminent risk of severe or life-threatening self-harm.
  - If an individual is at imminent risk of harming another.
  - There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
  - Where reporting is required by law.
  - Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

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

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## Student Statement of Rights

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[Wales Young Institute](#) is certified by the Private Training Institutions Regulatory Unit (PTIRU) of the British Columbia Ministry of Post-Secondary Education and Future Skills.

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

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

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

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

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

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

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

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

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

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

# Language Proficiency Assessment Policy

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**Wales Young Institute**

3857

Name of Institution

Institution Number

**Language Proficiency**

**Assessment Policy**

**April 25, 2014**

**September 09, 2025**

Name of Policy

Date of Implementation

Date of Last Revision

## Policy:

Instruction at Wales Young Institute is conducted in English. Students must demonstrate adequate English language proficiency before enrolment.

A successful candidate will meet the following:

- **Grade 12 or Mature Student:**
  - Students over the age of 19 are considered mature students and are not required to submit high school transcripts.
- **Legal Eligibility:** Must be legally entitled to attend school in Canada.
- **Language Proficiency:** Must meet one of the following verified English language proficiency requirements:
  - **IELTS Academic:** Overall score of 5.5 or higher.
  - **CAEL Test:** Overall score of 40 or higher.
  - **Duolingo English Test:** Overall score of 95 or higher.
  - **CELP (General or Academic):** Minimum scores of:
    - Reading: 5
    - Listening: 6
    - Speaking: 6
    - Writing: 5
  - **Completion of Education:**
    - Two years of secondary education (including English 10 and 11 with a grade of “C” or higher) in a country where English is one of the principal languages.
    - Two years of full-time post-secondary education at an accredited institution where English is the language of instruction.

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## Procedure:

1. Applicants must submit official test results or educational transcripts that verify they meet the minimum requirements.
2. Documents must be provided to the Admissions Office as part of the application process.
3. Applicants who do not meet the language requirements will not be admitted into programs until they can provide acceptable proof of proficiency.

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## Accessing Language Proficiency Tests:

Students may arrange their English language proficiency testing directly through the following official providers:

- **IELTS Academic** – Register and find test locations: [www.ielts.org](http://www.ielts.org)
- **CAEL (Canadian Academic English Language Test)** – Registration and testing details: [www.cael.ca](http://www.cael.ca)
- **Duolingo English Test** – Online test information: [englishtest.duolingo.com](http://englishtest.duolingo.com)

## Language Proficiency Assessment Policy

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- **CELPIP (Canadian English Language Proficiency Index Program)** – Registration and testing sites: [www.celpip.ca](http://www.celpip.ca)

Applicants are responsible for arranging their own tests and ensuring that official results are sent directly to Wales Young Institute or included in their admission documents.

**Wales Young Institute**

Name of Institution

**3857**

Institution Number

**Hospitality Management Level 2**

**Co-op Work Policy**

Name of Policy

**April 24, 2014**

Date of Implementation

**September09, 2025**

Date of Last Revision

## **I. PURPOSE**

The **Co-op Work Policy** outlines the procedures and responsibilities assigned to all students and staff in regards 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 have completed the required 840 instruction hours (12 months) of the Hospitality Management Level 2 program with a grade point average of 2.4 or higher.

AND

This policy 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 840 (12 months) instructional hours of the Hospitality Management Level 2 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 hospitality industry.
- 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 a total of 840 working hours during their co-operative work placement.
- 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 regards 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.
  
- Wales Young Institute will monitor the student during the work experience by reviewing: every second Friday of each month whether the student is attending the work experience; and every second Friday of each month whether the student is meeting the learning objectives of the Hospitality Management Level 2 program.

#### **IV. REQUIREMENTS:**

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

- a. Completion of 840 instructional hours of the Hospitality Management Level 2 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.
- f. The maximum amount of hours a student can work for their co-op is 840. Once they reach that point they have finished the program and are no longer the responsibility of Wales Young Institute.

**Wales Young Institute**

Name of Institution

**3857**

Institution Number

**Communication & Customer  
Service Co-op Work Policy**

Name of Policy

**December 19, 2019**

Date of Implementation

**September 09, 2025**

Date of Last Revision

## **I. PURPOSE**

The **Co-op Work Policy** outlines the procedures and responsibilities assigned to all students and staff in regards 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 have completed the required 336 instruction hours (6 months) of the Communication and Customer Service Program with a grade point average of 2.4 or higher.

AND

This policy 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 336 (6 months) instructional hours of the Communication and Customer Service 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 customer service industry.
- 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 a total of 336 working hours during their co-operative work placement.
- 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 regards 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.
  
- Wales Young Institute will monitor the student during the work experience by reviewing: every second Friday of each month whether the student is attending the work experience; and every second Friday of each month whether the student is meeting the learning objectives of the Hospitality Management Level 2 program.

#### **IV. REQUIREMENTS:**

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

- a. Completion of 336 instructional hours of the Communication and Customer Service 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.
- f. The maximum amount of hours a student can work for their co-op is 336. Once they reach that point they have finished the program and are no longer the responsibility of Wales Young Institute.

<u>Wales Young Institute</u> Name of Institution	<u>3857</u> Institution Number	
<u>Business Entrepreneurship and Technology Diploma Co-op Work Policy</u> Name of Policy	<u>December 19, 2019</u> Date of Implementation	<u>September 09, 2025</u> Date of Last Revision

## I. PURPOSE

The **Co-op Work Policy** outlines the procedures and responsibilities assigned to all students and staff in regards 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 have completed the required 714 instruction hours (12 months) of the Business Entrepreneurship and Technology Diploma Program with a grade point average of 2.4 or higher.

AND

This policy 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 714 (12 months) instructional hours of the Business Entrepreneurship and Technology Diploma 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 business and technology industry.
- 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 a total of 714 working hours during their co-operative work placement.
- 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 regards 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.
  
- Wales Young Institute will monitor the student during the work experience by reviewing: every second Friday of each month whether the student is attending the work experience; and every second Friday of each month whether the student is meeting the learning objectives of the Hospitality Management Level 2 program.

#### **IV. REQUIREMENTS:**

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

- a. Completion of 714 instructional hours of the Business Entrepreneurship and Technology Diploma 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.
- f. The maximum amount of hours a student can work for their co-op is 714. Once they reach that point they have finished the program and are no longer the responsibility of Wales Young Institute.

<b>Wales Young Institute</b>		<b>3857</b>
Name of Institution		Institution Number
<b>Admission Policy</b>	April 25, 2014	September 12, 2025
Name of Policy	Date of Implementation	Date of last revision

**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:**

A successful candidate will have the following:

- Grade 12, or a mature student.
- Legally entitled to attend school in Canada.
- Meet the language proficiency requirements by providing verified results for one of the English Language Proficiency Tests listed below:
  - International English Language Testing System (IELTS) Academic: Overall score of 5.5 or higher.
  - Canadian Academic English Language (CAEL) Test: Overall score of 40 or higher.
  - Duolingo English Test: Overall score of 95 or higher.
  - Canadian English Language Proficiency Index Program (CELPIP): The minimum scores of:
    - Reading: 5
    - Listening: 6
    - Speaking: 6
    - Writing: 6
- Completion of 2 years of secondary education (Including English 10 and 11 with a grade of “C” or higher) from a country where English is one of the principal languages.
- Completion of two years of full-time post-secondary education at an accredited institution where English is the language of instruction.

## 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. **The admission criteria cannot be waived by either the school or the applicant.**
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

**Wales Young Institute**

**3857**

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Name of Institution

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Institution Number

**Assessment Policy and**

**Procedure**

**April 25, 2014**

**August 30, 2021**

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Name of Policy

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Date of  
Implementation

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Date of Last Revision

**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**

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

**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	<p>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.)</p>
B	<p>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.</p>

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:

➤ 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

➤ 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

➤ 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

➤ 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

➤ 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
<b>Delivery:</b> speed, eye contact, clarity, audibility, tone			
<b>Content:</b> sets out relevant issues, explains key terms, confident with material, aids understanding			
<b>Structure:</b> logical, easy to follow, provides headings, each section relates to overall purpose			
<b>Use of visual aids</b> uses handout or other visual aids, relevant to content			



Grade	Explanation
91-100	<p>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.</p>
81-90	<p>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.</p>
71-80	<p>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.</p>
61-70	<p>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.</p>

<b>51-60</b>	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.
<b>21-50</b>	This is a response with no more than a reference to the task.
<b>0</b>	Indicates a blank response, or one that is unrelated to the assignment.

<b>Wales Young Institute</b>		<b>3857</b>
<b>Name of Institution</b>		<b>Institution Number</b>
<b>Grade Appeal Policy</b>	<b>April 25, 2014</b>	<b>August 30, 2021</b>
<b>Name of Policy</b>	<b>Date of Implementation</b>	<b>Date of Last Revision</b>

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.

<b>Wales Young Institute</b>		<b>3857</b>
<b>Name of Institution</b>		<b>Institution Number</b>
<b>Attendance Policy</b>	<b>April 25, 2014</b>	<b>September 10, 2025</b>
<b>Name of Policy</b>	<b>Date of Implementation</b>	<b>Date of Last Revision</b>

### **Policy Statement**

Wales Young Institute requires students to maintain regular and punctual attendance in all scheduled classes. Consistent attendance is a condition of enrolment and is integral to academic success and compliance with PTIRU regulations.

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

### **Student Responsibilities**

Students are responsible for:

- Attending all scheduled classes, arriving on time, and remaining for the full duration of the class.
- Wearing required uniforms or attire, where applicable.
- Using English in the classroom and demonstrating respect toward classmates, instructors, and staff.
- Communicating promptly with instructors regarding any absences.

### **Attendance Requirements**

- Students must maintain a minimum attendance of 70% in each course.
- Attendance is recorded from the first day of class.
- Instructors will review attendance expectations with students at the beginning of each course.

### **Absences:**

- Missing 2 classes in a course will result in a first written warning.
- Missing 3 classes in a course will result in a final written warning.
- Missing 4 classes in a course will normally result in automatic failure of the course. Student's who disregarded the 2 written warnings and still miss 4 or more classes without the authorization (see authorized absences) will be dismissed from the course and have to repeat.

### **Authorized Absences**

Wales Young Institute provides reasonable accommodation for students who are unavoidably absent.

- Medical absences: A doctor's note must be submitted to the school.
- Other serious absences: Students must notify the instructor and submit appropriate supporting documentation as soon as possible.
- Students remain responsible for all coursework missed and must make arrangements with their instructor to complete assignments, exams, or labs.

Failure to provide documentation may result in the absence being recorded as unauthorized.

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### **Consequences of Absenteeism**

1. Written Warnings – Students nearing the maximum allowable absences will receive written notice.
2. Disciplinary Action – Continued absenteeism after warnings may result in:
  - A failing grade in the course,

AND/OR

- Removal from the program.
  - Students fail to maintain 70% attendance in more than half their courses for a semester, may also, upon investigation, be dismissed from the program and will be reported to the proper channels.
  - If a student is dismissed from their respective program due to attendance policy violations, this student may be entitled to a refund based on the Refund Policy. (Please see refund policy for more information.)
  - The decision to remove a student from a program rest with the School Director.
- 

### **Attendance Procedures**

- Instructors take attendance each session and submit records to administration.
  - After 2 missed classes, instructors issue a first written warning.
  - After 3 missed classes, the final warning is issued and reported to the School Director.
  - Students absent for 3 consecutive days without notice will be contacted by the school.
  - Students are expected to notify the school in advance if they know they will miss multiple classes.
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**Note:** It is the responsibility of each student to meet attendance requirements. Unapproved or excessive absences may result in failure, withdrawal, or dismissal.

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**Wales Young Institute**

**3857**

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Name of Institution

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Institution Number

**Withdrawal Policy and**

**Procedure**

**April 25, 2014**

**August 30, 2021**

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Name of Policy

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Date of  
Implementation

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Date of Last Revision

**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.

**Wales Young Institute**

**3857**

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Name of Institution

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Institution Number

**Course Repeat Policy**

**April 25, 2014**

**August 30, 2021**

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Name of Policy

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Date of  
Implementation

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Date of Last Revision

**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.

**Wales Young Institute**

**3857**

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Name of Institution

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Institution Number

**Privacy Policy**

**April 25, 2014**

**August 30, 2021**

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Name of Policy

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Date of  
Implementation

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Date of Last Revision

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.

#### For short duration programs:

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.

**Wales Young Institute**

**3857**

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Name of Institution

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Institution Number

**Safety Policy**

**April 25, 2014**

**August 30, 2021**

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Name of Policy

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Date of  
Implementation

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Date of Last Revision

**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.

**Wales Young Institute**

**3857**

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Name of Institution

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Institution Number

**Student Support Service**

**Policy**

**April 25, 2014**

**August 30, 2021**

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Name of Policy

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Date of

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Date of Last Revision

Implementation

**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:
  - missing students;
  - severe verbal or psychological aggression;
  - death, serious injury or any threat of these;
  - natural disaster; and
  - 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.

**Wales Young Institute**

**3857**

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Name of Institution

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Institution Number

**Teacher Performance**

**Evaluation Policy**

**April 25, 2014**

**March 6, 2018**

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Name of Policy

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Date of  
Implementation

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Date of Last Revision

**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.

<b>Wales Young Institute</b>		<b>3857</b>
Name of Institution		Institution Number
<b>Exam Policy</b>	March 11, 2019	December 05, 2019
Name of Policy	Date of Implementation	Date of last revision

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

<b>Wales Young Institute</b>		<b>3857</b>
Name of Institution		Institution Number
<b>Student Preparation Policy</b>	December 05, 2019	December 05, 2019
Name of Policy	Date of Implementation	Date of last revision

**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.

<b>Wales Young Institute</b>		<b>3857</b>
Name of Institution		Institution Number
<b>Course Material Policy</b>	<b>August 27, 2024</b>	<b>August 27, 2024</b>
Name of Policy	Date of Implementation	Date of Last Revision

**Scope:**

This policy is applicable to all students studying any program at Wales Young Institute. There are exceptions for this policy, and students who violate this policy face academic or administrative consequences.

**Policy:**

All students at Wales Young Institute must ensure that they have all the course materials require for their program. Students must ensure that any materials that require purchase will be acquired by the student before the start date of each respective class.

**Course Materials:**

- Textbooks for each class (available through Pearson Publishing Company and Wiley Publishing Company).
- Access to internet and a Widaring account (all students mus have reliable internet for some class activities and to access their Widaring accounts.)
- Extra learning materials that the instructor may require class. In some cases, the instructor may request supplemental reading materials to better assist students. If the instructor informed students of these materials before the first day of class, and listed them clearly on their course outline, then the student will need to purchase those documents. After the first day of class, instructor cannot request supplemental materials unless access to these materials are available to the students at no extra cost.