

HERZING
COLLEGE



Student Manual

December 2022

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A Message from the President

Our primary goal is to provide students with marketable skills leading to employment.

Certainly, that means the technical skills and knowledge required in the career field chosen by the student.

Our hands-on coursework and combination of academic and real-world instruction are focused on providing those skills.

Marketable skills are also those expected by employers in addition to technical competence: good communication skills, teamwork, positive attitudes, basic research skills and a willingness to accept responsibility in the workplace. We have emphasized other desirable characteristics that are part of our value system in what we call "PRICE of Success", standing for Professionalism, Respect, Integrity, Caring and Engagement.

It is a hallmark of our educational process at Herzing to reflect upon and demonstrate these characteristics which are not only imbedded in the culture of Herzing College, but also valued by other institutions and employers.

Recognizing the importance of research and communication skills, we integrate opportunities for oral and written reports on projects and research at a level appropriate for the diploma or degree sought.

At Herzing College, we stress the importance of attendance as an integral element of a complete education and as an important work habit to develop. Important work habits include responsibility and reliability, and attendance in class is a major factor in both these areas. In the area of online education, attendance means punctually participating in discussions and timely completion of quizzes, projects and exams.

Students come first at Herzing. We are focused on providing all that we can to help students graduate, attain their career objectives, and fulfill their goals.

We stand ready and able to demonstrate our commitment to your success. Yours truly,

Henry G. Herzing, Herzing College System President

Institutional Mission

The mission of Herzing College is to provide career-focused, post-secondary programs of high quality that are designed to prepare a diverse student population to achieve their career goals and meet the needs of various employers.

Institutional Vision

The vision of Herzing College is to be the preferred career-oriented college of students, employers, and employees.

Institutional Goals

1. To create and promote an environment of intellectual, personal, and professional development.
2. To launch new programs to meet evolving employment market demand.
3. To improve and demonstrate the quality of online learning through an ongoing process of assessment and evaluation.
4. To offer bachelor's degree programs.
5. To foster community outreach and industry partnerships.
6. To provide and promote applied research opportunities for students, staff, and faculty.
7. To encourage innovation and entrepreneurship.

College Policies

College policies are available at the end of this document in [Appendix A](#).

Educational Philosophy

The Herzing College educational philosophy is based upon the premise that post-secondary education can enhance an individual's capacity to attain personal and career goals. The Herzing College programs balance the teaching of skills that are required of graduates to succeed in their careers with the fundamentals that will prepare them to think analytically, communicate effectively, and advance professionally and personally.

Instructional Methodologies

The Herzing College instructional methodology is aligned with the College's educational philosophy and based upon the premise that the relationship with each student is one of fairness, honesty, impartiality, and sincere interest and concern for the growth and development of the student. The instruction is structured to provide the necessary theory and practical application through engaging classroom and laboratory sessions as well as independent and group research and learning activities. A variety of instructional methods and techniques are used to help students achieve their goals:

Stimulate Intellectual Inquiry

- a) Activities appropriate to the content of the course will be conducted to stimulate intellectual inquiry, encourage critical thinking, arouse academic curiosity, and promote cognitive development.
- b) Students will be expected to research and study topics and issues that are either assigned or self-generated through individual effort and determination.
- c) An atmosphere within the college will be maintained that will foster academic freedom and stimulate intellectual curiosity.

Impart Technical Knowledge

- a) Assignments will be reviewed in class after the due date of the assignment.
- b) Student knowledge will be tested periodically to determine the individual level of understanding.
- c) Appropriate laboratory exercises will be assigned to reinforce the lecture portion of the course.
- d) Students in appropriate courses will be assigned a topic from the course material to research and present in a report to the class.
- e) Tutorials, videos, computer-based training materials, and/or mentoring will be available to complement the course content.
- f) All assignments, projects, case studies, tests, and examinations will be graded according to the performance objectives and content as stated in the course outline, as well as for correct grammar, spelling, and punctuation.

Develop Oral and Written Communication Skills

- a) An end-term project or case study will be assigned (where appropriate) to reinforce the major topics of the course and should be a written or oral report to strengthen communication skills.
- b) Students in appropriate courses will be assigned a topic from the course material to research and present in a report to the class.
- c) Role-playing is an effective teaching technique and will be used when applicable.
- d) Students will be encouraged to participate in discussions, to ask questions, and to respond to questions.

Develop Team Participation and Leadership Capabilities

- a) Students will be given an opportunity to work in teams so that team-building, leadership, and communications skills are developed. Students will be assigned to group projects or case studies in each course with content appropriate for this exercise.

Develop appropriate attitudes and general knowledge for success in the business world

- a) Projects, case studies and/or other activities will be assigned that will require use resources for research in accordance with course content.
- b) Resource people from the business community will be brought into the classroom to relate their experience and provide real-world examples to reinforce course content.
- c) PRICE will be used to stress the importance of Professionalism, Respect, Integrity, Caring, and Engagement in educational and business environments.

History

The first Herzing College was founded in 1965 in Milwaukee, Wisconsin, by Henry and Suzanne Herzing.

Since 1965, Herzing College has grown from a modest classroom to a progressive leader in career education with four locations in Canada.

Herzing College expanded to Canada in 1968 when it acquired the Toronto campus. Initially offering only computer technology programs, the college grew over the following four decades adding and now offers programs in Health Care, Design, Technology, Public Safety and Business.

Financial Condition

Individuals seeking information about the financial viability of Herzing College may contact Mr. Harold Demestihias, Accounting Manager, Herzing College – 11 Kodiak Crescent, North York, M3J 3E5

Campus Administrators

See Appendices for campus administrators of each campus.

Changes to this Manual

The Student Manual is updated every September 1 and a new copy is made available from the Herzing website.

Accreditation

See Appendices for a list of accreditations by campus

Advisory Boards

Advisory boards at each Herzing College have been established to provide input on curriculum content. Members of the advisory boards are professionals from a variety of local businesses. Their input and recommendations help ensure Herzing College offers educational programs that correspond with the skills and training required in today's competitive job market.

Program Advisory Committees are also formed from various stakeholders including students to periodically review our programs and participate in the development of new programs. We encourage all students to apply to be on these committees to provide their feedback. We also encourage students to participate in the Student Council and the Academic Council. Interested students should apply to the Campus President.

Certification Testing

We encourage students to successfully complete all certification or licensing exams that are associated with the program they are attending. This practice is very helpful in finding employment and demonstrating skills to employers.

Facilities For the Disabled

Herzing College prohibits discrimination against individuals with disabilities based on their disability. Individuals with disabilities shall not be excluded from participating in or be denied the benefits of any program, service, or activity offered by the college. All programs, services, and activities, when viewed in their entirety, are readily accessible to and usable by qualified individuals with disabilities. Herzing College will make reasonable accommodations to meet the needs of any student with disabilities. It is the responsibility of the student to inform the College of any disabilities, physical and/or mental, which might in any way affect the student's academic progress.

For further detail, refer to the [AM-008-A1 Student Accessibility Policy](#) and the [AC-006-A2 Accessibility Accommodations and Supports for Students Policy](#).

College Equipment

Herzing College policy is to provide the type of equipment similar to or the same as that being used in business and industry, including desktop computers, laptop lending, high-speed Internet, printers, projection, and video equipment.

See Appendices for campus specific equipment available at each campus.

Admission Information

Admission Criteria

To be admitted to any Herzing College program, a prospective student must complete an admissions process that is outlined in detail in the [AC-014-A1 Application and Admissions Policy](#).

Admission Applications

Although it is preferable for a prospective student to visit Herzing College to complete a Personal Information Record and an Application Completion Form, the forms may be obtained in the following ways:

1. Calling the College to request the forms; or

2. E-mailing the College to request the forms; or
3. Completing the forms at the College Web Site (www.herzing.ca)
4. Virtual sessions can also be arranged.

Re-Admission/Re-Entry

A student who withdraws or is terminated from the College may apply for re-admission or re-entry. Any student applying for re-admission/re-entry will be required to sign a new enrollment agreement and all financial obligations from previous enrollment periods must be resolved prior to re-admission/re-entry.

For a student to be readmitted in the same program, the student generally must have been making satisfactory progress at the time of withdrawal or termination. A student may re-enter only twice if the student did not receive academic credit for the courses attempted immediately prior to withdrawal.

Caution: Students are cautioned that the availability of courses required may be more difficult to arrange if they have interrupted their program.

Refer to [AC-002-A2 Academic Standards Policy](#), [AC-009-A1 Student Withdrawal Policy](#), and the [AM-002-A2 Student Appeals Policy](#).

Continuing Students

Continuing students who are making satisfactory academic progress and are current in their financial obligations to the College are automatically scheduled for future classes in their program of study.

New Student Orientation

Herzing College's New Student Orientation helps entering students prepare for college. It also enables students to become acquainted with Herzing College and its services. Students will have the opportunity to meet the College's staff and faculty members (virtually or in-person) and receive a review of important college policies and procedures. The College will send each new student a notification announcing the time and date of the New Student Orientation.

Non-discrimination

Herzing College, in recognition of its responsibility to its students, its faculty and staff, and the community it serves, reaffirms its policy to assure fair and equal treatment in all its admission practices for all persons. We will not discriminate based on race, color, religion, sex, marital status, sexual orientation, age (except as mandated by provincial law) or national origin, nor against any qualified handicapped individual.

Refer to [AM-004-A2 Diversity Inclusion Statement Policy](#), [AM-008-A1 Student Accessibility Policy](#), and the [AM-017-A1 Religious and Ethnic Accommodations Policy](#).

Transfer of Credits from Other Colleges

Applicants desiring to transfer credits to Herzing College from other colleges must have a transcript as well as provide a course syllabus.

Refer to [AC-010-A1 Credit Transfer Policy](#).

Transfer of Credits to Other Colleges

Since the primary reason for a student's training in non-degree programs at Herzing College is to obtain the skills and knowledge necessary for specific careers, most of those Herzing College courses have not been designed with transferability of credit in mind. Other institutions may accept some courses, but such decisions are entirely at the discretion of the receiving institution. In the absence of an articulation agreement between Herzing and another institution, no one at Herzing College can represent specific credits will transfer anywhere.

For degree programs, the College will endeavour to establish acceptance of credits for continuing their education at other institutions. See Admissions Office for details.

Scholarships

The scholarships outlined below are available to eligible students at all our campuses. Check with your local campus for other scholarship opportunities.

William R Rootham Scholarships: Each year, up to \$20,000 in William R Rootham Scholarships will be awarded to selected students who are enrolling in technology programs such as networking or programming. The scholarships will generally be for \$1,000 and will be applied pro-rata over the length of the program.

Except for a sudden change in a student's financial condition, the scholarship must be applied for prior to commencing classes at Herzing. A William R Rootham Scholarship Application may be obtained from the admissions department.

The scholarships will be awarded based upon the following criteria.

1. **Need:** Limited to applicants who require additional funding to cover either living expenses or tuition payments when available funding is less than total tuition and fees. Given on a "first come first served" basis.

High School Scholarships:

1. High School Faculty Scholarship Award: Each school is given the opportunity to award three scholarships annually to three students based on their own criteria (maximum award is \$1,000 for courses nine months or longer; for courses under nine months, the prospective student receives \$500).
2. High School Graduate Scholarship Program: Students graduating from high school are eligible for a scholarship of \$60 per month for the duration of a selected program. The student must submit an application and include a recommendation from a high school official.

The above mentioned High School Scholarships apply to a student who starts a program at Herzing College within one year of graduating from high school.

Academic Information

Graduation Requirements

The general requirements for graduation are:

1. Cumulative grade point average of 2.0 or higher;
2. Completion of the required number of credit hours and achieving a passing grade in all required courses;
3. Successful completion of the practicum component of program; and
4. Other requirements may be included under program descriptions.

Refer to [AC-002-A2 Academic Standards Policy](#), and the [AC-004-A2 Grading Policy](#)

Academic Schedules

There are several start times for non-degree programs during the year. Student progress is measured at the end of each two-month period being called a term, typically February, April, June, August, October, and December. Programs at Herzing College are measured on a semester credit system.

Degree programs start on a semester basis with starts typically in September, January, and May.

See Academic Calendar for start dates for all programs.

The usual non-degree, full-time schedule is Monday through Friday, four to five hours per day. The usual degree schedule is 15 credits per semester. Online delivery is largely asynchronous, often with live sessions that are scheduled weekly. Time requirements of online courses is equivalent to a course of study in-person.

Work-based learning Requirements

The requirements for work-based learning are:

1. Cumulative grade point average of 2.0 or higher;
2. Completion of the required number of credit hours and achieving a passing grade in all required courses; and
3. Other requirements may be included under program descriptions.

Many programs also require students to have passed police records checks and /or have medical certificates up to date prior to being accepted for practical /clinical placements

For degree programs, refer to the [AC-013-A1 Work Term Policy](#) for details regarding co-ops.

Grading Policies

Herzing College changed the calculation of the grade point average for students who started their program after September 1, 2022, as shown in [AC-004-A2 Grading Policy](#). This was done to conform more closely to practices in other post secondary institutions.

All students who started prior to September 1, 2022, will use the scale as shown below for calculation of the grade point average.

A student must obtain a cumulative grade point average of 2.0 or better to make satisfactory progress (see Standards of Satisfactory Progress section) and to graduate, whether the student started before or after September 1, 2022.

Letter grades are awarded as follows:

Letter Grade	Quality Points	Percentage Range
A	4.00	93-100
A-	3.75	90-92
B+	3.25	87-89
B	3.00	83-86
B-	2.75	80-82
C+	2.25	76-79
C	2.00	70-75
D+	1.25	66-69
D	1.00	60-65
F	0.00	59 and below

A grade of **Incomplete (I)** will be given to students only in cases where the student is not able to complete the work for a course due to extraordinary circumstances. It is only given with the permission of the Academic Dean. If the "I" is not removed and replaced with the actual grade earned within two class weeks after the start of the next academic term, it will automatically be replaced with the grade of "F" and the course will have to be repeated. See section below on Making Up Failed Courses.

A grade of **Transfer (TR)** will be given to students denoting credits allowed as advanced standing toward completion of one's program based on completion of transferable courses at another post-secondary institution. No more than 50% of the student's credits toward a diploma may be transferred to the college. A grade of (TR) is not calculated into the grade point average.

A grade of **Exempt (EX)** will be given to a student for a course in which he/she scores at least 85% on a comprehensive examination. No more than 50% of the student's credits toward their diploma may be exempted and in combination with transfer credits may not exceed 50% of the credits toward a

diploma. A student wishing to exempt from a class must make arrangements for the exemption exam within the first six weeks of their program.

A grade of **Withdrawal (W)** will be given to a student for a course where he/she is withdrawn from the program before the end of the course.

Each grade is assigned a numerical value on a 4.0 system: A = 4.0, B = 3.0, C = 2.0, D = 1.0, and F = 0.0. To determine a student's grade point average, the credit hours for each course are multiplied by the point score for the grade made in the course. The total number of points as calculated is then divided by the total number of credits to obtain the grade point average.

A sample calculation is shown:

COURSES	GRADE	QUALITY POINTS	CREDITS	TOTAL POINTS
MA 103 Mathematics I	B	3	4.0	12.0
PS 100 Psychology	C	2	4.0	8.0
IS 170 Visual Basic I	B	3	4.0	12.0
IS 112 Computer Networks	A	4	4.0	16.0
			16.0	48.0

The sum of 48.0 total points divided by 16.0 credits gives a grade point average of 3.0.

In the case of a course being repeated, the second grade earned is used to determine cumulative grade point average.

Refer to [AC-005-A2 Student Assessment Policy](#).

Course Completion

A course is considered completed the day after the final exam for that course is completed. To be awarded marks for assignments and labs in any given course, students must submit work before the course is completed. Any work submitted after such date may not be graded and the student may not be awarded any marks for such work.

Online Courses

Delivery of online training at Herzing College is governed by the following policy that covers the use of the Learning Management System (LMS) and guidelines for delivery of online training. All online programs will support students by following accessibility guidelines for access and the use of copyrighted materials.

Refer to [AC-016-A1 Online Learning Policy](#).

Intellectual Property

Students will retain ownership of all intellectual property they create during their time with the College.

Refer to [AC-012-A1 Copyright, Intellectual Property, and Fair Dealing Policy](#).

Academic Freedom

Herzing College is dedicated to ensuring that all faculty, staff, and students at the College can have the academic freedom to pursue ideas and scholarly concepts without the fear of reprisal or sanction.

Refer to [AC-015-A1 Academic Freedom Policy](#).

Curriculum Development

Herzing College has developed a Curriculum Quality Assurance (CQA) framework that is used in the creation of new programs as well as the renewal of existing ones. The Office of the Vice-President of Academics oversees the implementation of this framework before, during, and after program creation.

Refer to [AC-003-A2 Curriculum Policy](#).

Academic Awards

Semester Awards: A full-time student may be placed on the Dean's List should the student obtain a semester grade point average of 3.50 or higher.

Graduation Awards: Any graduate who has obtained a cumulative grade point average of 3.50 or higher will be considered an Honours Graduate and will have such status appropriately noted on the graduation exercises program and on the student's diploma.

Student of the Year Award: This award will be given to one student in each graduating program or to one student for the entire graduating class who has accomplished the following:

- Honours Graduate;
- Maintained a high attendance average;
- Has demonstrated leadership and inspiring attributes throughout the program; and has made outstanding contributions to the College and to fellow students.

Service Quality Assurance

Herzing College is committed to the complete satisfaction of our students and their employers. We pride ourselves in providing a quality, student-centered education experience that successfully prepares our graduates for employment. We offer the following written service quality assurance to our valued student and employer customers.

Assurance to Students

A Herzing College student may retake any course with which he or she is dissatisfied at no additional charge for tuition provided the student completed and passed the course, demonstrated compliance with the stated attendance policy for the course in question, is not in default on his/her student loan(s) and is current in financial standing with the College.

Assurance to Employers

If an employer feels a Herzing College graduate is not functioning satisfactorily in a job reasonably related to their program of study which had been completed within the last 12 months, Herzing College will allow the student to retake any course offered in the student's completed curriculum without tuition cost to the student or the employer.

Notes on the Service Quality Assurance Policy

1. For employers, a phone call or letter to the Employment Services department, the Academic Dean or Campus President will be sufficient to allow student to repeat any course(s) that the employer believes is/are necessary.
2. The student repeating a course will be expected to attend a class (on a space available basis) offered in the College's normal class schedule.
3. Students will participate as normal within the course, but no grade will be recorded on their transcript.
4. A student repeating a course, under the student assurance above must do so within 12 months of completing that course. Please note that the student is responsible for the purchase of books and materials.

Withdrawal

Students who wish to withdraw should contact the Academic Dean via telephone, mail, email, or preferably in person.

Refer to the [AC-009-A1 Student Withdrawal Policy](#).

Making Up Failed Courses

After September 1, 2022, refer to [AC-004-A2 Grading Policy](#).

If a student fails to achieve the minimum academic standard in any course, he or she is deemed to have failed the course. Depending upon the mark for the final exam of that course, the Academic Dean will decide on a case by case basis whether said course needs to be repeated.

Students can choose to "double up" at some point in their academic stay to complete within their original timeframe. The student will be required to complete assignments, labs, and tests within the classroom setting.

The student's original mark of F will remain on their transcript.

Probation Or Warning

Refer to [AC-002-A2 Academic Standards Policy](#).

Complaint Procedures

Should a student have a concern, a complaint, or a dispute during their studies pertaining to their instructor, a class, their program, an administrator at the college the first step is to seek out a resolution with the appropriate individual.

If the issue is not resolved, refer to [AM-002-A2 Student Appeals Policy](#), and the [AM-003-A2 Student Complaint Policy](#).

Upon completion of the formal appeal procedures, if the student is not satisfied with the College's efforts to resolve the issue, the student may take the complaint with all documentation of the process to date to:

- **Ontario:** The Superintendent of Private Career Colleges provided the student is attending a program approved under the Private Career Colleges Act, 2005 (PCCA, 2005), through PARIS: <https://www.pcc.tcu.gov.on.ca/PARISExtWeb/public/login.xhtml>
- **Manitoba:** Registration and Accountability Office (RAO) using their online reporting form: <https://forms.gov.mb.ca/formal-complaint/> provided that the student is attending a program registered by RAO.

Attendance Policy

The philosophy of Herzing College is that the college is not only a place to learn technical and business skills and to develop academically, but also a place to develop appropriate work habits. Important work habits are responsibility and reliability, and attendance is a major factor in both.

Refer to [AC-008-A1 Attendance Policy](#).

Students are expected to inform their instructors or the office if they know they will have to miss a class or an online live session.

Auditing Courses

The college discourages auditing courses; no grade will be assigned, and no credit hours accumulated towards attempted courses, or diploma requirements.

Standards of Satisfactory Progress

Standards of Satisfactory Progress apply to all students at Herzing College, not just to those receiving financial assistance. A student at Herzing College is making satisfactory progress if he/she has achieved the minimum standards of 2.0 CGPA (cumulative grade point average).

If a student is not making satisfactory progress at any evaluation point, the student may be placed on probation or may be terminated from enrollment following the standards listed in the policy linked below.

Refer to [AC-002-A2 Academic Standards Policy](#).

Student Appeals

- Appeals Related to Grades or Satisfactory Academic Progress: Refer to “[AC-002-A2 Academic Standards Policy](#).”
- Appeals related to Actions of the College for Non-Academic Reasons. Refer to “[AM-003-A2 Student Complaint Policy](#).”

Academic Probation

Refer to the [AC-002-A2 Academic Standards Policy](#) and the [AC-004-A2 Grading Policy](#).

Student Conduct

The student is expected to be familiar with the College rules and regulations as outlined in this manual. Because the administration believes college level students should be offered the freedom of adulthood, the number of rules has been kept to a minimum. With freedom, however, comes the responsibility to behave in a manner consistent with the best interest of the student body. The College, therefore, reserves the right to suspend or to dismiss from the College any student at any time when such action is deemed by the Administration to be in the best interest of the student body or the College.

Refer to [AC-007-A2 Integrity and Ethical Conduct Policy](#), [AM-009-A1 Student Dress Code Policy](#), [AM-010-A1 Student Behaviour Policy](#), [AM-011-A1 Drug and Alcohol Policy](#), and the [AM-013-A1 Smoke Free and Vape Free Policy](#),

Significant Omissions or Errors in Admissions Documentation

Refer to [AC-014-A1 Application and Admissions Policy](#).

Harassment or Discrimination

The College does not condone harassment or discrimination of any student, staff, client or visitor to the College. Students participating in harassing or discriminatory activities that are racial, sexual, or pertaining to sexual orientation in nature may be subject to immediate suspension depending on the severity of the activity and pending investigation.

Any student, who is deemed by the investigation to have engaged in severe harassing or discriminatory activities, may be expelled at the discretion of the College, depending on the severity of the activity.

Refer to [AM-007-A2 Harassment Policy](#) and the [AM-010-A1 Student Behaviour Policy](#).

Misuse of College Property

Refer to [AM-010-A1 Student Behaviour Policy](#).

Return of Property

A student who is expelled is responsible for the return of any College’s property in his/her own possession within 10 days of the expulsion and will be held financially responsible for any property not returned in good condition or as outlined in the student contract.

Academic Dishonesty

Herzing College's academic integrity policy outlines the principles that support academic integrity, describes the College's expectations of conduct related to academic integrity, and defines sanctions for academic misconduct.

Refer to [AC-001-A2 Academic Integrity Policy](#).

Acceptable Use of Technology on Campus

This policy provides guidelines for the appropriate and inappropriate use of the computing resources of Herzing College. It applies to all users of the College's computing resources including students, faculty, staff, alumni, and guests of the College. Computing resources include all computers, related equipment, software, data, and networks for which the College is responsible, as well as networks throughout the world to which the College provides computer access.

Refer to [AC-011-A1 Student Computer and Telecommunications Usage Policy](#).

Privacy of Records and Access

Herzing College complies with the Privacy Act. The purpose of this act is to allow you, as a student, to know what educational records are kept by the college, to provide you the right to inspect such records and ask for corrections if necessary, and to control the release of such information to those who are not involved in the educational process.

Refer to [AM-012-A1 Student Privacy and Access to Information Policy](#).

Employer Reimbursement Plans

Students may be eligible for employer tuition reimbursement benefits. Students should contact their supervisor at work or their employee benefits office to determine if tuition reimbursement is available.

Tuition reimbursement does not eliminate the student's responsibility to pay tuition before writing the final examination(s).

Fee Refund Policy

Herzing College shall refund fees paid by a student as prescribed in provincial regulations as described in full in the Enrolment Contract signed by the student.

Herzing Open Enrollment Program (HOEP)

Overview

Herzing College has always been committed to the skill development of our students and continued professional development of our alumni with no compromise for the quality of the education at good value. Offering a quality education and supporting services at a fair educational cost has always been important to us. We understand that our students are making a significant financial investment in their education and as such we want to strive to deliver a high value return on their investment. The H.O.E.P.

initiative is one of the most significant value-added benefits we have ever put forward. It is consistent with our continued efforts to do everything we can to contribute to the success of every graduate and the communities we serve.

The goal of the H.O.E.P. is to add value to a student's education by allowing eligible students and alumni to enhance their skill development by taking additional courses from any of our programs offered on campus or online tuition free. Eligible students/alumni will be awarded financial credits equivalent to the total tuition paid for their diploma program. Those tuition credits can be used to take additional courses from programs offered at Herzing College, its trade Division, or its continuing education division, Kompass Professional Development.

Eligibility Conditions

- Active students must have completed half of their program, have a 3.5 GPA and be current in the financial obligations to the College.
- Alumni for up to 2 years after graduation may take additional courses up to the value of the amount paid to the College for the original diploma program they graduated from or transfer previous credits earned to a new program where academically allowed. The value of the credits transferred, and the money credited to the new program cannot exceed the total dollar paid in the original program.
- The cost of textbooks or instructional materials/supplies are a student's or alumni's responsibility.
- International students are not eligible for the H.O.E.P.
- H.O.E.P. participation is limited to graduates of a diploma program.
- Students/graduates interested in enrolling for additional courses must complete a H.O.E.P application that must be approved by the college admissions department. See AD-100 HOEP Application Form.
- Course availability is subject to schedule and class size capacity. New students enrolling in a diploma program are provided first access to courses. Availability along with course enrollment will be confirmed no later than 2 weeks prior to the start of a course. If there is no availability, the student/graduate may request to be placed on a waiting list for the next available date or choose to take different courses.
- Students taking additional courses through H.O.E.P. will be held to the college academic standards including attendance standards outlined in the student manual.
- Grades will be awarded as per the syllabus for all courses and will be part of the student's academic record and appear on the student's transcript. Students & alumni taking individual courses at the Montreal campus will not receive a ministry-approved transcript but will receive a certificate of completion.

- There is a non-refundable \$50.00 registration fee for every course. The HOEP credits cannot be used for these fees. The fee is due prior to the start of classes and after registration in the course has been confirmed.

Student Services

Housing Assistance

Although the College does not provide dormitory facilities, the College's Director of Career Development and Employment Services or other staff may assist non-commuting students with housing problems to find suitable living accommodations.

Community Affairs

One of the functions of the College is to promote involvement in community affairs. By being sensitive to community needs, the College is a contributing agency in community improvements. Herzing College emphasizes community service as an institution, and individually by its staff and student body.

Student Advising

Students are encouraged to consult the College's Director of Career Development and Employment Services about matters related to career plans, professional services and even leisure activities. Students are encouraged to consult first with faculty if they are having problems with coursework and then, if necessary, with the appropriate Department Head, or Academic Dean/Education Director. Some Herzing Colleges also have a professional counsellor on staff that is available daily to assist students who are having trouble in most aspects of college or personal life. Prior to acceptance to the College, applicants can seek advice through the Admissions Office.

Students experiencing difficulties outside of their schoolwork can contact the Student Advisor as listed in the appropriate appendix.

Equality and Diversity

Herzing College is committed to promoting equality and diversity in the workplace and is dedicated to providing an inclusive and positive environment for everyone.

Refer to [AM-004-A2 Diversity Inclusion Statement Policy](#).

Career Development

From the time a student enrolls at Herzing College, one of the College's primary goals is to see that the student is successfully employed upon graduation. This can best be achieved if the student takes an active role in his/her employment efforts.

For this reason, we consider the Career Development office to be a vital part of our mission. Although the securing of positions cannot be guaranteed, diligent effort is made by the Career Development

personnel to help the graduate in obtaining suitable employment. The services of this office are also available to presently enrolled students seeking part-time employment.

Miscellaneous Information

Dress Code and Classroom Conduct

Prospective employers visit our college to interview our students and speak to our classes about potential opportunities in their chosen field; therefore, we want our students to appear ready for the job market. Herzing College is focused on helping our future graduates achieve the highest level of professionalism with regards to ability, attitude and appearance during their career training.

Refer to [AM-009-A1 Student Dress Code Policy](#).

Scent Free Policy

At Herzing College, we want to create an environment where everyone can participate and enjoy educational courses, conferences, meetings and other events. To make that happen we ask that participants refrain from using scented products while attending Herzing College.

Please understand that it is not about you as a person or about your choice of fragrance, but it is about the chemicals in the fragranced product. We do have staff and students who have allergies or sensitivities to these products. For people who are sensitive to scented products, this can mean exhaustion, weakness, dizziness, headaches, rashes, muscle aches and spasms, heart palpitations, nausea, stomach cramps, vomiting, asthma attacks and even loss of consciousness.

Your cooperation in this matter is greatly appreciated.

Bulletin Boards

Bulletin boards are utilized by the college to keep students informed of such things as job opportunities, new policies, etc. It is forbidden to post any notices on the college's bulletin boards without the permission of the College President/Director.

Cell Phones

All personal electronics should be turned off or set to silent while in classrooms and labs, and when participating in online live sessions.

Student Lounge

A student lounge is located in the college for your convenience. All eating and drinking should be confined to this lounge area. Please do not bring food into the hallways or classrooms. If money is lost in the vending machines, please let the college receptionist know so that we may reimburse you. Please clean up after yourself by throwing your trash in the appropriate receptacle and placing your chair back under the table.

Incllement Weather

The college will normally be open under bad weather conditions unless most of the other area local school systems are closed. Personal discretion should be considered and personal safety according to location. If possible, closings will be announced.

Refer to [AM-015-A1 Campus Closure Policy](#).

Classroom/Office Visitors

Students and staff are not to bring children (12 or under) to their classes or offices unless they have the College President/Director's approval. This approval is not given lightly since such children can cause safety and distraction issues.

With prior approval of their instructors' students may bring a friend or relative (over the age of 12) to a class to observe (on a space available basis). Such a friend or relative may observe, but not participate in the class.

With prior approval of the College President/Director a staff member may bring a child over the age of 12 to the college to observe his/her parent at work. Other visitors to the college must have a business/professional purpose and check in with the receptionist in the administrative area.

Unauthorized people will be asked to leave. If they refuse to leave, they risk being arrested for trespassing.

This policy is a protection for students, staff, their property and college property.

Smoking Policy

Smoking is not allowed inside the building at any time.

Refer to [AM-013-A1 Smoke Free and Vape Free Policy](#).

Work Area (Classrooms/Lab Equipment/Library)

Please treat the classrooms, labs and all equipment as if you were on the job.

- No eating, drinking or smoking in the classrooms, labs or hallways.
- Learn the proper handling of computer hardware and software.
- Report any equipment problems to your instructor.
- Report any lab materials missing to your instructor.
- Clean your work area prior to leaving class.
- Turn off your computer monitor at the end of your class period if directed to do so by your instructor.

Class Schedules

Classes are scheduled and registered for students by the college, so they do not need to register themselves. For non-degree programs, the expectation is that students will be able to devote a minimum of 20 hours per week engaged in class activities whether online or on ground.

Firearms/Weapons Policy

Carrying or bringing firearms, knives, handcuffs, or weapons of any type is strictly prohibited.

Refer to [AM-006-A2 Violence Prevention Policy](#).

Crime Awareness and Campus Security

Reporting of Criminal Actions and Emergencies

Herzing College students and employees will report all observed criminal actions and bona fide emergencies to the College President/Director. In his/her absence, they should report to the Academic Dean/Education Director.

If necessary, the administrator will contact the emergency response unit of the local police at "911." The administrator to whom the crime or emergency is reported will make written notation, including names, date and time of the reported incident and will remain on duty to assist the police in establishing details of the incident reported.

Further, the College President/Director will maintain a file of such reported incidents and will endeavour to learn of and note the conclusions. In the absence of both the President/Director and the Academic Dean/Education Director, reporting of criminal actions, and/or emergencies to the appropriate authorities should be undertaken directly by the employee or student who has either been victimized or has observed an alleged criminal action.

If a medical emergency requires the college to call for an ambulance transportation of a student, the college will cover the cost from the college to the nearest hospital.

Refer to [AM-006-A2 Violence Prevention Policy](#).

Campus Access for Those Outside the College Community

The college building premises are considered off limits to all but those members of the public who have specific business concerns or relations with Herzing College. Therefore, all unidentified visitors may be challenged for purpose of visit at any time by members of the Herzing College staff and administration. Visitors deemed as intruders will be reported to the College President and/or the Police Department when a staff member is not able to cause the unauthorized individual to vacate the college. Students, staff, and faculty are urged to report intrusions immediately to members of the administration.

Campus Policies Concerning Law Enforcement

It is the established duty of all Herzing personnel to promptly report criminal incidents to the senior administrator present when a reportable incident occurs. Likewise, students are to be aware of campus law policies and are expected to report possible infractions at once.

Herzing College conducts new student orientation each term for all new students. This orientation includes information about on-site security and crime awareness.

Prevention and Reporting of Sexual Harassment/Offenses

Herzing College is dedicated to providing an environment in which all students, staff, and faculty are free to study and work free from sexual assault and sexual harassment. Any student who feels that they have been subjected to assault or harassment from anyone should immediately inform a staff member at the college.

Refer to Herzing internal policies [AM-006-A2 Violence Prevention Policy](#) and the [AM-007-A2 Harassment Policy](#).

In addition, there are more extensive policies for the prevention of sexual violence as mandated by the ministry in each province. The links below provide access to the relevant policy:

Manitoba:

<https://www.herzing.ca/Manuals/MACC%20Sexual%20Harasment%20and%20Prevention%20Policy%20Oct%2020%202017%20FINAL%20revision.pdf>

Ontario: <https://www.herzing.ca/wp-content/uploads/2022/08/Sexual-Violence-Policy.pdf>

Physical Campus Safety

Herzing College meets all the general tests of safety, usefulness, cleanliness, maintenance, health, lighting, and compliance with any local or provincial laws governing physical facilities, particularly with respect to fire, safety, and sanitation.

Students should take note of exit signs in the building and should familiarize themselves with the appropriate evacuation route posted in each room. Evacuation procedures are covered during student orientation.

In the event of an emergency:

1. Leave the building by the nearest exit in an orderly fashion.
2. Stand at a safe distance from the building.
3. Do not re-enter the building until directed to do so by the college administration.

Refer to [AM-014-A1 Campus Emergency Plan Policy](#).

In Case of Illness

- Do not dispense medication, including aspirin.
- If the person is not in danger of fainting, accompany him/her to the nearest chair. If the person may faint or become unstable, the person should lie down. If he/she wants to go to the rest room, accompany or have someone accompany him/her to be sure they are out of immediate danger.
- If the person is weak or in danger of fainting, get the person to lie down.

- Locate a Herzing College staff person immediately.

In Case of Accident

- Do not move the person.
- Locate a Herzing College staff person immediately.
- Inform the college president or manager in charge immediately.
- First aid kits are available and should be administered by the college staff.

Appendix A Index of Student Policies

POLICY NUMBER	POLICY NAME
Student Facing Academic Policies	
AC-015-A1	Academic Freedom Policy
AC-002-A2	Academic Standards Policy
AC-006-A2	Accessibility Accommodations and Supports for Students Policy
AC-012-A1	Copyright, Intellectual Property, and Fair Dealing Policy
AC-003-A2	Curriculum Policy
AC-004-A2	Grading Policy
AC-007-A2	Integrity and Ethical Conduct Policy
AC-016-A1	Online Learning Policy
AC-005-A2	Student Assessment Policy
AC-011-A1	Student Computer and Telecommunications Usage Policy
AC-013-A1	Work Term Policy
Student Conduct Academic Policies	
AC-001-A2	Academic Integrity Policy
AC-008-A1	Attendance Policy
AM-011-A1	Drug and Alcohol Policy
AM-013-A1	Smoke Free and Vape Free Policy
AM-010-A1	Student Behaviour Policy
AM-009-A1	Student Dress Code Policy
Student Facing Administrative Policies	
AC-014-A1	Application and Admissions Policy
AC-010-A1	Credit Transfer Policy
AM-017-A1	Religious and Ethnic Accommodations Policy

POLICY NUMBER	POLICY NAME
AM-008-A1	Student Accessibility Policy
AM-002-A2	Student Appeals Policy
AM-003-A2	Student Complaint Policy
AM-026-A1	Student Council Structure and Operation Policy
AM-005-A2	Student Discipline Policy
AM-012-A1	Student Privacy and Access to Information Policy
AC-009-A1	Student Withdrawal Policy
Institutional Administrative Policies	
AM-015-A1	Campus Closure Policy
AM-014-A1	Campus Emergency Plan Policy
AM-025-A1	Committee Structure Policy
AM-022-A1	Conflict of Interest Policy
AM-016-A1	COVID-19 Policy
AM-004-A2	Diversity Inclusion Statement Policy
AM-021-A1	Employee Dispute Resolution Policy
AM-023-A1	Employee Ethics and Reporting Standards Policy
AM-007-A2	Harassment Policy
AM-029-A1	Hiring Policy
AM-027-A1	Occupational Health and Safety Policy
AM-020-A1	Open Communication Policy
AM-001-A2	Organizational Policy and Review Guidelines
AM-019-A1	Performance Reviews
AM-028-A2	Purchasing Procedures Policy
AM-018-A1	Succession Planning Policy

POLICY NUMBER	POLICY NAME
AM-006-A2	Violence Prevention Policy
AM-024-A1	Whistleblower Policy

Appendix B Montreal Campus

Campus Administration

- Campus President: Michael McAllister – mikem@mtl.herzing.ca
- Academic Dean: Christian Page – cpage@mtl.herzing.ca
- Director of Admissions: Tony Lo Manto – tlomanto@mtl.herzing.ca
- Director of Educational Funding: Lucy Sciamanna – lucys@mtl.herzing.ca
- Director of Career Services: Lina Perrotta – lperrotta@mtl.herzing.ca

Programs

English

- [Business Administration \(LCA.7N\) A.C.S.](#)
- [Computer-Aided Design and Drafting \(ELC.1Q\) A.C.S.](#)
- [Computing Support \(5729\) D.V.S.](#)
- [Early Childhood Education \(JEE.0K\) A.C.S.](#)
- [Industrial Drafting \(5725\) D.V.S.](#)
- [Interior Design \(NTA.1K\) A.C.S.](#)
- [International Commerce & Import / Export \(LCA.ER\) A.C.S.](#)
- [Microcomputer and Networking Systems \(LEA.3V\) A.C.S.](#)
- [Programmer Analyst \(LEA.AS\) A.C.S.](#)
- [Sustainable Architecture \(EEC.2Q\) A.C.S.](#)

French

- [Conception et dessin assistés par ordinateur \(ELC.1Q\) A.E.C.](#)
- [Design d'intérieur \(NTA.1K\) A.E.C.](#)
- [Dessin de Bâtiment \(5250\) D.E.P.](#)
- [Dessin Industriel \(5225\) D.E.P.](#)
- [Gestion des Affaires \(LCA.7N\) A.E.C.](#)
- [Les affaires et le commerce international import/export \(LCA.ER\) A.E.C.](#)
- [Programmeur Analyste \(LEA.AS\) A.E.C.](#)
- [Soutien Informatique \(5229\) D.E.P.](#)

- [Systèmes de Micro-ordinateurs et Réseaux \(LEA.3V\) A.E.C.](#)
- [Techniques d'architecture durable \(EEC.2Q\) A.E.C.](#)
- [Techniques d'éducation à l'enfance \(JEE.0K\) A.E.C.](#)

Campus Equipment

- Computers in all classrooms
- Language training school on campus
- Daycare lab
- Five Graphics Computer labs with computers capable of running high-end animation, drafting, and rendering software

Accreditations

- Commission d'évaluation de l'enseignement collégial (CEEC)
- Forum for International Trade Training (FITT)

Student Advisor

- Fred Standil - fstandil@wpg.herzing.ca

Contact

- Address: 1616 Boul. René-Levesque Ouest, Suite 100, Montréal, QC H3H 1P8
- Phone: (514) 935-7494
- Fax: (514) 933-6182
- Website: <https://www.herzing.ca/locations/montreal>
- General email: mtl-info@herzing.ca

Appendix C Ottawa Campus

Campus Administration

- Campus President: Mike Mcallister -
- Academic Dean: Lama Ziad – jwelsford@otw.herzing.ca
- Director of Admissions: Kevin Crupi – kcrupi@otw.herzing.ca
- Director of Educational Funding: Sylvie McCormick – smccormick@otw.herzing.ca
- Director of Career Services: Joseph Perera – jperera@otw.herzing.ca

Programs

- [2D Animation](#)
- [Accounting and Payroll Administration](#)
- [Business Administration](#)
- [Business Management](#)
- [Community Services Worker](#)
- [Computer Networking Technology](#)
- [Cybersecurity Specialist](#)
- [Immigration Case Manager](#)
- [Law Clerk](#)
- [Medical Office Administration](#)
- [Occupational Health and Safety Officer](#)
- [Paralegal](#)
- [Personal Support Worker](#)

Campus Equipment

- Two healthcare labs

Accreditations

- Law Society Ontario accreditation for Paralegal program.
- CRSP recognition of Occupational Health and Safety program

Student Advisor

- Fred Standil - fstandil@wpg.herzing.ca

Contact

- Address: 1200 St. Laurent Blvd., Ottawa, ON K1K 3B8
- Phone: (613) 742-8099
- Fax: (613) 742-8336
- Website: <https://www.herzing.ca/locations/ottawa>
- General email: otw-info@herzing.ca

Appendix D Toronto Campus

Campus Administration (Non-trades)

- Campus President: Sonia Kaushal – stkaushal@tor.herzing.ca
- Academic Dean: Nabila Khalid – nkhalid@tor.herzing.ca
- Director of Admissions: Sonia Kaushal – stkaushal@tor.herzing.ca
- Director of Educational Funding: Nadia Milordi – nadia@herzingtrades.ca
- Director of Career Services: Anh Mai To – amto@tor.herzing.ca

Campus Administration (Trades)

- Vice President of Trades: Dennis Cinello – dennis@herzingtrades.ca
- Academic Dean for Trades Division: Chris Prespakis – chris@herzingtrades.ca
- Associate Director of Admissions for Trades Division: Cindy Guihon – cindy@herzingtrades.ca
- Director of Educational Funding: Nadia Milordi – nadia@herzingtrades.ca
- Associate Director of Career Services and Corporate Development: Christine Azevedo – christine@herzingtrades.ca

Programs

English

- [Accounting and Payroll Administration](#)
- [Building Design Technician](#)
- [Business Administration](#)
- [Computer Graphic Design](#)
- [Computer Networking Technology](#)
- [Cybersecurity Specialist](#)
- [Immigration Case Manager](#)
- [Medical Office Administrator](#)
- [Occupational Health and Safety Officer](#)
- [Paralegal](#)
- [Personal Support Worker](#)

French

- [Gestionnaire en Immigration Canadienne](#)

Pre-apprenticeship Training

- [Construction Maintenance Electrician Pre-Apprenticeship](#)
- [Electrician and Network Cabling Technology](#)
- [Heating and Ventilation and Advanced Gas Technician](#)
- [Plumber Pre-Apprenticeship](#)
- [Plumbing Pre-Apprenticeship and Gas Technician 3](#)

Construction Training Programs

- [Appliance Service Technician](#)
- [Construction Management](#)
- [Domestic Appliance Service Technician](#)
- [Gas Appliance Service Technician](#)
- [Gas Technician](#)
- [Gas Technician 2](#)
- [Gas Technician 3](#)
- [Network Cabling Specialist](#)
- [Building Design Technician](#)
- [Occupational Health and Safety Officer](#)

Safety Programs

- [Confined Space Hazard Awareness for Construction](#)

Campus Equipment

- Personal Support Worker Lab

Accreditations

- Law Society Ontario accreditation for Paralegal program.
- Canadian Payroll Association Canadian Payroll Association recognition for credit toward the PCP Certification Curriculum.
- CRSP recognition of Occupational Health and Safety program
- Ontario Association of Architects recognition for Building and Design Technician program

Student Advisor

- Fred Standil - fstandil@wpg.herzing.ca

Contact

- Address: 11 Kodiak Crescent, Toronto, ON, M3J 3E5
- Phone: (416) 599-6996
- Fax: (416) 638-4117
- Website: <https://www.herzing.ca/locations/toronto>
- General email: tor-info@herzing.ca

Appendix E Cambridge Trades Campus

Campus Administration

- Vice President of Trades: Dennis Cinello – dennis@herzingtrades.ca
- Academic Dean for Trades Division: Chris Prespakis – chris@herzingtrades.ca
- Associate Director of Admissions for Trades Division: Cindy Guihon – cindy@herzingtrades.ca
- Director of Educational Funding: Nadia Milordi – nadia@herzingtrades.ca
- Associate Director of Career Services and Corporate Development: Christine Azevedo – christine@herzingtrades.ca

Programs

Pre-apprenticeship Training

- [Construction Maintenance Electrician Pre-Apprenticeship](#)
- [Electrician and Network Cabling Technology](#)
- [Heating and Ventilation and Advanced Gas Technician](#)
- [Plumber Pre-Apprenticeship](#)
- [Plumbing Pre-Apprenticeship and Gas Technician 3](#)

Construction Training Programs

- [Appliance Service Technician](#)
- [Domestic Appliance Service Technician](#)
- [Gas Appliance Service Technician](#)
- [Gas Technician](#)
- [Gas Technician 2](#)
- [Gas Technician 3](#)
- [Network Cabling Specialist](#)

Safety Programs

- [Confined Space Hazard Awareness for Construction](#)
- [Elevating Work Platforms](#)
- [Lockout and Tagout](#)
- [Ozone Depletion Prevention Program Overview](#)

- [Propane in Construction Awareness](#)
- [Scaffold Users' Hazard Awareness](#)
- [WHMIS in Construction](#)
- [Working at Heights](#)

Campus Equipment

- HVAC and gas lab
- Appliance service lab
- Plumbing lab
- Network cabling and electrical lab

Accreditations

- Eligible students will be able to write the Gas 2 Technician and Gas 3 Technician through TSSA

Student Advisor

- Fred Standil - fstandil@wpg.herzing.ca

Contact

Cambridge Campus

- Address: 45 Commerce Court, Cambridge, ON N3C 4P7
- Phone: 1 (888) 501-9272
- Fax: (519) 650-2686
- Website: <https://www.herzing.ca/locations/cambridge>
- General email: info@herzingtrades.ca

Toronto Campus

- Address: 11 Kodiak Crescent, Toronto, ON, M3J 3E5
- Phone: 1 (800) 728-0137
- Fax: (416) 638-4117
- Website: <https://www.herzing.ca/locations/toronto-skilled-trades>

General Email: info@herzingtrades.ca

Appendix F Winnipeg Campus

Campus Administration

- Campus President: Frank Cianciaruso - frankc@wpg.herzing.ca
- Academic Dean: Dean Schofield - dschofield@wpg.herzing.ca
- Director of Admissions: Andrew Malazdrewicz - amalazdrewicz@wpg.herzing.ca
- Director of Educational Funding: Michelle Moncado - mmoncado@wpg.herzing.ca
- Director of Career Services: Caroline Glowatski - cglowatski@wpg.herzing.ca

Programs

- [Accounting and Payroll Administrator](#)
- [Administrative Assistant](#)
- [Broadcasting and Media Communications](#)
- [Business Administration](#)
- [Community Support Worker](#)
- [Computer Networking Technology](#)
- [Cybersecurity Specialist](#)
- [Health Care Aide](#)
- [Legal Assistant](#)
- [Medical Laboratory Assistant](#)
- [Medical Office Assistant](#)
- [Occupational Health and Safety](#)
- [Supply Chain Management and Logistics](#)

Campus Equipment

- Sound recording studios
- Lab for Medical Laboratory Assistant and phlebotomy training
- Healthcare lab

Accreditations

- Equal accreditation of Medical Laboratory Assistant
- SCMA accreditation of Supply Chain Management and Logistics program

- CRSP recognition of Occupational Health and Safety program

Student Advisor

- Fred Standil - fstandil@wpg.herzing.ca

Contact

- Address: 1700 Portage Avenue, Winnipeg, MB R3J 0E1
- Phone: (204) 775-8175
- Fax: (204) 783-8107
- Website: <https://www.herzing.ca/locations/winnipeg>
- General Email: wpg-info@herzing.ca