



TORONTO
ECONOMICS
& MANAGEMENT COLLEGE



Toronto Economics and Management College

Student Handbook

2023

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PREFACE

The purpose of this Handbook is to provide you with information about your chosen program of study and to direct you to other general information about studying with Toronto Economics and Management College (TEMC).

This Handbook should be read in conjunction with other guidelines available on TEMC's website: <https://temcolleges.ca>

The material in this Handbook is as accurate as possible at the time of production (February 10, 2022).

Please forward any comments or suggestions relating to the content of this Handbook to admin@temcolleges.ca

1. INTRODUCTION

1.1 About TEMC

Toronto Economics and Management College (TEMC) is a leading private career training institution based in North York, Ontario. Approved as a Designated Learning Institution (DLI), TEMC works intensively to collaborate with the efforts of our country to promote the Canadian Education for international students.

Founded in 2014, TEMC has provided domestic and international students with high-quality professional training with the right skill-sets to meet current employment market demand. Our students' success is what motivates us, and we proudly maintain a high level of alumni employed within their chosen field. TEMC strives to help graduates succeed and meet the needs of industry employers.

Every day, we make it our mission at TEMC to successfully address individual student needs and provide quality education geared towards long-standing and successful careers.

1.2 Our Objectives

The objectives of TEMC are the following:

- To ensure that TEMC graduates gain the skills, knowledge and attributes required to succeed in realizing their academic and professional goals.
- To assist students in meeting the academic requirements to progress to universities abroad.
- To be inclusive, open and responsive to the diverse needs of all international students.
- To promote social, civil, ethical and environmental responsibility to all TEMC students and staff.

1.3 Our Mission

Our mission is to provide our students with the best learning experience using the most advanced and latest education, tools, teaching methods, and information to develop sustainable skills and attitudes that are necessary to gain greater access in the industry. And we continuously upgrade our teaching techniques and methodologies to evolve and update our educational best practices.

1.4 Our Values

At TEMC, we take pride in acting according to our set of values:

- Fairness and Integrity applied to all students regardless of background and circumstances
- A spirit of innovation and challenge
- Open and active participation
- Respect for the Canadian principles of diversity, inclusiveness, and honesty

2. OUR PROGRAMS

2.1 Program Structure

The modules have been designed to offer a broad range of skills and knowledge for direct application in the workplace, based on contemporary practices in real world settings. In addition, they are based on sound pedagogical structures to ensure that the learning is engaging, enjoyable and fun to study. This approach also develops the analytical skills of students, their ability to problem solve and to develop coherent and structured arguments.

Each program is taught by academic professionals with several years of teach experience and who must undergo a rigorous quality assurance process in terms of education delivery. All currently available programs can be found on our website at www.temcolleges.ca

2.2 Credit Transfer Opportunities

Qualifications delivered by TEMC are recognized by colleges and universities around the world. TEMC graduates can progress to a number of universities in Australia, United States, Canada, United Kingdom, and Ireland that:

- Recognize TEMC graduates as meeting the requirements to progress into a relate diploma or degree program.
- Have an existing credit transfer arrangement with TEMC

3. ENTRY REQUIREMENTS

3.1 Undergraduate Entry Requirements

Academic requirements

- Students must be at least 17 years of age
- Successful completion of high school (Year 12)
- Mature aged students (Aged 25+) may be considered on a case-by-case basis if they have not completed high school.

English Language requirements

- IELTS (Academic) 5.5 overall
- PTE (Academic) 50 overall
- Or equivalent

Note:

Certain countries where English is an official language are not required to meet the English requirements. Contact us if you are not sure if your country is exempt from this requirement.

3.2 Postgraduate Entry Requirements

Academic requirements

- Students must be at least 21 years of age
- Successful completion of a bachelors degree
- Mature aged students (Aged 25+) may be considered on a case-by-case basis if they have not completed a degree but have 5+ years relevant work experience.

English Language requirements

- IELTS (Academic) 6.0 overall
- Or equivalent

Note:

Certain countries where English is an official language are not required to meet the English requirements. Contact us if you are not sure if your country is exempt from this requirement.

4. APPLYING FOR A COURSE

The application process is the same for both domestic and international Students. At TEMC, we have an application process that can be described in 3 simple steps:

Step 1

Submit your application through our online application form found on our website at <https://www.temcolleges.ca/application-form>

Step 2

If you meet our eligibility requirements, you will receive an offer letter within 7 days after submitting your application. The offer letter will include instructions to pay a tuition fee deposit in order to secure your seat at TEMC

Step 3

Once you have paid your tuition fee deposit, you will receive instructions to pay the balance of your tuition fee. Upon receipt of the required fee balance, you will receive a letter of acceptance (LOA) allowing you to start the visa application process

5. TUITION FEE / REFUND POLICY

5.1 General

- Our tuition fee and refund Policy was written in compliance with the guidelines set by the Ministry of Training Colleges and Universities' (MTCU).
- All tuition-related fees must be paid by the due dates as outlined in the important dates schedule shared with students during the application process. If fees remain unpaid after the published deadlines, enrolment restrictions will be applied and can include loss of system access and withholding of official transcripts and credentials.

5.2 Paying fees

- When fees are due for an entire academic year, students may request to pay for only one academic term at a time.
- A tuition fee deposit must be paid once in an academic year by all postsecondary students in a full-time program. \$500.00 of the tuition fee deposit is non-refundable even if the student does not study at the college.

5.3 Students with Disabilities

Any student with a permanent disability who requires additional terms to complete their program because of a learning accommodation, is eligible to pay a reduced tuition fee of \$20 per course for a reduced course load, plus ancillary fees. This rate only applies once they have paid the full tuition fees to complete the program in the approved duration. Such instances must be documented and tracked through Counselling and Accessibility Services

5.4 Tuition refunds

- \$500.00 of the tuition fee deposit is non-refundable. Any tuition fee refund that is required to be paid shall be deducted \$500.00.
- Students must submit a request for a tuition fee refund in writing and with supporting documentation to the Registrar's Office.
- Students who submit formal notification of withdrawal within published deadlines from a full-time postsecondary program are entitled to a refund of tuition and ancillary fees as follows:
 - Domestic students who have withdrawn within published deadlines or prior to the start of term, a full refund of tuition and ancillary fees, less the designated non-refundable tuition deposit, will be issued
 - For international students who have withdrawn from TEMC within published deadlines or prior to the start of term, a full refund of tuition and ancillary fees, less the tuition fee deposit fee, will be issued within 45 days after receiving a written request for a refund from the student
 - For International students who present documented VISA denial prior to the start of term, a full refund of tuition and ancillary fees, less the tuition fee refund will be issued within 45 days after receiving a written request for a refund from the student, along with a copy of the visa refusal letter from the relevant Canadian embassy, consulate, or high commission.

In circumstances where an international student has had a VISA refused, TEMC offers to assist the student in understanding the reasons for the VISA refusal. If the reasons for the visa refusal can be addressed, TEMC will work in cooperation with the student to by providing an additional LOA (free of charge) for the following intake date and assist the student prepare to resubmit a study visa application.

- continuing education students will have varying deadlines for a refund depending on the length and duration of the course.

- A full refund will be issued for any tuition and ancillary fees paid in advance for future terms. Students who have paid for future terms will be eligible for a refund for future terms if they formally withdraw 10 days before the start of classes. Students who formally withdraw from courses after published deadlines from the start of the term will be entitled to a full refund of any fees paid in advance for subsequent terms.
- A tuition fee refund may be considered outside the normal timeframes in extenuating medical or personal circumstances. Requests must be submitted in writing with supporting documentation

6. STUDENT CODE OF CONDUCT

TEMC's Code of Conduct sets out standards of acceptable behaviour required of all students. This code of conduct is intended to safeguard the reputation and integrity of TEMC while also creating a safe and productive study environment for students. The code of conduct covers both academic standards of conduct and general standards of conduct required at TEMC.

6.1 Integrity of Academic Work

Students are expected to:

- Conduct themselves in compliance with TEMC's published policies
- Submit academic work that is free of plagiarism or collusion.
- Actively participate in the learning process.
- Be familiar with resources available to assist them in conducting their studies including
- resources to help students avoid plagiarism.
- Comply with the proper use of copyright materials.
- Attend scheduled course activities and submit assessment tasks on time (if required), unless unforeseen or exceptional circumstances arise.

6.2 Equity and Respect

Students are expected to:

- Treat all staff and other students with courtesy, tolerance, and respect.
- Respect the rights of others to be treated equitably, free of all forms of unlawful discrimination and harassment, including sexual harassment.

- Respect the rights of others to express views and opinions and not engage in behaviour that may be considered offensive to others.
- Avoid engaging in behaviour that is unlawful, discriminatory, or offensive.
- Avoid engaging in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal well-being.

6.3 Conduct on Campus

Students are expected to:

- Demonstrate respect for staff and students while on campus premises.
- Turn off mobile phones during class times and assessments.
- Speak in English at all times.
- Refrain from eating and drinking in classrooms.
- Undertake all required preparation for classes, such as readings.
- Not participate in any learning activity, such as tutorials or laboratory classes, while under the influence of alcohol or other drugs.

6.4 Investigation of Misconduct

Any breaches of the guidelines outlined in the code of conduct may be considered misconduct. Where there are reasonable grounds to believe that academic or general misconduct has occurred, TEMC will investigate the alleged misconduct and determine the level of seriousness of any reported breach. TEMC reserves the right to cancel a student's enrolment if it is satisfied that a serious breach has been committed.

7. COMPLAINTS POLICY

TEMC is committed to providing a learning and working environment in which complaints are responded to promptly and with minimum distress and maximum protection to all parties. As part of its commitment to creating a supportive and open organisational culture, TEMC is committed to ethical and responsible management, transparency in its decision-making processes, and a visible, accessible and fair complaints process. TEMC views student complaints as providing an opportunity to review and improve its policies and practices, and also to gain insight into student's levels of satisfaction.

7.1 Responsibilities of Managers, staff and students

Managers and other designated staff at TEMC are responsible for responding appropriately to complaints. A designated manager is responsible for coordinating the resolution process in keeping with the TEMC complaint handling principles, relevant policies and procedures. The designated manager is also responsible for ensuring that staff and complainants involved in the complaint resolution process understand their rights and responsibilities in relation to this policy. All students and staff have a responsibility to contribute to the achievement of a productive, safe and equitable study and work environment at TEMC

In particular, students and staff have a responsibility to:

- Participate in the complaint resolution process in good faith
- Co-operate fully in any investigation process
- Aim to reach satisfactory resolution wherever possible
- Avoid complaining about the same matter to several different units or individuals at the same time
- Avoid making complaints with a mischievous or malicious intent
- Students may make a complaint about any matter, which relates to their program of study at TEMC.

7.2 Accountability for Complaints

A key principle in the TEMC complaint resolution process is that complaints are resolved wherever possible at the lowest appropriate level of management. Students are encouraged to raise their complaint in the first instance directly with the person concerned. This is appropriate in matters where the student feels comfortable with making a direct approach, or where the complaint does not relate to allegations of unlawful behaviour (e.g. assault, illegal discrimination or harassment, corruption).

Where it is not appropriate for the student to raise the issue directly with the other person/s, they can make a complaint to any other person of authority. The Manager of TEMC is responsible for receiving and investigating complaints from students. All students have the option of making a formal written complaint to the Manager. The Manager will gather information and seek advice before responding.

7.3 Assistance for students in making a complaint

Students may wish to seek advice and assistance in lodging a complaint from one of the instructors at TEMC. A complaint to a person of authority can be made in writing, and due to the requirements of

procedural fairness the complainant will have to be identified unless the facts of the matter are not in dispute.

If the complaint is about a staff member:

The complaint should be made to the Manager.

If the complaint is about another student:

The complaint should be made to the Instructor and/or the Manager, and the complaint will then be reviewed and resolved.

If the complaint relates to someone external to TEMC:

The complaint should be made to the Manager who will then follow the policy and take appropriate action