

# EDUCATION POLICY

## GENERAL OVERVIEW

The “Fnlearninghub” is committed to the provision of high-quality education and training and seeks to ensure an environment of academic integrity in both the learning and evaluation processes taking place through our courses. It is also committed to the establishment of an atmosphere of respect and appreciation for the rights and responsibilities of all those associated.

Law (Education Acts) mandates that the community it serves must provide an educational environment that demonstrates professionalism and academic currency, values diversity, and respects the processes and traditions of learning. We are committed to promoting and supporting a workplace and learning environment where everyone can work and study together in an atmosphere free of harassing or demeaning treatment in which all individuals are treated with respect and dignity. We value each member of our community for her or his individual and unique talents and applaud all efforts to enhance the quality of our lives. We recognize that everyone’s effort is vital to achieving the goals of our education program. We strive to maintain a climate of mutual respect.

One of the goals of the educational process is to encourage collaboration and dialogue between instructors and the course participants. Accordingly, you should monitor your progress in each of your courses and ask for feedback and help if required. The formal request is part of a process designed to ensure that you have access to a thorough, respectful, and impartial review of your concerns.

## WHAT TO EXPECT

Participants will interact with other participants (peers) from different backgrounds and locations using chat functions, Skype, email, social media, and message boards. Participants will be able to stay connected with fellow participants and instructors, building personal networks along the way.

The online courses are managed by experienced instructors and an IT specialist that understand the needs of learners to advance in an online environment.

## OFFICE HOURS

We do not hold office hours since most of this initiative is hosted by volunteers. Our online courses are typically accessible 24/7 via the Internet. Students can typically contact their course instructor via email.

## ENGLISH LANGUAGE PROFICIENCY

Since the main language of instruction is English, success in courses depends on the participants’ level of English language proficiency.

## COMPUTER SKILLS

Participants are expected to have a reasonable level of understanding on how to use a computer, open a web browser and access online course notes. In addition, participants must be capable of sending and also receiving emails to assure proper electronic communication that is expected for participating in online learning activities. Participants also require a basic understanding of using word processing software for submission of assignments.

Our “direct instruction” component requires basic knowledge and understanding of how to use Skype and “chat” style software for face-to-face instruction and participant engagement.

## INFORMATION TECHNOLOGY

As a part of the institutional infrastructure our courseware develops, and maintains computers, computer systems, proprietary courseware (**Moodle**) and ISP networks. These computer resources are intended for training-related purposes, including direct and indirect support of instruction, research, and service

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missions; of our administrative functions; of education activities; and of the free exchange of ideas among members, instructors and between the training community and the wider local, provincial, federal, and First Nation communities.

We “may” if required temporarily suspend or block access to an account, prior to the initiation a complaint or completion of an investigation. This may happen when it reasonably appears necessary to do so to protect the integrity, security, or functionality of the Education system or other computing resources, or to protect ourselves from liability.

Users who violate this policy may be subject to disciplinary action and may be denied further access to the training computing resources. Disciplinary action may vary depending on the violation, up to and including suspension, discontinuation of service or expulsion from the training.

Our Education employs various measures to protect the security of its computing resources and of their users' accounts. Users should be aware, however, that we cannot guarantee such security. Users should therefore engage in "safe computing" practices by establishing appropriate access restrictions for their accounts, guarding their passwords, and changing them regularly.

Users should also be aware that their use of the computing resources is not guaranteed to be private. While we do not routinely monitor individual usage of its computing resources, the normal operation and maintenance of the computing resources requires the backup and caching of data and communications, the logging of activity, the monitoring of general usage patterns, and other such activities that are necessary for the provision of service. We may also specifically monitor the activity and accounts of individual users of the computing resources, including individual login sessions and communications.

## ENROLLMENT ELIGIBILITY

1. You must be 18 years of age or older or have a Secondary School Diploma or equivalent.
2. Documentation can include transcripts, grade reports, course outline, testimonials, job descriptions, performance appraisals, awards and work samples.

## COURSE ACCESS

The Administrator will assign the participant a “**Username**” and a “**password**”. Participants must sign in using their unique ID or email address and their own password each time they want to access their course. Once properly logged in the participant will be viewing the program/course login page.

The course instructor announces the time and date of the Webinars\*. Additionally, it is important that participants provide a Skype connection (invite) to the instructor to assure access and communication exchanges between the participant and instructor.

## \*WEBINARS

*Web-based training is a way of delivering traditional “classroom” courses via the Internet. These “online” versions of traditional instructor-led programs are segmented into weekly modules and followed up with an instructor-led session called “webinars”. These are intended to provide the course participant with direct contact and presentation of course materials.*

*The “webinars” are outlined and scheduled in the course portal. Typically, these “webinars” are held in the evening hours like college evening continuing education courses. Typically, any webinar may be scheduled for a one to a maximum of 2 hours per week.*

***Participation in these scheduled webinars is part of your final grade.***

## PROTECTING COURSEWORK & DATA

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While we take great care to support the learning network and prevent failures, participants are responsible for backing up their work/activity files on a regular basis to minimize loss of work. The loss of files is not a valid reason to hand in an assignment late and not an appropriate reason for lack of preparation for a quiz/test/exam or project.

Instructors will identify the way in which assignments are to be submitted: via email, upload to your course, or hard copy. Participants who submit assignments via email or through email must retain a copy in the event their work is lost or misplaced during electronic transmission.

## ACADEMIC REQUIREMENTS FOR INSTRUCTORS

The work of instructors is directed to the educational well-being of the participants. It is incumbent on teaching faculty to ensure that their subject expertise, as well as their knowledge and skills as professional teachers, is current and relevant to participants' needs, the program goals, and the appropriate course outcomes. Course outcomes will not vary from those of courses being offered in a traditional mode.

Instructors will:

- Mark (grade) all tests and assignments promptly and provide explanations of grades and feedback to participants in an appropriate manner
- Return graded participant assignments in a timely fashion
- Keep a record of participant grades.

Records of marks are to be kept for a minimum of three years and, if destroyed, must be disposed of in accordance with the Freedom of Information and Protection of Privacy Act.

Instructors will:

- Demonstrate courtesy, respect, patience, and a willingness to help in their interactions with participants in either context
- Demonstrate the spirit of professionalism by encouraging participants to approach them outside the classroom to clarify issues of concern and by providing reasonable assistance with course work at a time that is agreed upon by both parties
- Strive actively to resolve conflict between themselves and any participant and should try to resolve conflict between participants
- Meet and/or correspond with the participant and maintain an open, non-confrontational attitude while attempting to resolve the problem at hand.

There shall be a process for obtaining learner feedback on their experiences with instruction and the course. This feedback shall be obtained for each course and for each instructor during each semester. The purpose of obtaining feedback from our learners is to permit us to engage in ongoing quality improvements in our instructional activities and our course development. Access to this data will also help in the identification of professional development directions and learning opportunities.

## ACADEMIC FREEDOM

Instructors are entitled to the exercise of academic freedom. In exercising such freedom, there is a responsibility to adhere to the law as it pertains to Human Rights and Hate Propaganda as defined under the Criminal Code of Canada, any other relevant legislation, the code of conduct for instructors and to respect the academic freedom of all others.

## ACADEMIC REQUIREMENTS FOR PARTICIPANTS

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Participants will take responsibility for their own academic achievement. Participants will demonstrate their commitment to their own goal of educational advancement by attending class, participating in the scheduled live discussions, completing assigned work, and complying with respecting copyright works. Participants are expected to attend and participate in all scheduled learning activities. Participants are advised that unless they participate in course activities, it is unlikely that they will be able to progress satisfactorily. Grades are determined primarily by academic performance. Participants must recognize, however, that academic performance sometimes entails presence and participation.

## **PARTICIPANTS RIGHTS & RESPONSIBILITIES**

In common with all other individuals in Canada, participants enjoy rights under the *Human Rights Code*, the *Canadian Charter of Rights and Freedoms* and the *Freedom of Information and Protection of Privacy Act*. Participants have and may exercise their general rights as citizens, subject to the rules, regulations and discipline. They also have the right to enjoy a safe learning environment and fair treatment in accordance with the rules, regulations and discipline. From time to time, we may make changes to the list of rights/privileges, at which point the document will be taken through the normal approval procedure.

We recognize that the privilege of pursuing an education includes the responsibility of all members of the education community to maintain high standards of conduct. We shall treat participants as adults who are capable of and responsible for conducting their affairs with courtesy and proper regard for the rights of others. We also expect that participants will conduct themselves honorably and maturely in pursuit of their academic goals and, at the least, in accordance with federal, provincial and municipal laws and rules and regulations.

A record of any penalty, or other documentation, that has been issued because of dishonorable conduct and/or academic misconduct by a participant may form part of the participant's record. When an offence occurs, the following penalties may be issued.

### **Academic misconduct includes, but is not limited to, the following:**

1. **Plagiarism:** the act of copying, reproducing or paraphrasing, in whole or in part, someone else's published or unpublished material (from any source, including the Internet) and representing these works or ideas as one's own. Plagiarism applies to all forms of work presented or submitted for academic evaluation including, but not limited to, any written work, computer programming, music, drawings, designs, dance, photography, and other artistic and technical works.
2. **Cheating (Unauthorized External Assistance):** receiving external assistance in relation to an examination, assignment, or any other academic exercise for credit, unless expressly permitted by the instructor.
3. **Unauthorized Collaboration:** working with others on graded coursework assigned for individual evaluation, including in-class and take-home examinations or assignments, unless expressly permitted by the instructor.
4. **Misappropriation of Own Work:** submitting the same work, or a significant part thereof, which was submitted elsewhere or previously in another course or the same course (when repeating a course), unless permission is received in advance from the instructor; or, submitting the same work, or a significant part thereof, for two or more courses taken at the same time without the written permission, in advance, of all associated instructors.
5. **Falsifying Information:** misrepresenting or falsifying information for inclusion in any course work submitted for credit, or misrepresenting or falsifying information used to obtain advantage in academic standing.

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6. **Attempting to Influence:** attempting to influence or change any academic evaluation, assignment or academic record for reasons having no relevance to academic achievement. This includes, but is not limited to, bribery and threats.
7. **Impersonation:** acting or attempting to act as a substitute for another (whether in person or electronically) or using or attempting to use a substitute (whether in person or electronically), in an academic evaluation or assignment.
8. **Facilitating Academic Misconduct:** facilitating any of the above-listed forms of academic misconduct.

While we reserve the right to impose penalties it deems necessary in cases of misconduct, a participant has the right to be heard by the decision-maker before any final decision affecting the participant is made. If disciplinary action is considered against a participant, the participant shall be provided with full particulars of the alleged offence and any relevant documents to enable the participant to fully answer any allegations of misconduct. The participant will further be advised of where and when to present his/her side of the matter.

### ACCOMMODATION FOR RELIGIOUS/SPIRITUAL OBSERVANCE

Every effort will be made to avoid scheduling examinations on days of special spiritual significance throughout the year. The list of holidays will be consistent with those in the Ontario Public Service religious holiday policy.

Participants requiring an accommodation for a religious/spiritual holiday should notify the course instructor if possible two weeks prior to the required accommodation by email to the instructor. It is the participant's responsibility to contact the instructor to arrange the accommodation for a test, exam, or field work, or any other academic situation that conflicts with a day or time for religious/spiritual observances of special significance to them.

### CURRICULUM PATTERN

Courses may be taken in no order or pattern. It is up to the individual's choice.

### COURSE OUTLINES (SYLLABUS)

Participants registered in each course receive or have access to a copy of the course outline at the start of the course. Course outlines provide a syllabus that is approved for one academic year by the relevant program. Courses are reviewed annually to ensure current relevancy.

Course outlines the following information:

- **Instruction Goals** – Provides a brief course description
- **Learning Outcomes** – Provides an outline of the skills acquired in the course
- **Course Content** – Provides an overview of the main topics covered in the course
- **Needs and Resources** – Provides a list of required background and materials, such as the textbook
- **Course Schedule** – Identifies the number of weeks and/or hours normally required to complete the course
- **Policies and Procedures** – Identifies the general conditions such as grading
- **Additional Information** – Identifies the timeframe for completion of the "Final Exam" for the course and any additional course requirements.

Participants are expected to be knowledgeable of the content of the course outline and to discuss with the instructor any areas where clarification is required. Course outlines form the fundamental "learning contract" between the course participant and the instructor.

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## FINAL EXAMS

A course may have a requirement for the participants to complete a final exam for the course. The exam will be offered on one common date. As such participants are responsible for being present at examinations on the scheduled day and at the scheduled times and place.

To minimize interruptions and misunderstandings during the examination the instructor prior to the exam will specify the specific requirements – such as whether course notes or any other aids and/or resources may be used for the exam.

## EXAMINATIONS (TIME ON FILE)

In accordance with the Freedom of Information and Protection of Privacy Act, examination papers on which a student has written his/her answers will be retained on file for a period of one year following the assignment of the final grade, after which time the said examination papers will be destroyed.

## APPEALS

The goal of our education program is to promote “**academic success**” and that their academic records reflect their academic abilities and accomplishments. It is expected that instructors will make academic judgments that are objective, consistent and fair. In situations where the participant experiences personal difficulties or unforeseen events that disrupt or impact their academic performance, it is expected that instructor will provide alternate arrangements to enable the participant to meet the course/program requirements.

It is our intention that all resolutions occur within an environment of integrity, partnership, fairness, respect, and commitment. Generally - All participants are entitled to:

- Feedback on their academic standing during and at the end of every course they take
- A review of any grade within a course
- Appeal any final grade in a course based on the following -

**There are five grounds for the appeal of a grade, which are:**

***1-Prejudice; 2-Medical; 3-Compassionate; 4-Course Management; and 5-Procedural Error.***

*Where the participant strongly believes that grading was unfair, or where a mistake is reasonably apparent in the grade calculation it is advised that the appeal process be considered. “Merit of Work” and “Recalculation” is academic considerations and is not considered grounds for a formal appeal. If you believe that an assignment, test or exam should be remarked (Merit of Work) or that there should be a reassessment of a grade based on a calculation error (Recalculation), you must have first made the request to the course instructor within ten (10) working days of the date when the graded work was returned. If the instructor did not agree to review the work or did not respond within five (5) working days, you may consult the Program Administrator who should assist in resolving the issue and who may initiate a formal assessment at the earliest possible opportunity.*

The reason for the appeal must be specific and contain a detailed explanation as to why the original grade was inappropriate, including any documentary evidence from course notes, textbooks, etc. Asserting that the work deserves more marks or disagreeing with the marks is not a sufficient claim for the reassessment.

Participants should consider the following to help determine whether a formal review should be pursued:

- Have you attended class regularly or at least met the minimum participation requirements established by the Policies and Procedures of the instructor? If not, why not?

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- Have you completed assignments, projects, and other activities set out by the instructor for evaluation on time and in accordance with the Code of Student Conduct: Academic? If not, why not?
- What are the circumstances that have affected your ability to fulfill the course requirements and how they have affected your performance?

Participants must provide relevant documentation to support their reasons – such as a doctor’s note. It is, therefore, to the participants’ advantage to include all pertinent documentation at the time of submission.

Appeals may be launched **no later than 10 days** after final release of the final grade for the course. Appeals that are not initiated or pursued by the participant within the timeframes specified will be deemed to have lapsed.

The Appeals Committee should not have had any prior involvement in the appeal. A member of the hearing panel, a participant or an instructor member must disclose any conflict of interest prior to the appeals hearing. That member will be replaced with a suitable alternative.

All participants, instructors, support members, and administrators are expected to be aware of these policies and to adhere to them in resolving concerns (in the order and timeframe specified) falling within their scope. Every attempt should be made to first resolve the issues with the individual who made the initial decision (e.g., faculty member). All staff and instructors are expected to create and maintain an equitable and respectful teaching and learning environment.

We do not provide a specific grade appeal form, however the following key elements must be provided with the appeal and forwarded by email to [nhicc1@gmail.com](mailto:nhicc1@gmail.com) indicate subject as appeal

1. Participant (Student) Name
2. Course Name
3. Instructor
4. What is being appealed
5. Grade received
6. Required documents and/or rationale to support the claim for the appeal.

## REASSESSMENT OF WORK

At any time during the course semester, participants who believe that a written assignment, test, or exam has not been appropriately graded either based on “merit of work or an error in calculation” may request a review by their instructor. The participant must also consider the “Appeals” policy noted above.

Participants may contact the instructor informally to attempt to resolve the issues at any time. If the issues are not resolved, the participant may request a formal review.

The reason for the review must be specific and contain a detailed explanation as to why the original grade was inappropriate, including any documentary evidence from course notes, textbooks, etc. Asserting that the work deserves more marks or disagreeing with the marks is not sufficient support for the reassessment. Assignments and practical field supervised activities and past due submissions do not lend themselves to re-evaluation.

## ATTENDANCE & PARTICIPATION

Participants are expected to attend and participate in all scheduled learning activities. Participants are advised that unless they participate in course activities, it is unlikely that they will be able to progress satisfactorily.

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Grades are primarily determined solely by academic performance. Participants must recognize, however, that academic performance sometimes entails presence and participation, especially in cases where absence may adversely affect the achievement of other students, e.g. oral presentations, group activities, etc. In all such cases, course outlines will specify the required involvement.

## **WITHDRAWAL & REFUNDS**

If payment of course fees apply – note the following. Typically, partial refunds will be made up to and including the first two classes (after 48 hours of course access) except for those courses, which are 20 hours, or less. No refund will be made for applications received after the second official class regardless of the number of classes which the participant has attended. The following reductions are made to refunds: a non-refundable administration charge (25%) plus a pro-rated deduction according to the number of official classes held.

Participants in courses of 16 hours or less will NOT be eligible for a refund unless they withdraw prior to the start of the first class.

Lack of participation in a scheduled course does not constitute a valid reason for a refund. Full refunds will be given to participants enrolled in courses that were cancelled.

If a participant is eligible for a refund, a cheque will be sent approximately 4 weeks after the official withdrawal is received.

## **DISCRIMINATION AND HARASSMENT**

Issues of discrimination or harassment and our response to them demonstrate the instructor's and our learning environment as an endorsement of and compliance with Human Rights Code. This Policy binds all members of the Community – participants, instructors, support staff, and administrators – to a common set of objectives, standards, and procedures. It demonstrates our determination to address and rectify issues relating to human rights wherever they arise.

## **FEEDBACK**

While carrying out its educational mandate, the course instructors as facilitators strive to ensure ongoing quality improvement in academic programming, the delivery and content of curriculum, the methodologies of teaching and the diversity of learning supports. As part of that process of continuous quality improvement, it is important to obtain feedback from our participants with respect to their experiences with the instruction and delivery of the curriculum as well as feedback on the various academic courses. Typically, feedback is anonymous and be a choice, and will be requested at the completion of each course.

## **THE “FNlearninghub” LEARNING COMMUNITY**

The successful participants and badge holders will have demonstrated that they possess the knowledge, skills and abilities that will enable them to acquire or enhance meaningful employment and provide a foundation for life-long learning. A practical component of mentoring is recommended.

In a learning-centered environment, the successful participant will have reliably demonstrated the ability to:

1. Meet the entry-level vocational skill requirements within an occupational cluster;
2. Exhibit the essential generic skills required for adaptation in a changing workplace;
3. Respond to the societal demands for lifelong learning and informed citizenship.

## **DIGITAL BADGES & CERTIFICATES**

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To attain a **“Digital Badge”** signifies – **“to have successfully met the learning outcomes defined in a particular course”**. Any participant who fulfills the requirements will receive such recognition.

The name will also appear on the **“Certificate of Completion”** will be the one under which the participant was registered.

It is equally important to note that such certification is not a guarantee of performance of work beyond having successfully completed the actual academic learning outcomes specified in program/course outlines.

### **LONGEVITY**

This Policy comes into effect on 10/26/2022. The policy herein specified is a living document that is subject to review, revision and change.

### **UPDATES:**

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