



*Your Total Career Solution*  
Since 1989

**Student Handbook**  
**Policies and Code of Conduct**

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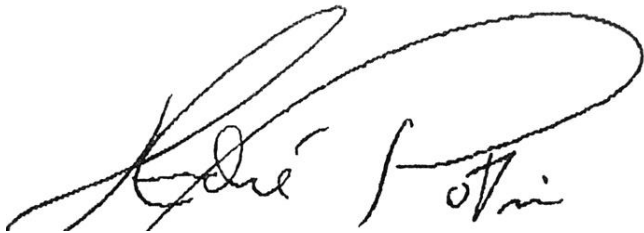
\*(Page 25 Must be signed and returned to Infokit prior to course attendance)

## Letter from the Senior Education Administrator

On behalf of the Infofit faculty and staff, I would like to welcome you to our school and thank you for choosing us. I am certain that your time with us will be both a rewarding and enjoyable experience. Enclosed is our Student Handbook and Code of Conduct which is designed to guide you throughout your studies. I encourage you to read all sections of this booklet thoroughly, and if needed, to discuss your questions with me or our Student Coordinator.

*The Student Handbook* includes contact information for the School's leadership team, general information about our proven curriculum and instructional design, and specific school policies and procedures which, if followed consistently, will contribute to your success. The *Code of Conduct* describes the specific policies and procedures that will be implemented to encourage appropriate conduct and ensure a safe learning environment.

Should you have a question that is not answered within these pages, please feel free to contact me or another member of the School's leadership team.



Sincerely,  
Andre Noel Potvin, M.Sc, BCRPA-TFL, ACSM-CPT  
Senior Education Administrator

## SCHOOL OVERVIEW

### Statement of Diversity

Infokit admits students of any race, color, or national and ethnic origin. It does not discriminate in administration of its educational policies, admission policies, and school-administered programs.

### Non-discrimination Statement

Infokit is committed to a policy of non-discrimination in relation to race, creed, sex (gender), ancestry, sexual orientation, religion, national origin, age and/or disability. Discrimination and/or harassment based on the aforementioned areas will not be tolerated and must be brought to the immediate attention of the Senior Education Administrator, Andre Noel Potvin, or any Infokit Administrative personnel, admin@infokit.ca, 604-683-0785.

### Infokit's Mission

**To enhance the quality of leadership in the fitness industry by providing our students with the highest quality courses, training and resources necessary for them to explore their career dreams.**

### Goal

Infokit was founded on the belief that all people can learn, and that everyone should be challenged to reach their full potential and career goals. The goals of the School are to:

- Enhance the quality of leadership in the health and fitness industry by providing students with the knowledge, training, and resources necessary
- Offer new and innovative choices in fitness education
- Create new and passionate elite fitness professionals
- Support fitness professionals by providing them with advanced courses that can be applied for Continuing Education Credit

### Faculty

Infokit's highly skilled and experienced faculty team are eager to serve you through your career training. Our teachers are expected to provide meaningful and engaging experiences for all students. Our teachers are evaluated annually to ensure that the highest quality instruction is provided. André Noel Potvin, Infokit President, is directly responsible for supervising and evaluating the teaching staff. Your satisfaction is our school's highest priority, so we encourage you to provide any comments and suggestions via our in-class evaluations.

- Andre Noel Potvin, Senior Educational Administrator
- *Della Vorshuk*, Senior Administrator
- *Portia Phelps*, Operations Manager/Student Coordinator
- *Sherry McReynolds*, Teaching Assistant/ Exam Prep Tutor
- *Shaira Thobani*, Administration, Exam Preparation Tutor, Teaching Assistant
- *Kimberley Gage*, Exam Preparation Tutor/Practicum Supervisor
- *Sylvain Cyr*, Course Conductor
- *Faolan Dunphy*, Course Conductor
- *Chris Hughes*, Course Conductor
- *Leah Ruppel*, Teaching Assistant
- *Julius Dagot*, Teaching Assistant

- *Cathie Glennon, Social Media Marketing*

### **School Contact Information**

- School Main Line 604-683-0785
- Email [admin@infofit.ca](mailto:admin@infofit.ca)

### **Hours of Operation**

- **Admin Office:** Office hours are 9am - 6pm Monday through Friday, 1pm - 6pm Saturdays and 12noon - 5pm Sundays.
- **Vancouver Campus:** Full time Instruction **begins promptly at 10:30am and ends at 3:30pm**, Monday through Friday. *No student will be admitted into the school building before 9 a.m.*

Fast Track Weekend instruction **begins at 10:00am and ends at 6:00pm on Saturdays**, and **begins at 9:00am and ends at 5:00pm on Sundays**. Students will not be admitted into the building more than 30 minutes before class start time on weekends. Please review rules for late arrival and tardiness on page 16.

- **Surrey Campus:** Fast Track Weekend instruction **begins at 10:00am and ends at 6:00pm on Saturdays**, and begins **9:00am and ends at 5:00pm on Sundays**. Students will not be admitted into the building more than 30 minutes before class start time on weekends. Please review rules for late arrival and tardiness on page 16.

## INFOFIT HISTORY

Infofit is North America's Premier School for Fitness Professionals. We are in Vancouver, British Columbia, and have been a leader in exercise education since 1989.

Infofit provides exam preparation programs for aspiring fitness leaders and continuing education courses for those who are certified professionals. The school provides a curriculum that is current, well-researched and scientifically-based. Infofit believes that learning is an on-going process in life. To ensure that students receive the best well-rounded, practical and effective education available, Infofit offers continuing education courses, health seminars and complementary programs, such as their Clinical Exercise and Rehabilitation Courses.

The reason for Infofit's great success lies in its founding president and owner, André Noël Potvin. For over 2 decades Andre's proven formula for creating advanced programs for the elite, has made Infofit an international leader in exercise education. He is well respected within the health and fitness industry because of his passion for educating others and his undying commitment to helping people live longer, healthier lives.

Andre believes that health and fitness doesn't need to be complicated or expensive. So he uses integrative strategies that are adaptable to anyone of any age at any fitness level! Andre not only teaches the latest techniques and advanced methods to maximize health benefit, he also teaches about people; how to motivate them and tap into everyone's potential.

Andre's successful methodology and techniques are integrated into the standardized lesson plans of the course curriculum. Each course conductor has been hand selected as they reflect with great impact what an Infofit leader should portray.

Students are provided the training, tools, knowledge, resources, motivation and guidance necessary for them to explore their dreams and reach their goal to become a fitness professional.

### **Curriculum & Instructional Design**

At the heart of Infofit is a highly structured curriculum that sets high expectations and provides individualized monitoring to assist students in attaining their goals to become an Elite Fitness Professional.

### **Career Possibilities**

Infofit has been certifying fitness professionals since 1989 and our graduates are in high demand. You can find Infofit graduates working as personal trainers or other fitness professionals, as independent business owners or be employed by existing fitness organizations. Certified graduates can work in Canada or abroad.

## GENERAL OFFICE POLICIES

### Admission

**Infofit** is open on a space-available basis to anyone that is 16 years of age or older and has a passion for fitness. Please note that students under the age of 18 years are not able to receive Certification as a Personal Trainer - however, the instruction they receive will benefit them for other University Courses and they can be Certified in Group Fitness or Aqua fitness at 16 years of age.

Infofit's Full Time Program is open to students who have graduated from high school or equivalent or who have reached the age of 19 years prior to the start of their program.

The school does not discriminate based on intellectual or athletic ability, measures of achievement or aptitude, disability, or any other basis prohibited by law. Students must have a proficiency in spoken and written English and have a passion for fitness. Placement tests are required if a student wishes to By-Pass a course to ensure proper understanding of the material. Once all available slots are filled, applicants will be placed on a waitlist. Students will be admitted from the waitlist as places become available in each course, in the order that the applications were filed.

### Transfers

Students are required to provide at least two weeks' written notice if they must transfer from one course to another for any reason. Such notice will allow the school the time to process the necessary transfer paperwork and enable the school to fill the vacant seat with another student from the waitlist. Transfer fees will apply based on the Transfer Policy. (page 13)

### Student Records and Confidentiality

***All student information is protected by the Privacy Act for the purpose of protecting student confidentiality***

Every student is required to complete and submit the following as part of the registration process:

- A Student Enrolment Contract
- A signed Understanding of Student Handbook
- A Waiver/liability form

**It is critical that the school be notified immediately of any changes in a student's name, address, phone number, or any other information provided at the time of registration.** Such changes should be communicated in writing and addressed to the Senior Administrator via email [admin@infofit.ca](mailto:admin@infofit.ca).

**Infofit** is dedicated to complying with all confidentiality laws protecting the privacy of their students. Information regarding a student's progress will be shared only with the student, appropriate members of the school's faculty and staff, for the purpose of measuring and/or improving instructional quality. If a third party requires a student's information, for any purpose, the student's written permission is required.

### PTIB Designation

Infofit is Designated by the Private Training Institutions Branch (PTIB). PTIB of the Ministry of Advanced Education, Skills & Training administers the Private Training Act. It is the authority entrusted to provide consumer protection to students and prospective students and to establish standards of quality for approved institutions. In accordance with the Personal Information Protection Act, we hereby notify you that your personal information, your program of study and the amount of tuition paid will only be available to PTIB. For further information please visit <http://www.privatetraininginstitutions.gov.bc.ca/students>.

## Telephone and Office Equipment

Infofit's telephones, the printer and all other office equipment supplies are for office staff use only. Printing services are offered across the street if required.

## Textbooks and Supplies

Infofit furnishes adjunct textbooks and instructional materials as part of the tuition fee. Replacement of lost or damaged material will be the financial responsibility of the student. Students are asked to furnish some of their own supplies i.e. paper, pens, and calculators.

## Money and Other Valuable Property

Students are encouraged to leave all money and other valuable property at home. **The School assumes no responsibility for the loss or theft of such articles.**

## Lost and Found

The school cannot be responsible for lost or stolen property, but an effort will be made to assist students in the recovery of their missing property. A "lost and found" will be maintained by the school. Any found items should be turned in at the office. Personal items abandoned after **3 months** become the property of Infofit. Unclaimed items will be turned over to benevolent organizations at the end of each year. Students are strongly encouraged to leave valuable items, including cash, at home.

## Weapons in School

Infofit seeks to maintain a climate in the school which is conducive to learning and protective of the safety and welfare of staff and students. The possession and/or use of a weapon by students is unacceptable within the school and possession of such items will result in mandatory expulsion.

## Discipline of Habitually Disruptive Students

Students who have been disciplined three times for causing a material and substantial disruption in the classroom, or on school grounds may be declared habitually disruptive students. Expulsion is a possible consequence for habitually disruptive students. The first warning will be verbal, the second will be a written, the third and final will be written, which may include expulsion.

## Program Modifications

Infofit reserves the right to modify programs, materials, schedules, policies and fees as required without prior notice.

## Tuition and Fees

At the time of registration, there is a non-refundable registration fee, which is applied to the total tuition cost. Students taking a single course are required to pay their course in full at the time of registration.



## Payment Plans

Payment plans are accepted with administration approval. All tuition and fees must be paid by the due date specified at the time of enrolment. Diplomas, certificates, transcripts and reports are issued only when all tuition has been paid.

## Terms and Conditions of Enrolment

Infokit reserves the right to suspend or dismiss a student for disciplinary reasons if the student acts in contravention to instructions of staff, rules, regulations or policies. Students participate in activities at their own risk and by registering with Infokit, release its employees, volunteers and assigns from all liability for any loss, damage, injury or expenses suffered due to any cause whatsoever.

## INFOFIT GRADUATION & CERTIFICATION REQUIREMENTS

### Graduation Requirements

- 1) Proof of course completion for: Fitness Theory Course (alternatively a background in Human Kinetics or Related Field in Health and Fitness), Personal Training Basics (a.k.a. Weight Room Instructor) Course and Personal Trainer Comprehensive Course on file.

### Certification Requirements

- 1) Proof of course completion for: Fitness Theory Course (alternatively a background in Human Kinetics or Related Field in Health and Fitness), Personal Training Basics (a.k.a. Weight Room Instructor) Course and Personal Trainer Comprehensive Course on file.
- 2) Final Letter or Certificate from Personal Trainer's Exam on file.  
**BCRPA:** Letter of PT Written Results OR Final PT Certificate  
**ACE, ACSM & NSCA:** Letter with passing grade OR Final PT Certificate

### Certification Guidelines

Students that do not pass their certification exams will not be awarded the Infokit Certification logo and certificate. Students are encouraged to receive private tutoring before re-taking exams - tutoring will be at an additional cost, of the preferred student rate.

### Student Evaluation

Written and/or Practical exams are given after each course. Students will receive an evaluation of their progress informally and in the form of classroom critiques. Students will be given every opportunity to succeed, and if they need, they have access to after-school tutoring at the student rate. Students who make no attempt at improvement and fail to make necessary progress in academic achievement will be subject to course failure and not receiving certification. Transcripts, Letter of Completion and Certificates will be issued at the end of the program of study. In the case of an "incomplete" a student has the ability to complete all the course requirements. If the requirements are successfully completed, the "incomplete" grade will be changed to "complete".

## STUDENT ETIQUETTE

### *Disciplinary Removal from Classroom*

It is the policy of Infokit to maintain classrooms in which student behaviour does not interfere with the ability of the teacher to teach effectively or the ability of other students to participate in classroom learning activities.

Students shall be expected to abide by the code of conduct adopted by Infokit for appropriate classroom rules of behaviour established by Infokit for the purpose of maintaining order and a favourable academic atmosphere. Any student who violates the code of conduct or other classroom rules may be subject to removal from class and/or disciplinary action.

Student removal from class is a serious measure and will not be imposed in an arbitrary, casual, or inconsistent manner. Behavioural policies are expected to be followed and are communicated as clearly as possible to students. However, it is neither possible nor necessary to specify every type of improper or inappropriate behaviour, or every circumstance that would justify removal from class under this policy. Teachers exercise their best professional judgment in deciding whether it is appropriate to remove a student from class in any particular circumstance. All instances of formal removal from class shall be documented.

A teacher is authorized to immediately remove a student from the teacher's classroom if the student's behaviour;

1. Violates the code of conduct adopted by Infokit.
2. Is dangerous, unruly, or disruptive.
3. Seriously interferes with the ability of the teacher to teach the class or other students to learn.

Removal from class under the policy does not prohibit the administration from pursuing or implementing additional disciplinary measure, such as expulsions for the conduct or behaviour for which the student was removed.

If a student is expelled for the remainder of the program and is not receiving educational services through Infokit, the student will be refunded any/if any monies that are owed based upon the Infokit refund policy guidelines as outlined in the student contract.

### *Smoking*

Smoking by students in or on Infokit school properties, is prohibited. Smoking shall be defined as all uses of tobacco including cigars, cigarettes, pipes and chewing tobacco.

### *Drug-free Campus*

Infokit has a zero-tolerance drug and alcohol policy, and expulsion is a probable consequence. The student will be refunded any/if any monies owed based upon the Infokit refund policy guidelines as outlined in the student contract.

## Recording/Taping/Photography of Classes

Recording or taping or photography of classes is prohibited unless the student has received prior written permission from the Infokit Senior Administrator.

## Food Consumption

You may bring your own lunches, but please be aware the facility **does not** have the ability to heat or refrigerate your food, so please pack food that will not require refrigeration or heating. As portions of your course will be held in the gym, only closed containers for beverages are allowed in the gym.

## Care of School Property

Students will be held responsible for the care of school property. Remuneration will be expected for any damage caused by student negligence, misuse, or vandalism.

## Student Dress Code

The student is required to:

- Wear respectable and appropriate attire that reflect fitness professionalism: long pants (rugby pants, yoga pants, athletic shirt or t-shirt, athletic shoes that are clean & in good repair (no torn, smelly or stained clothing; no halter tops or muscle shirts)
- No flip-flops or high heels will be allowed in the gym

## Social Interaction

Social interaction between people (members-to-members, members-to-staff or student, staff or student-to-staff or student) in Infokit school areas is encouraged as long as all individuals are treated with respect and dignity. It has been, and remains a policy of Infokit School areas that harassment of any kind is not tolerated. Complainants of harassment are encouraged to bring the complaint to the attention of the person whose conduct or actions are the subject matter of the complaint. If a complainant does not wish to do this directly with the person against whom the complaint is made, or if this has been done, and the complainant is not satisfied with the results, a complainant should discuss this with the Senior Administrator or another advisor and file a grievance form. Any person, regardless of his or her position at Infokit found to have engaged in conduct constituting harassment will be disciplined.

## Interpersonal Relations

At Infokit we encourage all our participants to enjoy meeting and interacting with others during and outside of class. In order to ensure this, we have listed some basics on interpersonal relations.

**Avoid the use of:**

- Loud and/or offensive language during your visits
- Ambiguous language, excessive complaints, and gender specific words with sexual overtones
- Touching others without their permission at any time

**Do conduct yourself in a manner that:**

- Respects all members and staff
- Does not disrupt the staff in the performing of their duties

**Unacceptable Behaviors:**

- Lewd conversations
- Profanity
- Discussing subjects of a personal nature
- Off-color jokes
- Post anything disrespectful/lewd/profane on Infofit Facebook or Twitter pages.
- Soliciting business with clients/members on any Infofit School areas

### ADMISSION POLICY

INFOFIT Educators is committed to enrolling students who meet our program admission criteria and who are likely to succeed in meeting their education and career goals.

**Students must meet the following pre-requisites for Infofit's Personal Training Certification Full Time Program:**

- Students must have graduated from high school (or equivalent) or
- Who have reached the age of 19 years prior to the start of their program
- The ability to speak and write English
- A passion for fitness

**For all other programs:**

- Must be 16-years of age
- The ability to speak and write English
- A passion for fitness

1. Once the student has decided on a program of study, Infofit admission reviews the admission criteria with the student to ensure that he/she meets all the criteria. Financial arrangements for payment of tuition and other fees is also discussed and/or collected.
2. Admission obtains evidence (e.g. proof of age, etc.) from the student that he/she meets all the program's admission criteria. **The admission criteria cannot be waived by either the school or the applicant.**
3. After receiving evidence that the prospective student meets all of the admission criteria, the admission representative completes the Student Profile, prepares a Student Enrolment Contract and either sends or gives the student the Student Code of Conduct and Polices Handbook and the contract. If, after understanding their rights and responsibilities, the prospective student agrees on the financial arrangement and wishes to sign the contract, the student is then registered for the course of his/her choice (upon receipt of payment).
4. A copy of the Signed Contract and Student Handbook will be placed in the Student file

### COURSE RATE DISCOUNTS POLICY

**Full Time Program**

The regular course rates are available to Full Time Students that complete their payment 3 days prior to the first day of class.

**Full Time Program Payment Plans**

For payment plans, students pay \$2,500 upon registering, or \$1,000 to save their spot, then another \$1,500 3 days prior to the course start date. Following the initial payment, two more payments of \$2,000 are required to be made on the 30th

day of their course and then final payment on the 45th day of their course, amounting to a total of \$6, 500 +GST. The cost of the program is \$500 more this way, but it allows for students a "pay as you go" option.

## REFUND & TRANSFER POLICY

### Written Notice

To initiate a refund, written notice must be provided:

1. By a student to Infokit when the student withdraws, or
2. By Infokit to the student where the institution dismisses a student.

### Refund Entitlement

Refund entitlement is calculated on the total fees due under the contract, less the applicable non-refundable application or registration fee. Where total fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.

### Refund Policy for Students

Please refer to your student contract

## CREDIT FOR PRIOR LEARNING POLICY

### Fast Track Fitness Theory Course Prior Learning Credit

To by-pass the Fitness Theory Course, a student must have one of the following:

1. Received a passing grade of 80% or higher on **Infokit's Fitness Theory By-Pass Exam**, and must be current within 12 months.
2. Received a passing grade of 80% or higher on the **BCRPA Fitness Theory Exam**, and must be current within 12 months.
3. Proof of attendance of a BCRPA accredited institutions' Fitness Theory Course, and must be current within 12 months.
4. Completed an Infokit Course By-pass Application form, which then must be reviewed and approved by the Senior Educational Administrator.

### Fast Track Personal Training Basics (Weight Training) Course Prior Learning Credit

To by-pass the Personal Training Basics (Weight Training) Course, a student must have one of the following:

1. Proof of attendance of a BCRPA accredited institutions' Weight Training Course, and must be current within 12 months.
2. BCRPA Weight Training Registration, and must be current within 24 months.
3. Completed an Infokit Course By-pass Application form, which then must be reviewed and approved by the Senior Educational Administrator.

## ATTENDANCE POLICY

Students are expected to attend and be punctual for all classes. If they are absent, they are to advise the office on or before the day of absence stating the reason and the duration of the absence. In order for students to receive a Letter of Completion or Graduate they must attend class in accordance with the Attendance Policy of their program of study.

### Personal Trainer Certification Fast Track Attendance Policy

Students attending the Infofit Fast Track Fitness Theory Course must have 100% attendance on all 4 days of the course, or proof of course by-pass, in order to receive their Fitness Theory Completion Letter.

Students attending the Infofit Fast Track Personal Training Basics Course (Weight Training) must have 100% attendance on all 4 days of the course and in addition provide a copy of their Fitness Theory Course Completion Certificate to INFOFIT in order to receive their Personal Training Basics Completion Letter.

Students attending the Infofit Fast Track Personal Trainer Course must have 100% attendance on all 4 days of the course and in addition provide a copy of their Personal Training Basics Completion Letter in order to receive their Personal Trainer Completion Letter.

Students who miss any part of a course are required to make up the lost time in order to obtain a completion letter for that particular course. Infofit recognizes that "life happens" and that students may have to miss portions of a course due to illness or work.

### No Show Policy

Any student that is a no-show or no-call for a scheduled appointment or class will forfeit those hours and will be required to pay a re-sit fee for courses.

Written notice must be provided to Infofit for any withdrawal from courses or classes and that any refunded tuition amount will be determined according to the refund policy within 30 days the written notice is received. Any student who misses two classes for reasons other than illness (Doctors note may be required) may be considered a drop-out, the student will be refunded any/if any monies that are owed based upon the Infofit refund policy guidelines as outlined in your student contract. This includes all workshops, guest speakers, free seminars, and events.

### Personal Training Certification – Fast Track Personalized Attendance Policy

It is the student's responsibility to inform Infofit of any changes to the agreed upon schedule of teaching times at least 24-hours in advance. If the student fails to provide Infofit Educators with 24-hours' notice of his/her inability to attend a confirmed session, those hours will be forfeited.

Each Personalized Instruction session may be of 60 - 120 minutes duration, and should the student arrive late, there is no guarantee the student will receive the full session with the Infofit Instructor.

The student will receive homework that is to be completed prior to the next instructional session. Should the student not have the homework completed on time, Infofit reserves the right to use the next instructional session as a "homework catch-up" period.

### Personal Training Certification Full Time Program Attendance Policy

100% attendance is required. And days missed must be made up by tutoring at an additional cost to the student.

Should students miss more than 20% of the program (12 days), they will not be able to complete the program and must re-apply to the school to re-attend at a later date. A fee will be levied for this service. Students are required to contact the

school and their instructor should they miss a class to learn what they need to do to make up the day. Tutoring is available for an additional charge.

During weeks that include a statutory holiday and the school is closed, you will be required to make up for the lost hours during the same week. Your instructor will adjust the daily class hours to reflect this and you will be made aware of those hours in advance.

## **Missed Days**

Students that miss one or more days are required to complete an "Absence form" and complete any missed assignments. This form will be emailed to the students, along with what they need to do to make up the missed class time. The instructor will delegate what assignments need to be completed by the students; students are then required to complete and hand-in to the instructor these assignments.

In some instances, tutoring may be required to cover missed material. Tutoring is at an additional cost at the "student preferred rate."

When a student is absent and we send them the "absence email", the office will then print out the email, and staple it to an Absence/Late Log form. The office will then give the stapled forms to the instructor to be filled out the next day the student is in class. When the student comes in for their next day of class, the teacher will verify that their homework is completed as per the email.

## **Late Policy**

In order to reduce disruption to the teacher and other students, students are asked to arrive 15-30 minutes prior to the start of any class. This ensures students have the time to register, settle-in and be prepared to take notes. Students are considered "late" if they are not in their seats at the start of class. Should students be late 3 times, then they are marked as absent for one day. If students accumulate 12 absent days, they are unable to graduate from the program.

## **Program Completion, Program Transfers and Program Re-attendance**

We are committed to helping you complete the courses and have provided a few options for you:

1. Attend portions missed on the next scheduled course. Provided there are seats available. Call the Infocit office before the start of the course to ensure there is space in the course.
2. Complete the course by Correspondence – complete the chapters and quizzes missed by correspondence. A minimum grade of 80% on all quizzes will be required to receive your letter of completion. Contact the Infocit office to do this; you will be officially transferred to the Home Study Program from the Fast Track Weekend Program. Students will be subject to all Home Study Program policies.
3. Private Tutoring – book private tutoring at the student preferred rate to complete the course work (of a length commensurate with the portion of the class missed as determined by an Infocit Course Instructor). Homework assignments will need to be completed in accordance with course policy. Infocit requires completed workbook assignments in advance in order to ensure the most effective time spent in the tutoring appointment. To book your tutoring session, call the Infocit office.
4. Home Study transfer to in-class. Any Home Study Students who which to attend a Fast Track Weekend course or program are eligible to do so within one year of registration.
5. Transferring Full Time program dates after being registered and accepted into a specific start date is an option. The original start date is still officially the start date in this situation, subject to the refund policies as specified in this handbook. The cost to do this is \$500. This amount must be paid prior to the transfer being officially made.
6. Additional tutoring can be supplemental to any of the Personal Trainer Certification Programs. Tutoring services are offered both in person and online.



## HARASSMENT POLICY

### 1 Statement of Principles

#### 1.1 **Commitment of the Employer**

Infokit is committed to providing a collegial working environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere, which promotes equal opportunities and prohibits discriminatory practices.

Workplace harassment is offensive, degrading and threatening. Infokit has adopted this policy to make clear that workplace harassment will not be tolerated in our organization. Infokit encourages reporting of all incidents of workplace harassment, regardless of who the offender may be. Individuals, regardless of position within the Infokit organization, found to have engaged in conduct constituting workplace harassment, may be severely disciplined, up to and including termination.

Infokit also recognizes that members of the public may also subject employees to workplace harassment and by others who conduct business with Infokit affiliates. In these circumstances Infokit acknowledges its responsibility to do all in its power to support and assist the person subjected to such harassment.

#### **Application of the Policy**

This policy applies to all those working for Infokit, including management staff, trainers, fitness consultants, administrative staff, professional staff and any support staff. *This policy also applies to all students.* Infokit will not tolerate workplace harassment engaged in by anyone, regardless of his or her position.

#### 1.2 **Other Remedies**

This Policy is in addition to and not in substitution for such rights as an individual may have under the British Columbia Human Rights Act or any other applicable legislation.

#### 1.3 **Purposes**

The purposes of this policy are:

- a. To remain a working environment that is free from harassment
- b. To set out the types of behavior that may be considered offensive

#### 1.4 **Definitions**

##### 1.5.1 Workplace Harassment

“Workplace harassment” includes “sexual harassment” as defined below and “retaliation” as defined below and is one or a series of incidents involving unwelcome comments or actions which may concern a person’s race, color, ancestry, place of origin, political belief, religion, marital status, physical or mental disability, age, sex, or sexual orientation or similar personal characteristic, or may be unrelated to any such personal characteristic:

- a. When such conduct might reasonably be expected to cause embarrassment, insecurity, discomfort, offense or humiliation to another person or group
- b. When submission to such conduct is made either implicitly or explicitly a condition of employment
- c. When submission to or rejection of such conduct is used as a basis for employment decision (including, but not limited to, matters of promotion, raise in salary, job security or benefits affecting the employee); or
- d. When such conduct has the purpose or the effect of interfering with a person’s work performance or creating an intimidating, hostile or offensive work environment

#### 1.5 **Sexual Harassment**

For the purposes of this policy “sexual harassment” is defined as one or a series of incidents involving unwelcome sexual advances, requests for sexual favours, or other verbal or physical conduct of a sexual nature:

- a. When such conduct might reasonably be expected to cause embarrassment, insecurity, discomfort, offense or humiliation to another person or group;
- b. When submission to such conduct is made either implicitly or explicitly a condition of employment;
- c. When submission to rejection to such conduct is used as a basis for any employment decision (including, but not limited to, matters of promotion, raise in salary, job security or benefits affecting the employee); or



- a. When such conduct has the purpose or the effect of interfering with a person's work performance or creating an intimidated, hostile or offensive work environment.

Sexual harassment most commonly occurs in the form of behavior of men to women; however, sexual harassment can also occur between men, between women, or as behavior by women towards men.

Types of behavior which constitute sexual harassment include, but are not limited to:

- a. Sexist jokes causing embarrassment or offence, told or carried out after the joker has been advised that they are embarrassing or offensive, or that are by their nature clearly embarrassing or offensive;
- b. Leering;
- c. The display of offensive material of a sexual nature;
- d. Sexually degrading words used to describe a person;
- e. Derogatory or degrading remarks directed towards members of one sex or sexual orientation;
- f. Sexually suggestive or obscene comments or gestures;
- g. Unwelcome inquiries or comments about a person's sex life;
- h. Persistent unwanted contact or attention after the end of a consensual relationship;
- i. Requests for sexual favors;
- j. Unwanted touching;
- k. Verbal abuse or threats; and
- l. Sexual assault.

## 1.6 Retaliation

Retaliation is any action taken against an individual in retaliation for:

- a. Having invoked this policy whether on behalf of oneself or another individual;
- b. Having participated or cooperated in any investigation under this policy; or
- c. Having been associated with a person who has invoked this policy or participated in these procedures.

## 1.7 Included Behavior and Locations

For the purposes of this policy the types of behavior which constitute workplace harassment include, but are not limited to, verbal or written abuse or threats, offensive comments and action deliberately designed to demean, belittle or humiliate and individual or group, and non-consensual and physical contact, and can occur:

- a. At the workplace, in the classroom or gym
- b. In the course of work assignments outside the usual workplace;
- c. At work-related conferences or training sessions;
- d. Over the telephone, e-mail or in any other oral or written form; or
- e. Elsewhere, if the person harassed is there as a result of work-related responsibilities or a work-related relationship.

## 2 Infokit Responsibilities

### 2.1 Management of Infokit

Pursuant to this policy, the management of Infokit will:

- a. Discourage and attempt to prevent workplace harassment;
- b. Investigate every written complaint of workplace harassment;
- c. Impose strict disciplinary measures, when complaint of workplace harassment is found to have been substantiated, regardless of the status or seniority of the offender;
- d. Do all in its power to support and assist any employee of Infokit, or any student who complains of workplace harassment by a person who is not an employee of Infokit, Momentum or student (e.g., members of public, messengers, visitors);
- e. Provide advice and support to persons who are subjected to workplace harassment;
- f. Formally acknowledge to a person who has been found to have been subjected to workplace harassment that workplace harassment has taken place;
- g. Maintain records as required by this policy; and
- h. Make all employees of Infokit *and all students* aware of the problem of workplace harassment and the existence of the procedures available under this policy.

## 2.2 Employees

Every employee of Infokit and *every student* has a responsibility to play a part in ensuring that the working environment is free from workplace harassment

This responsibility can only be discharged if every employee of Infokit and every student ensures that his or her conduct avoids even the suggestion that it might constitute workplace harassment. In addition, any employee of Infokit or any student who believes that a colleague has experienced or is experiencing workplace harassment is encouraged to notify one of the advisors appointed under this policy.

## 3 Procedures

### 3.1 Disciplinary Action

Any employee of Infokit against whom a complaint of workplace harassment is substantiated may be severely disciplined, up to and including dismissal. This policy will be applied without regard to status or seniority. Any *student against whom a complaint of workplace harassment is substantiated may be severely disciplined, up to and including suspension or cancellation of all the rights, privileges and expulsion of the student.*

### Confidentiality

#### 3.2.1 General

Infokit recognizes the difficulty of coming forward with a complaint of workplace harassment and a complainant's interest in keeping the matter confidential. To protect the interests of the complainant, the person complained against and others who may report incidents of workplace harassment, confidentiality will be maintained throughout the process and information relating to the complaint will only be disclosed to the extent necessary to carry out these procedures, or as otherwise required by law.

### DISPUTE RESOLUTION/GRADE APPEAL POLICY

INFOFIT provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner. Students are encouraged to address concerns immediately as we do want minor problems to develop into major issues. It is understood that a student has the obligation to bring concerns or complaints about their program promptly to INFOFIT. This is to provide both INFOFIT and the student the best opportunity to address, respond and if necessary, remediate issues as soon as possible.

The policy applies to all INFOFIT students who are currently enrolled or were enrolled 30 days prior to them submitting their concern to the Senior Educational Administrator.

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

Only grades received on final assessments may be appealed. Grades received for assignments or weekly quizzes may not be appealed.

#### Procedure for Student Disputes:

1. When a concern arises, the student should address the concern with the staff member (i.e. Teacher, Administrative Staff) most directly involved. If the student is not satisfied with the outcome at this level, the student should put his/her concern in writing and deliver it to the Senior Educational Administrator.
2. The Senior Educational Administrator will arrange to meet with the student to discuss the concern and desired resolution within 5 school days of receiving the student's written concern, or as soon as practicable.
3. Following the meeting with the student, the Senior Educational Administrator will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate INFOFIT personnel.
4. Should the Senior Educational Administrator not be available, the General Manager of Infokit will act in his absence.

5. The necessary enquiries and / or investigations shall be completed no later than 10 school days following the receipt of the student's written concerns. The Senior Educational Administrator will do one of the following within 10 days of receiving the student's written concerns:
  - a. Determine that the student's concerns are not substantiated; or
  - b. Determine that the student's concerns are substantiated in whole or in part;
6. The student and INFOFIT personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.
7. If it has been determined that the Student's concerns are substantiated in whole or in part the Senior Educational Administrator shall include a proposed resolution of the substantiated concern(s).

**Procedure for Grade Appeal:**

1. If a student is dissatisfied with the grade received for final course assessment and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Senior Educational Administrator.
3. The Senior Educational Administrator will obtain a copy of the final assessment from the instructor and will have the assessment re-marked by another instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the Senior Educational Administrator, the grade assigned following the re-mark and review will be final and cannot be appealed further.

**Filing of Student Complaints & Disputes**

Should a student have a dispute and/or complaint, the student must send an e-mail or letter in writing to INFOFIT Educators, Attention: Senior Administrator. All INFOFIT related disputes are documented and placed in the student's file for future reference.

In addition, a separate file will be maintained with copies of all student complaint related documentation to efficiently access information in order to investigate and resolve current issues and concerns.

Student files are maintained, and can only be accessed by the INFOFIT administrative staff.

**Please Note:**

If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutionsbranch.gov.bc.ca](http://www.privatetraininginstitutionsbranch.gov.bc.ca))

**DISMISSAL POLICY**

Infofit expects students to meet and adhere to a code of conduct while completing a program of study. The list below outlines the code of conduct that all students are expected to follow. This list is not exhaustive and students should request clarification from the Senior Educational Administrator if they have any questions.

The Code of Conduct Students are expected to follow include:

- Attend school in accordance with the Attendance Policy.
- Treat all students and staff with respect.

- Refrain from any disruptive or offensive classroom behavior.
- Dress according to the school's dress code as outlined in the Student Handbook.
- Refrain from cheating or plagiarism in completing class assignments.
- Treat school property with respect.
- Refrain from bringing weapons of any kind to school.
- Complete all assignments and examinations on the scheduled completion dates.
- Refrain from bringing any alcohol or any prohibited mood-altering substances to school.
- Refrain from making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

- Sexual assault.
- Physical assault or other violent acts committed on or off campus against any student.
- Verbal abuse or threats.
- Vandalism of school property.
- Theft.

Students who do not meet the expected code of conduct will be subject to the procedures outlined below which may include immediate dismissal depending on the severity of the misconduct.

Concerns related to a student's conduct shall be referred to the Senior Educational Administrator to process in accordance with this Policy.

**Procedure:**

- 1) All concerns relating to student misconduct shall be directed to the Senior Educational Administrator. Concerns may be brought by staff, students or the public.
- 2) The Senior Educational Administrator will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the Senior Educational Administrator will meet with the student as soon as practicable.
- 3) Following the meeting with the student, the Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
- 4) Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
- 5) The Senior Educational Administrator will meet with the student and do one of the following:
  - (a) Determine that the concern(s) were not substantiated;
  - (b) Determine that the concern(s) were substantiated, in whole or in part, and either:
    - (i) Give the student a warning setting out the consequences of further misconduct;
    - (ii) Set a probationary period with appropriate conditions; or
    - (iii) Recommend that the student be dismissed from the Institution.
- 6) The Senior Educational Administrator will prepare a written summary of the determination. A copy shall be given to the student, a copy will be placed in the school's Student Conduct File, and the original will be placed in the student file.

- 7) If the student is issued a warning or placed on probation, the Senior Education Administrator and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed in the student's file.
- 8) If the recommendation is to dismiss the student, the Senior Educational Administrator of the school will meet with the student to dismiss him/her from study at the school. The Senior Educational Administrator of the school will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, based on the refund policy.
- 9) If a refund is due to the student, a cheque will be forwarded to the student within 30 days of the dismissal.

If the student owes tuition or other fees to the school, Infokit will undertake the collection of the amount owing.

## PRIVACY POLICY

**Students have the right to their privacy.** It is Infokit's responsibility to ensure confidentiality and security of student personal information under our custody and control. This commitment applies to current, past and prospective students. Infokit collects students' personal information for the following reasons:

- To maintain student records as required by PTIB
- To keep students/graduates informed of activities of the school.
- To issue T2202s in accordance with Canada Revenue Agency

Students' personal information is not used for any other purpose.

INFOFIT Educators retains the full student file for a minimum period of seven (7) years following the student's withdrawal, dismissal or graduation. After a minimum of seven years, the full student record is destroyed using a secure destruction method.

### **Procedure for maintaining student files:**

1. Student personal information is collected upon registration. All required information regarding the student is placed in the student file.
2. Student files containing personal information are safely stored in file cabinets in the administration office and access to the student files is limited to the appropriate administrative staff, the Senior Education Administrator, and the School Owner.
3. When a student leaves the school either by withdrawal, dismissal or graduation a transcript is prepared showing the marks achieved in the courses completed. If the student has completed all courses within the program of study, a program credential is also prepared. These documents are signed by the Senior Education Administrator and copies of the signed documents are placed in the student file.
4. Within 60 days of the student leaving school, copies of the Enrolment Contract, Transcript and Diploma for full career training programs are sent to the third-party vendor for long term storage.
5. At the end of the seven-year period, the full student file may be destroyed using a secure destruction method.

### **Procedure for student access to the information on file:**

1. Students wishing to access the information in the student file must make the request in writing.
2. The Senior Administrator will meet with the student to review the file and will provide copies of any document the student requests.
3. The student will pay \$30 for documents copied and issued

### **Procedure for authorizing release of information:**

1. If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing.
2. The school will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation

## WITHDRAWAL POLICY

### **Policy:**

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

An international student whose application for a visitor permit has been denied is entitled to a refund under PTIB Bylaw, if a copy of the denial letter is provided to Infokit prior to the program start date.

### **Procedure:**

If a Student wishes to withdraw from a Program, that student is required to either email Infokit at admin@Infokit.ca, or provide another written request and either fax (604-683-0786) or mail to Infokit stating the program they wish to withdraw from.

Infokit will acknowledge receipt of that request and respond to that request in writing via email to the student.

The student will be withdrawn from that program and refunded any monies owed per the Refund Policy. And monies owed to the student will be refunded within 30 days of the date of withdrawal notice.

## LANGUAGE PROFICIENCY POLICY

### **Policy:**

Instruction at Infokit is conducted in English. Students whose first language is not the language of instruction are required to undergo a Language Proficiency Assessment prior to enrolment in order to ensure they have the language abilities necessary to successfully complete the program of their choice. Language proficiency requirements are admission requirements and may not be waived by either the institution or the student. The following are accepted:

- **An interview with Infokit Administration on language comprehension. Student must be able to communicate with Infokit Administration during the Registration Interview and be understood by Infokit staff and understand the questions.**
- **Student must be able to read and understand the Student Contract and the Student Handbook Policies and Procedures and receive 80% on the Language Proficiency Quiz**
- **The student must email Infokit a 250-word essay stating why they have a passion for fitness. That email must demonstrate the student can understand and communicate in written English**

The Student will be deemed to have English Proficiency if they:

- **can fulfill the above requirements**  
or
- **can provide proof of prior education in English i.e. A transcript or Completion Letter from courses taught in English**

### **Procedure:**

Students wishing to register for an Infokit course will be interviewed either in person or over the telephone by Infokit Administration staff. The student will be required to answer basic questions about their course choice, their passion for fitness, their understanding of the school procedures and policies. If that student is ESL, the student must provide proof of other education taught in English or provide a written 250 word essay as to why they have a passion for Fitness and pass the Language Proficiency Quiz with 80%.



If a Student is not able to communicate and understand the Student Handbook and Student Contract, that student will not be accepted into Infokit Program and will be encouraged to enroll in an ESL program and return to Infokit when they have attained a level of English Comprehension.

## HEALTH & SAFETY POLICY

### Policy:

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

### Procedure for Fire & Earthquake Safety:

Infokit concerns itself with the safety of all its students and staff alike. In the event of a fire, or an emergency situation that requires a facility evacuation, the following must be adhered to:

#### Fire & Earthquake Protection Regulations

1. Safe evacuation routes are to be maintained at all times. In particular, corridors, stairways, and fire escapes are not to be used for storage.
2. The Senior Staff Member ensures that adequate precautions are taken throughout the campus to ensure that injury due to falling or unstable items during an earthquake is limited.
3. Defective electrical equipment, such as frayed cords, loose connections, and overheating equipment must be taken out of service without delay and disposed of.

#### Suspected Fires/ Fire Procedure

Anyone discovering smoke, strong smell of burning, or smell of an unusual nature, should immediately:

1. Call 911
2. Begin evacuation procedures as described below;
3. If it is safe and you are trained to do so, use the correct fire extinguisher to put out the fire;
4. Once evacuated, inform the authorities of the location and nature of the fire, the unsafe exits, persons requiring assistance, and other pertinent details;

#### In case of a fire:

Always begin evacuation procedures, as follows:

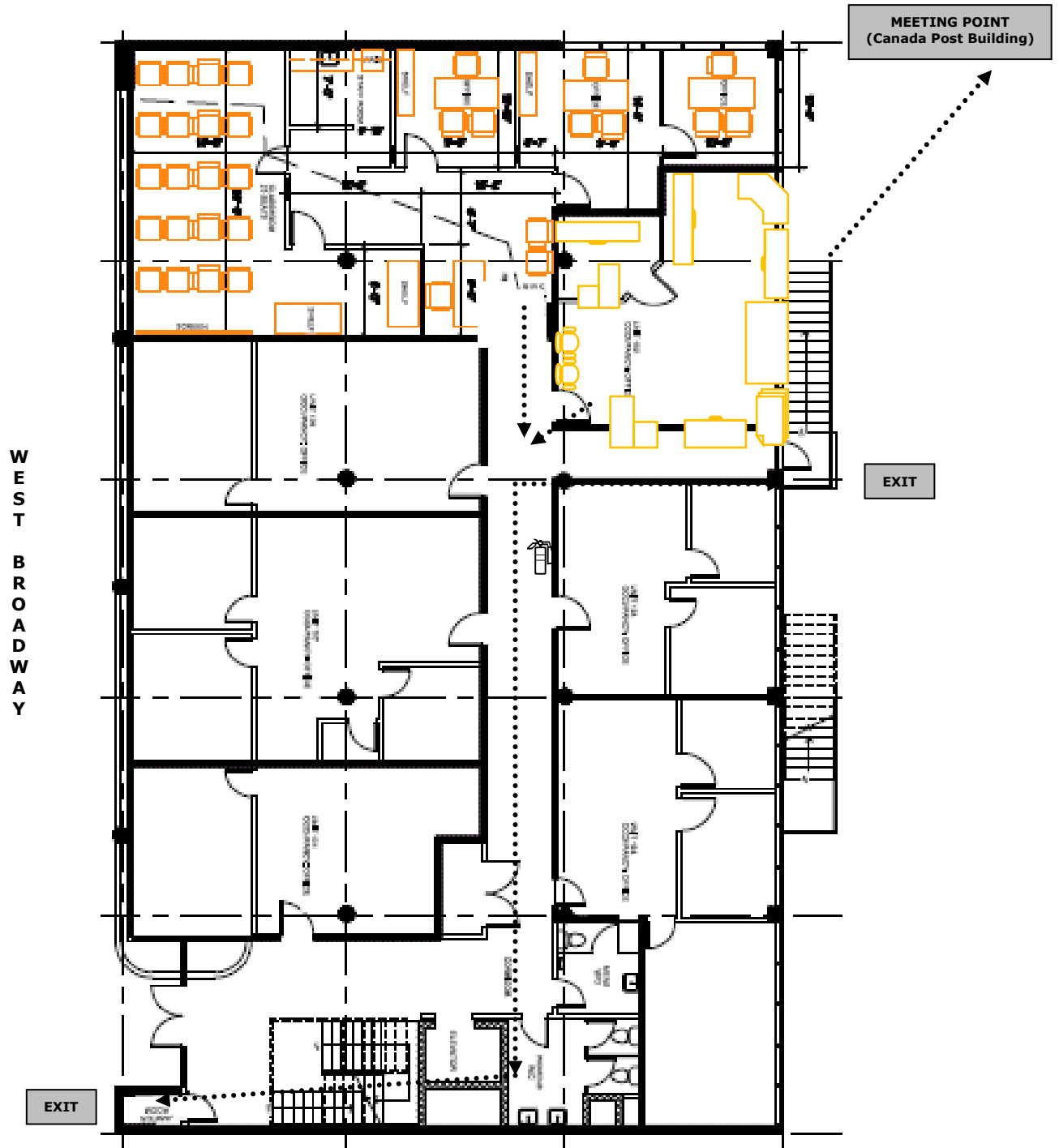
- Evacuate the premises in a swift, orderly fashion using the nearest safe exit
- Follow the instructions of the Senior Staff Member
- Provide assistance to persons with disabilities or with special needs
- Move completely away from the building. Go to the **meeting point**, which is the Post Office front yard located on Pine Street, or at a distance of at least 100 m from the building
- When you are away from any danger, call **911**
- The On-Site Administrator will act as a liaison between fire officials and students/employees during the emergency in order to inform them of the location and nature of the fire, injuries, persons requiring assistance and other pertinent details.
- No student or employee will re-enter the campus until the fire officials have authorized re-entry.

#### In case of an earthquake:

Always begin evacuation procedures, as follows:

- In the event of an earthquake, everyone must take cover and remain under cover until the shaking stops
- Evacuate the premises in a swift, orderly fashion using the nearest safe exit when it is deemed safe to do so
- Follow the instructions of the Senior Staff Member
- Provide assistance to persons with disabilities or with special needs
- Move completely away from the building. Go to the **meeting point**, which is the Post Office front yard located on Pine Street, or at a distance of at least 100 m from the building

PINE STREET





## Student Handbook Agreement

<b>Student Signature</b>	<b>Date</b>
<b>Guardian Signature (if applicable)</b>	<b>Date:</b>
<b>Infofit Representative Signature</b>	<b>Date</b>

### STUDENT

I have read, understood, agree to and will abide by the terms, conditions and Infofit outlined Policies. I further understand that any violation of the regulations above is unethical and may result in appropriate disciplinary action.

Student's Name (please print): \_\_\_\_\_

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### PARENT OR GUARDIAN (if student is under 18 years of age)

As the parent or guardian of \_\_\_\_\_, I have read, understood and will abide by the Infofit outlined Policies. I further understand that any violation of the regulations above is unethical and may result in appropriate disciplinary action.

Parent or Guardian's Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_