

# ACADEMIC POLICIES

## Registration Information

### THREE STEPS TO REGISTRATION

<b>Step 1</b>
Select your course(s) from our current catalogue or on-line on our web site.
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<b>Step 2</b>
Choose one of the following methods to Register (see inside front cover for details): <ul style="list-style-type: none"><li>• online at <a href="http://centennialcollege.ca/webreg">centennialcollege.ca/webreg</a></li><li>• fax: 416-289-5279</li><li>• visit the Enrolment Services Office</li><li>• phone: 416-289-5300</li><li>• mail (address on inside front cover)</li></ul>
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<b>Step 3</b>
Attend classes. (Check your registration status and print your timetable on myCentennial at <a href="http://my.centennialcollege.ca">http://my.centennialcollege.ca</a> .)

### ARE YOU READY TO REGISTER FOR A COURSE?

#### Do you have the necessary course prerequisites?

To register for certain courses or programs, you must meet specific, identified prerequisites or requirements prior to registration. It is your responsibility to ensure that you have the necessary prerequisites. Without the necessary course requirements, you may be asked to withdraw, with the risk of academic and/or financial penalty.

**Do you meet general college eligibility requirements?** For most courses, the Ontario government requires that you be either 19 years old or have earned an Ontario Secondary School Diploma (OSSD) or the equivalent.

**When can I register?** It is highly recommended that you register as soon as possible and at least 5 days prior to the start of your course start date. You may register now for any course that is displayed on-line or that appears in the current CE Calendar. Please register early to avoid the disappointment of the class being full. For courses with four or more sessions, you may register up to the start of the second scheduled class, provided there is space in the course. However, you must meet the necessary course/program requirements and be prepared to pay the necessary fees. For courses with fewer than four scheduled classes, you must register before the start of the first scheduled class.

**Your timetable.** Timetables (schedules) are available on myCentennial before classes begin. Visit <http://my.centennialcollege.ca> to print your timetable. **They are not mailed.**

### STUDENT NUMBER

The first time you apply to take a course at Centennial, a nine-digit student number is assigned to you – it appears on your timetable. That number is the key to accessing services and accurately maintaining all your records and files as a Centennial student. This number is your login to your online student record at Centennial – your timetable, payments, tax certificates, and grades – <http://my.centennialcollege.ca>.

Keep your student number in a safe place where you can refer to it when necessary, and use it any time you deal with the College – when changing or withdrawing from a course, signing up for a workshop or requesting a transcript. In this way, we'll be able to provide you with faster, more efficient service, and you'll help us avoid errors in your permanent student record. Contact your campus Enrolment Services Office if you've lost your number.

### CENTENNIAL COLLEGE FEES

**Have you paid course fees?** All required fees must be paid before you are registered. Where fees are to be paid by a third party (e.g. a government agency or employer), special procedures exist. For more details, please call 416-289-5300 or visit any campus Enrolment Services Office.

**How much?** Fees are listed at the end of each course description. The materials fee, if any, is included in the total.

Fees listed in the current CE Calendar or on-line on the CE website apply to Continuing Education students taking a Continuing Education course. Fees may vary for full-time students taking a post-secondary course on their model route through the School of Continuing Education. While every effort is made to verify fees at the time of printing, fees are subject to change.

**Components.** Each course has a number of fees which coincide with Government of Ontario guidelines. The fee components are:

- Alumni Association levy
- Advancement/Development levy
- tuition
- Student Centre building fund levy
- Student Services fee
- information technology, and
- course materials and/or administration fee.

**HST.** For most college courses, HST does not apply. However, it does apply to a small number of courses. For your information and assistance, our HST number is R106884760.

**Payment.** In order to process your registration, you must pay your course fees in full. Should you register in person, you may pay by debit card, credit card (we welcome VISA, MasterCard or American Express), money order or certified cheque. If you register online, by phone or fax, you must pay by credit card. Fax and mail in registrations must be received at least 14 days prior to the start of the first scheduled class. If you mail in your registration form, you may pay by credit card or money order. Please do not send cash by mail. Partial payment is not acceptable.

**International students.** If you hold a study permit, you are generally required to enrol as a full-time student. For more information about becoming a full-time student, please contact our International Education Office at 416-289-5393, or e-mail [international@centennialcollege.ca](mailto:international@centennialcollege.ca). International fee rates will apply.

**Refund.** To qualify for a partial refund of fees, you must withdraw by a specific course-related deadline. Further details are noted on myCentennial (<http://my.centennialcollege.ca>). Where the college cancels a course, registered students receive a full refund. Daytime students who have paid full-time fees may not receive a refund. See "Withdrawals and Refunds" for more information.

**Tax certificates.** Tax certificates (T2202A) for courses taken in the calendar year will be available to eligible students on myCentennial in February. Visit <http://my.centennialcollege.ca> to print yours. They are not mailed. To qualify for tuition credit, Revenue Canada requires that your total annual tuition be greater than \$100. This calculation excludes non-tuition fees. For more details, refer to guidelines issued by Revenue Canada.

## STUDENT FINANCIAL ASSISTANCE

You may be eligible for financial assistance if you are a Canadian citizen or permanent resident of Ontario, and if you are taking part-time courses (each course must be a minimum of 20 per cent of a full course load) leading to a ministry-approved post-secondary certificate or diploma.

Although we do our best to assist by phone (416-289-5300), it is to your advantage to meet in person at the Progress Campus, Student Financial Services Office room C2-06. The policies guiding part-time study are varied and in-person consultation works best.

Our drop-in service hours at the Progress Campus are Monday – Thursday 8:30 am-4:30 pm. Please plan to arrive before 3 pm to ensure same-day service. You must present your Social Insurance Card and valid photo identification, to obtain in-person service.

## WITHDRAWALS AND REFUNDS

Once registered, a seat is reserved for you. You are academically and financially responsible for your course(s) unless you withdraw officially by the given deadlines. To do this, you must complete an **Intent to Withdraw** form (or other written instruction) at any campus Enrolment Services Office. The effective date of withdrawal is the date we receive your written notice. You are not officially withdrawn if you cease to attend classes, notify your instructor of your intent to withdraw, or provide verbal notice to registrarial staff. Should you cease to attend classes, and do not withdraw officially, you will remain enrolled and will be assigned an "F" or "FNA" (fail) grade. For more details, please refer to the "Terms and Conditions of Registration" available on myCentennial and from Enrolment Services.

*Please Note: If you are a full-time student, please contact Enrolment Services for policies and procedures.*

**Withdrawal without academic penalty.** To withdraw from a course without academic penalty (e.g. without a "F" or "FNA" grade), you must withdraw officially by the midpoint of the course. The midpoint is reached when 50 per cent of the scheduled classes (meetings) are completed.

**Withdrawal with partial refund.** Once registered, you are academically and financially responsible unless a formal written withdrawal is made by the appropriate deadlines. Should you choose to withdraw, you may qualify for a partial fee refund if you withdraw officially by the following deadlines:

- before the start of the first scheduled class, if the course has five or fewer classes (meetings);
- before the start of the third scheduled class (meeting), if your course has more than five meetings;
- 30 catalogue days after receiving print-based course materials, which must be returned to the department that issued them at Centennial. If you are enrolled in online courses, please check [centennialcollege.ca/dl](http://centennialcollege.ca/dl) or call 416-289-5000, ext. 2555.

*Note: Withdrawal from the Motorcycle Rider Training Program must occur no later than six hours after beginning the first in-class session.*

**Accounts refunded.** If eligible, you will be refunded all tuition paid, less a \$25 per course administrative fee. This \$25 fee applies, even if you paid a reduced tuition. Where the College cancels a course, students receive a full refund. Print-based and online courses will be charged an additional \$15 material distribution fee.

## How are refunds issued?

**Web registration:** If you registered through the web, refunds are issued to the credit card used for web registration.

**In-person registration:** If you registered in person using debit, certified cheque, money order or credit card, a refund cheque will be issued within two weeks. If you paid by credit card, you may request that the refund be applied to the same credit card used for your registration.

**Financial Assistance.** If you are in receipt of any funding and withdraw from your course(s) you may be required to repay the funding immediately or be restricted from receiving further funding. Please speak with a Financial Aid Advisor prior to withdrawal.

## TRANSFERRING TO ANOTHER COURSE OR SECTION

To transfer to another course, or a different section of the same course, fill out a Request for Academic Change Form and return it to any campus Enrolment Services Office. (There may be a refund or new tuition charge, depending on the cost of the courses.) Once your request is processed, you'll receive a confirmation of the change. You can confirm that your request for change has been processed by checking online through myCentennial.

Timing is important, so you may want to personally bring in your request form. To change courses or sections, you must request the change before the start of the second class session of both the old and the new course.

You may also change to another course in a different semester of the same academic year, as long as you request the change before the start of the second session of the class you originally registered for. There is a \$25 administrative fee per course, and the change is subject to seat availability.

## COLLEGE OR CAMPUS CLOSURE

With the exception of emergencies (such as snowstorms), or statutory or other designated holiday, Centennial College is open throughout the year.

In the event of adverse weather conditions, every reasonable effort will be made to keep each campus or satellite location open. The decision to cancel evening classes will be made, where possible, by 3 pm. The College will replace the customary greeting on our main phone line **(416-289-5000)** and [centennialcollege.ca](http://centennialcollege.ca) with a closure message, and will notify Canada News Wire, and all Toronto radio stations and television stations which have cancellation reports (CFRB, 680 News, CHUM-AM/FM, CBC, CJEZ, EDGE, Energy and Q-107). Appropriate signage will also be posted at campus iCentres and on entrance doors.

## COURSE CANCELLATIONS

As previously mentioned, it is highly recommended that you register at least one (1) week prior to the start of your course start date. At that time, (one week before the start of a course), staff review course enrolment to ensure that there are sufficient registrants to effectively deliver the course. Classes must sometimes be cancelled due to low enrolment. On these occasions, current information will be posted to your myCentennial. Additionally, every effort will be made to notify students by phone, myCentennial e-mail, or other email address you provide. See [centennialcollege.ca/parttime](http://centennialcollege.ca/parttime) for course cancellation lists. Please ensure we have your current home and business phone numbers and email addresses (you can update these on myCentennial). Should you register for a course which is subsequently cancelled, you may transfer to another section of that course (if space permits), or to another course, or opt for a full fees refund.

Centennial College makes every effort to offer courses as described. However, the College reserves the right to cancel or change courses, fees, instructors, locations and hours of instruction without prior notice.

## FINDING YOUR CLASS

If available, room numbers may be posted on your myCentennial timetable (schedule). Room listings are also posted at the campus iCentre on the first night/day of class at the Ashtonbee, Morningside and Progress Campuses, and outside the general office at The Centre for Creative Communications. If you are at a location with no general office, course and room listings will be posted at main entrances.

## CHANGE OF ADDRESS OR NAME

Please be sure to inform the Enrolment Services Office of any change in your address, as well as home and business phone numbers, to ensure important information reaches you. You may also make these changes on myCentennial.

If you change your name, please let us know right away, so we can keep your student record complete and accurate. Notification of changes must be made by completing a Change of Name Form in the Enrolment Services Office, or online through myCentennial at <http://my.centennialcollege.ca>. Please bring proof of your name change (e.g. a driver's licence or marriage certificate) in person to any campus Enrolment Services Office. Remember, before any changes are made to your student record, you must present photo identification (e.g. a driver's licence).

## CONFIDENTIALITY

Ontario's Freedom of Information and Protection of Privacy Act requires that we protect student privacy. This means we cannot give any information about you to anyone outside the College (some specific exceptions apply), not even to a parent, guardian, spouse, family member or friend. We cannot release, for example, information about your:

- address and phone number
- student status
- timetable
- grades and academic record
- attendance
- financial application or need

If you need proof of academic achievement for an employer, we suggest you request an official transcript, through any campus Enrolment Services Office. There is a fee of \$8 per transcript.

# Academic Policies

## TAKING A COURSE OR PROGRAM

- You may register for any course listed in this catalogue, as long as you meet the course's admission prerequisites and pay the required fee. Register well in advance of the course's start date to secure a seat.
- If you plan to take a program (a collection of prescribed courses), you should enrol as early as you can. This will facilitate better graduation tracking. Kindly note that some programs have special admission requirements.
- You are not obliged to take a program to register for courses associated with the program. Should you subsequently enrol in a program, all applicable courses previously completed will count towards your graduation.

## CENTENNIAL COLLEGE CERTIFICATE

A Centennial College Certificate is designed especially for the part-time learner. Specific requirements are outlined in the course information sections. If further information is required, please contact the particular area.

Individual courses may be taken without registering for a certificate. It is important that you ensure you are following program requirements and that you obtain any necessary prerequisites for the subjects you require.

## READMISSION/PROGRAM CONTINUANCE

As a student, you are subject to the regulations of the College regarding probation, suspension or expulsion from a program. You may be denied permission to continue your studies, or to return to your program, if you do not maintain the required academic standing.

## ACADEMIC CONTINUANCE

Successful completion of all previous program course requirements is required before you may continue in the subsequent segment of a program. You may be subject to academic probation and/or denied re-admission and continuance in a specific program or major for academic reasons, such as failure to receive passing or minimum grade requirements in courses attempted. Please refer to Academic Progression Policy.

## APPEAL

You have the right to appeal your grade in any course or program. To appeal a grade, consult the college's Grade Appeals policy and the Grade Appeal form. Both can be downloaded through the Student Services page at myCentennial. The Grade Appeals policy and the Grade Appeal form can also be obtained through Enrolment Services, CCSAI Offices, Libraries and the Student Relations Office.

*Note: there is a deadline to appeal.*

## GRADE REPORT

Grades are available to students on myCentennial (reports will not be mailed), or any campus Enrolment Services Office. To protect the privacy of students, college staff will not provide grade information via the telephone.

## AUDITING A COURSE

Auditing a course means you register, but are not required to undertake course assignments or examination. In other words, you participate in a course on the understanding you will receive no credit; a special GPA neutral grade of "AUD" will be assigned – and the course will not contribute in any way to your graduation or certification. You must declare your audit status at the time of registration and pay the course fees. Registration is subject to seat availability. Verify your audit status on myCentennial as you will be graded for any status other than audit.

## TIME LIMIT FOR COMPLETING A PROGRAM

You are expected to complete the courses leading to a certificate or diploma within five years of initial start date. However, should you need more time, you may seek the written approval of the Chairperson responsible for your program.

Centennial College reserves the right to make changes, without prior notice, affecting but not limited to, areas such as admission procedures, tuition, other fees, courses of instruction, programs of study and general regulations. Centennial College will not be liable for any loss or damage incurred by the student as a result of such changes.

## GRADE SYSTEM

Letter Grade	Grade Description	Numerical Equivalents	Grade Point Equivalents (GPA)
A+	Outstanding achievement	90-100%	4.5
A	Excellent achievement	80-89%	4.0
B+	Very good achievement	75-79%	3.5
B	Good achievement	70-74%	3.0
C+	Satisfactory achievement	65-69%	2.5
C	Acceptable achievement	60-64%	2.0
D+	Pass	55-59%	1.5
D	Pass	50-54%	1.0
F	Fail	0-49%	.0
FNA	Fail, Non-attendance	0-49%	.0

P	Pass (GPA neutral)
I	Incomplete*
CIP	Course in progress
AEG	Aegrotat standing
AUD	Audit status
GNR	Grade not reported
NR	Grade not yet reported (usually noted in academic transcripts)
SUB	Substitution of one required course by another
WNP	Withdrew without academic penalty
NGR	No grade required
TCR	Transfer credit (formerly advanced standing)
EXW	Exceptional waiver
<p>*Satisfactory work, but incomplete course work for reasons beyond student's control. The student has up to a maximum of 12 catalogue months after the scheduled end of the course to complete requirements as determined by the instructor who assigned the "I" and to thereby qualify for a passing grade. After 12 catalogue months, an outstanding "I" grade will be converted to "F"</p>	

### CREDIT FOR PRIOR LEARNING

There are two ways to obtain Centennial College credit for prior learning:

1. Transfer Credit
2. Prior Learning Assessment & Recognition

Any credit for learning outside Centennial can be used for up to a maximum of 75 per cent of the course credits needed to earn your certificate or diploma at Centennial.

### TRANSFER CREDIT

You may be granted transfer credit at Centennial for courses you've taken at an accredited college, university or at the OAC/grade 13 level. Key points to know about transfer credit are:

- credit is granted on a course-by-course basis
- you must be able to provide an official transcript and a detailed description of the courses for which you want credit
- application forms for transfer credit are available (free) at any campus
- Enrolment Services Office, or online at [centennialcollege.ca](http://centennialcollege.ca)

### PRIOR LEARNING ASSESSMENT & RECOGNITION

Prior Learning Assessment & Recognition (PLAR) helps you demonstrate college-level learning acquired through past study, work and life experience. Using PLAR, it is possible to evaluate your past learning against established academic standards. The end goal is to determine if you should be awarded Centennial College course credits. You may obtain PLAR credit by challenge OR portfolio. The challenge process may include exams, interviews, demonstrations and presentations. A portfolio identifies and documents your previous learning as it relates to current college courses. Documentation may take the form of letters, job descriptions, awards, samples of work and licences. The portfolio is then evaluated by subject experts.

### STEPS TO PLAR

Critical deadlines: PLAR cannot be used after the 6th hour of class if you are enrolled in the course.

1. Contact the area to review the course outlines that interest you. If you can demonstrate that your knowledge and skills from work experience or on-the-job-training are equivalent to the curriculum of a Centennial College course, you should seek PLAR credit. The program coordinator/contact person will refer you to a subject expert.
2. Discuss PLAR opportunities with the subject expert and agree to timeframes for completion.
3. Prepare for the challenge requirement or complete your portfolio, as discussed with the subject expert.
4. Obtain a PLAR application at any campus Enrolment Services Office and pay your PLAR fee.
5. The subject expert will evaluate your work.
6. If you are successful, a grade will be forwarded to the Enrolment Services Office.

For more information, call 416-289-5207 or e-mail [ce@centennialcollege.ca](mailto:ce@centennialcollege.ca).

### GRADUATION FROM A PROGRAM

To graduate from a Continuing Education program, you must:

1. Satisfactorily complete all the required courses that comprise the program.
2. At the beginning of the semester in which you expect to complete all graduation requirements, submit an Application to Graduate form to the Enrolment Services Office. Identify the name of the program (e.g. Human Resources Management) and the number of the program (e.g. #7200) you are completing. Unless you signal your intent to graduate by submitting an Application to Graduate form, the Enrolment Services Office will not audit your eligibility for a Certificate of Achievement.
3. Ensure that at least 25 per cent of the courses comprising the program are completed at Centennial College.

*Please note: Graduates attending the annual convocation ceremony are limited to two guests.*

## HONOURS DESIGNATION

Centennial College recognizes outstanding scholastic achievement by issuing Honours and High Honours designations to eligible graduates of all programs. These designations are noted on the student's diploma or certificate, and are based on the following criteria:

- Honours – a cumulative Grade Point Average (GPA) equal to or greater than 3.900, but less than 4.300 ( $\geq 3.900$ ,  $< 4.300$ ) on a scale of 4.500.
- High Honours – a cumulative Grade Point Average (GPA) equal to or greater than 4.300 ( $\geq 4.300$ ) on a scale of 4.500.

## OBTAINING A CERTIFICATE OR DIPLOMA

After you submit an Application to Graduate Form, Enrolment Services will audit your eligibility to graduate. Should you qualify for graduation, a certificate (or diploma, if applicable) will be mailed to you. Should you at any time require an official record of your academic activity (i.e. courses, grades and programs completed), you should request an official academic transcript from the Enrolment Services Office. Your unofficial transcript is available on myCentennial.

## ACADEMIC TRANSCRIPT

The transcript is the official record of your academic activity at Centennial College and a charge of \$8 per copy will be levied for all transcripts ordered. Your official transcript may be sent directly to the address (e.g. another educational institution) you provide. (Your unofficial transcript is available anytime on myCentennial or in person at Enrolment Services.)

To request academic transcript services, you must use one of the following methods:

1. Complete a Request for Academic Transcript Form (available in Enrolment Services) and submit it to Enrolment Services along with a fee of \$8 per copy for all transcripts ordered. You must, with payment, present photo identification (ID card or driver's licence) when requesting and/or collecting your transcript.
2. Mail or fax to 416-289-5232 a written request to Enrolment Services.  
We need:
  - your full name (plus any previous name)
  - your Centennial College student number
  - your date of birth
  - a legible copy of a valid photo identification (e.g. driver's licence or passport) which also shows your signature
  - your handwritten signature on your academic transcript request letter
  - a daytime phone number
  - your current return address
  - credit card information including expiry date for the \$8 per copy charge
  - the person and address (e.g. institution, college or university) to whom your Centennial transcript should be mailed.

Should you fax your request, there is no need to also send your request by mail. Kindly address transcript-related mail to:

Enrolment Services  
Student Records, Progress Campus  
Centennial College  
P.O. Box 631, Station A  
Toronto, Ontario M1K 5E9

Verbal requests (e.g. via the telephone) for academic transcripts will not be accepted. Transcript requests are normally serviced within five to 10 working days after receipt of the request – longer during peak service times. Centennial College is not responsible for transcripts which are lost or delayed in the mail. Should you owe fees or fines, transcript service will not be provided.

## ACADEMIC YEAR

Detailed dates are available in the Enrolment Services Office, your department office and at campus iPannels, as well as on our website at [centennialcollege.ca](http://centennialcollege.ca).

Please note: Centennial is closed on the statutory holidays only.

## POLICY AND PROCEDURES

It's a matter of RESPECT. College is a lot more than just classes and grades. And Centennial College is a lot more than just staff and students. We're a community, and as a community it's everyone's job to act with fairness and respect towards others and your education. Every member of the community needs to be in the know.

Centennial College has six policies for students that identify and outline your rights and responsibilities. They will make college a more enjoyable experience for you, and everyone around you. The new policies are:

- Academic Honesty and Plagiarism
- Grade Appeals
- Disruptive Student Behaviour in the Classroom and other Learning Environments
- Harassment and Discrimination Prevention
- Student Code of Conduct
- Violence Prevention

You are responsible to know and follow these policies. If you want more information, you can visit our website at [centennialcollege.ca/policies](http://centennialcollege.ca/policies). You can also contact the Student Relations Office at 416-289-5000, ext. 2499 for more info. And if you want to get your hands on the full text versions of these policies visit:

- Student Relations Office
- CCSAI Offices
- Libraries
- Enrolment Services Offices

While all of this may seem like a lot, remember it really is as simple as this – Respect.

**Do you wish to complain about someone's behaviour?**

For concerns or complaints on academic matters, please contact your Continuing Education department. For concerns or complaints on non-academic matters, please contact the Student Relations Office at 416-289-5000, ext. 2499.

# STUDENT SERVICES

## ADMISSIONS/REGISTRATION

The Enrolment Services Office is the central source of information about courses, fees, student records, receipts, transfers and withdrawals, forms, and various college policies and procedures. Contact the office by phone, website, fax, mail or come visit in-person:

**Phone:** 416-289-5300

**Web Services:**

- <http://my.centennialcollege.ca> – for grades, timetables and address changes
- [centennialcollege.ca/webreg](http://centennialcollege.ca/webreg) – to register online

**In person:** Offices are clearly identified at each location. If your classes are delivered at the Centre for Creative Communications, you may obtain registrarial services at the general office.

**Fax:** 416-289-5279

Enrolment Services Office, Centennial College  
P.O. Box 631, Station A, Toronto, ON M1K 5E9

For Enrolment Services Office hours, call 416-289-5300 or visit our website at [centennialcollege.ca](http://centennialcollege.ca).

## ASSESSMENT CENTRE

**Have you been asked to write an English or Mathematics Skills Assessment?** The Assessment Centre located at the Progress Campus is responsible for the administration of college admissions and placement skills assessment. Our services are offered on an appointment basis and can be booked online at [centennialcollege.ca/assessment](http://centennialcollege.ca/assessment) or by calling the Call Centre at 416-289-5300.

NOTE: You must have a Centennial College Student Number in order to register. This number can be obtained by calling the Call Centre at 416-289-5300.

Placement skills assessment identifies the level at which you are required to begin your studies in English and Math. Results may be acquired in person at Enrolment Services. You must provide Photo ID OR you can acquire results over the telephone by calling the Call Centre at 416-289-5300. In order to ensure confidentiality, you will be required to provide information to verify your identity before we are able to release your skills assessment results.

If you live 150 kilometres or further from our campuses, you may still access our services in your home town through off-site testing. For an application for this service or for more information, visit our website at [centennialcollege.ca](http://centennialcollege.ca) or contact the Off-site Assessment Administrator at 416-289-5000, ext. 2597.

If you require our services for another institution, we will be happy to provide supervised exam invigilation and proctoring. To arrange an appointment, a listing of fees or a description of our facility, please contact the Scheduling Administrator at 416-289-5000, ext. 2596.

For general information about Assessment Services, please contact 416-289-5000, ext. 2598, e-mail [assessmentcentre@centennialcollege.ca](mailto:assessmentcentre@centennialcollege.ca) or visit our website at [centennialcollege.ca/assessment](http://centennialcollege.ca/assessment).

## BOOKSTORES

A wide range of text books and other supplies are available at our bookstores located at the Ashtonbee, Progress, Morningside and The Centre for Creative Communications campuses. You can also purchase stationary, clothing and logo merchandise, calculators, batteries, stamps, TTC tickets, snack foods, computer supplies and software. Special orders are welcome for reference books. Payment can be made by cash, Visa, MasterCard, Amex and Interac.

Bookstore hours at Ashtonbee Campus and the Morningside campuses, are 8:30 am-5:00 pm. Progress Campus hours are 8:00 am-7:00 pm and The Centre for Creative Communications hours are 9:00 am-2:00 pm. Closing times vary according to the time of year and campus class schedules. We offer extended hours at the start of each semester. It is always best to call for current hours at your particular campus.

Ashtonbee 416-289-5011

Morningside 416-289-5000, ext. 8180

The Centre for Creative Communications 416-289-5000, ext. 8840

Progress 416-289-5224

## CAFETERIAS/FOOD SERVICES

Cafeterias or coffee shops on campus offer light meals and snacks; vending service is also available for snacks on evenings and weekends.

### Progress Campus

Tim Horton's: open Mon.-Thurs. until 8:30 pm and Sat. 8 am-2 pm

Cafeteria: open Mon.-Thurs. until 7pm

### Morningside

Tim Horton's: open Mon.-Fri. 8 am-3 pm

### Ashtonbee Campus

Cafeteria: open Mon.-Thurs. until 8:30 pm; Sat. 8 am-2 pm

For questions on food services, call 416-289-5000, ext. 2222.

## CAREER AND COUNSELLING CENTRES

We have professional counsellors to help you choose your next career move. Group sessions on career decision making are offered throughout the year. We also have printed resources that will help you build your learning strategies and develop essential skills for academic success. Take a look at Success Workshops: most are only \$5.

To find out more about confidential personal counselling for students, as well as information about college success, drop by the Career and Counselling Centre on your campus or call 416-289-5000, ext. 2627, e-mail us at [counselling@centennialcollege.ca](mailto:counselling@centennialcollege.ca), or visit our website at [centennialcollege.ca/counselling](http://centennialcollege.ca/counselling).

### **CENTENNIAL COLLEGE ALUMNI ASSOCIATION INC.**

The Alumni Association represents the more than 55,000 graduates of Centennial College. As a graduate of a certificate or diploma program you become a lifetime member and have an opportunity to maintain your special ties to the College and your colleagues by participating in the Association. The Association's objectives are to facilitate fellowship and communication among members and to provide a means for members to contribute to the betterment of the college. We sponsor many programs and services for graduates, and assist groups who wish to organize reunions and alumni events. Graduates also stay in touch and informed through our semi-annual publication, ascent.

Our board of directors is composed of dedicated volunteers from various programs of study and all walks of life. If you would like to share your time, energy and expertise, or if you have simply fallen out of touch and want to start receiving the alumni newsletter, please contact the Alumni Office at 416-289-5218, fax 416-289-5237, or e-mail: [alumni@centennialcollege.ca](mailto:alumni@centennialcollege.ca) or visit our office located in the Student Centre at Progress Campus.

### **CENTRE FOR STUDENTS WITH DISABILITIES**

If you have a learning disability, ADD/ADHD, medical or mental health condition, physical, visual, hearing or mobility impairment that may interfere with your academic progress, contact the Centre for Students with Disabilities. Our specially-trained counsellors can make arrangements to provide you with the academic accommodations you require. This assistance is free and confidential, but you should call well in advance of the start of classes to allow time to arrange for assistance. Please call 416-289-5000, ext. 2627, e-mail [csd@centennialcollege.ca](mailto:csd@centennialcollege.ca) or visit our website at [centennialcollege.ca/csd](http://centennialcollege.ca/csd).

### **FULL-TIME STUDIES**

Interested in full-time day studies? Our Liaison and Student Recruitment department offers free evening and weekend workshops for people wishing to pursue full-time studies during the day. To book your spot or for general information about full-time studies, call 416-289-5325 or e-mail [success@centennialcollege.ca](mailto:success@centennialcollege.ca). For a list of full-time programs, please visit our website at [centennialcollege.ca](http://centennialcollege.ca).

### **LIBRARIES**

Our Libraries offer free tutoring, library and media services to all students at each of Centennial College's campuses. For in-depth information about the Libraries, please visit [centennialcollege.ca](http://centennialcollege.ca).

### **TUTORING SERVICES**

Tutoring is a free service offered to all Centennial students. Libraries are located at each campus. Students from the satellite locations are welcome to use the tutoring service at any campus. Tutoring is available in most of the subjects taught at the College. You may sign up for tutoring services on the libraries website.

If you need help in any subject, ask the staff to arrange a tutor for you. If you want to practice your English language skills, you can join a "Let's Talk" group. These are small group sessions that provide an opportunity for students to practice their conversational English skills. For more information about tutoring services, visit our website or call 416-289-5000:

- Ext. 7230, Ashtonbee Campus
- Ext. 8020, Morningside Campus
- Ext. 8600, The Centre for Creative Communications
- Ext. 2547, Progress Campus

### **LIBRARY SERVICES**

The Libraries have extensive collections of books, electronic resources, periodicals, newspapers, government documents and videos to help you achieve academic success. In each library, you have access to research computers with free Internet access. Through our website you can access our catalogue, "ask the library" reference service and a variety of periodical databases. Library staff will help you find what you need and show you how to use the resources. Bring photo ID and proof of current registration in your Centennial program to the libraries to obtain a library card. This card allows you to borrow library materials. A PIN number will be provided with the card and will allow you to place holds on books, renew items and access research databases on the libraries website. All libraries materials must be returned and all fines paid by the end of each semester so that you may receive transcripts and graduate.

For more information about library services, please visit our website or call 416-289-5000:

- Ext. 7000, Ashtonbee Campus
- Ext. 8000, Morningside Campus
- Ext. 8600, The Centre for Creative Communication
- Ext. 2600, Progress Campus

### **MEDIA SERVICES**

You can search our library catalogue for videos in our collection. Course-related videos and viewing stations are available at each campus. You can also access a wide range of audiovisual equipment to help with your class presentations. All equipment must be booked at least 24 hours in advance and be authorized by your instructor.

For more information about media services, visit our website or call 416-289-5000:

- Ext. 7010, Ashtonbee Campus
- Ext. 8010, Morningside Campus
- Ext. 8610, The Centre for Creative Communications
- Ext. 2610, Progress Campus

### **PLACEMENT ADVICE FOR STUDENT SUCCESS (PASS)**

Did your English or math skills assessment result place you below the entry requirements for your program? Do you need academic upgrading advice? Or are you unsure how to prepare for an English or mathematics skills assessment? Placement Advice for Student Success (PASS)

advisors are available to assist you in planning to meet your educational objectives for full or part time studies. To reach an advisor, or set up an appointment, call the PASS Office at 416-289-5000, ext. 2597 or e-mail [pass@centennialcollege.ca](mailto:pass@centennialcollege.ca). We will be happy to help.

## **PARKING**

Weekdays from midnight to 6 pm and weekends from 5 pm to 8 am, you are required to purchase and properly display a valid parking permit. You are also required to park in your assigned lot, in a proper space. Parking lots have gate controlled entry and exit. Permit holders will receive a renewable gate card with their first permit purchase.

### **Continuing Education Parking**

At the Progress, Ashtonbee and CCC campuses, on weekdays between 6 and 11 pm and weekends between 8 am and 5 pm, CE students are not required to pay the daily rate for parking or display a permit. The permit lot gates will be open weekdays from 5:30 to 11 pm and pay lot gates will be open from 8 pm to 11 pm. If the gate is not open when you arrive, simply take a ticket and the gates will be open when CE classes are over. Gates will also be open weekends from 8 am to 4 pm.

At the Residence, simply take a ticket on the way in and your instructor will provide you with an exit voucher.

At the Morningside campus, parking is leased from the University of Toronto Scarborough Campus (UTSC), although subsidized, the rate is \$5 per evening/weekend, payable at the entry gate by coin, credit or debit card. Evening/weekend CE permits are available for purchase on a request basis at Centennial Science and Technology Centre Enrolment Services at the U of T Scarborough parking rates. Your permit and gate card will access the UTSC lot identified as Centennial on the south side of Military Trail and the University lots on the north side of Military Trail.

### **Short-Term Daily Parking**

Short-term hourly parking is available at The Centre for Creative Communications, Ashtonbee, Morningside and Progress Campuses in the short-term parking areas. These areas are serviced by a parking pay and display machines where you must purchase and display a valid pay and display ticket.

Rates are \$3 per hour or \$10 per day. Payment options are cash/coin, or credit card. Please note that space is limited, so we encourage you to purchase a permit early, car pool or use public transit.

### **CARES – College Auto Response Emergency Services**

Centennial's CARES program is designed to assist students, staff, faculty and visitors who are experiencing vehicle problems while at Centennial College. To summon CARE services, simply call parking services at 416-289-5000, ext. 5240 or 416-439-4357 (This is a free call from any campus payphone or your cell) or any campus emergency phone. We are not trained mechanics, but will do our best to assist you and help get you safely on your way. If we are unable to get you on your way we will provide access to a telephone and appropriate phone number to help you summon other assistance.

### **Handicap Parking Permits**

A limited number of designated handicap parking spaces are available for people with a permit from the Ministry of Transportation. In order to park in these areas you are required to display your blue Ministry of Transportation Parking Permit. Students or employee with temporary conditions may arrange for a medical parking permit for up to 60 days. *For further information please contact your campus security office.*

### **Parking Regulations**

The parking regulations (i.e., permit parking, no parking areas, fire routes, reserved spaces, drop-off areas, handicap parking spaces, etc.) are enforced 24 hours per day, seven days per week. Violations are subject to warning, fine, towing and/or suspension of parking privileges.

*For further information, please contact Safety and Security Services at 416-289-5000 ext. 5240 or 2656 or go to a campus security office.*

NOTE: The lands and grounds of Centennial College are private property, and the college reserves the right to control motor vehicle use and access to our property. Centennial College assumes no risk or responsibility whatsoever for loss or damage due to fire, theft, collision or otherwise to vehicles or contents, however caused.

## **SAFETY AND SECURITY**

All employees, students, and users of services at Centennial College have a right to a safe working/learning environment. This right is legislated in federal and provincial laws such as the Occupational Health and Safety Act, and Ontario's Building, Fire, and Human Rights Codes. For your safety at Centennial, these rights, along with other related responsibilities, are outlined and enforced through our employee Collective Agreements, and Health, Safety, Security, Violence Prevention Policies and Procedures and the Student Code of Conduct. These policies and procedures apply to all college activities, services, and facilities. This information is available on our website. Along with these rights, come responsibilities. These responsibilities include, but are not limited to, obeying the general laws of the land and treating the College and all members of the College community with respect and honesty. This also includes cooperating with College officials, such as security, lab monitors, professors, etc. and when requested and providing proper identification.

### **How can you help?**

By being aware of your surrounds and taking appropriate precautions by avoiding undo risk. You can also help by being on the look out for suspicious activities or persons and by promptly reporting such activities to security for investigation and follow-up.

If you ever feel unsafe on campus, take the following steps: Seek help or remove yourself from the situation or both if necessary.

Then, Report to Campus Security or call the Emergency Help Line at 416-439-4357 (HELP). (This is a free call from your cell phone or any campus pay phone.) Security may also be contacted through any campus yellow emergency phones. Then, Inform your program chair or manager.

### **Campus Safety Watch Program**

For your safety we offer the Campus Safety Watch program which includes the following services:

- Campus safety alerts
- 24 hour WalkSafe services, where a Security Officer accompanies you to your car or the campus bus stop.
- Emergency Help-line 416-439-4357
- Emergency extension 2020
- Emergency phones throughout our campuses
- 911 Crisis Alert on all College extensions

- Working alone service
- Personal safety planning
- Safety promotional material

### **How to Contact Safety and Security Services**

For more information on or to request any of these services contact or go to your Campus Security Office, call the security dispatch at ext. 5240 or 416-289-5240 or call the Help Line at 416-439-4357 (free call from your cell phone or campus pay phone) or use one of the many campus emergency phones.

### **SCENT-FREE ENVIRONMENT**

Many members of the College community are sensitive to scented products such as cologne, perfume and other scented personal care products. Use of these products may result in these individuals experiencing asthma attacks, respiratory problems and/or migraine headaches. PLEASE abstain from wearing/using such products while on Campus or taking part in College related activities.

### **SMOKE FREE ENVIRONMENT**

Centennial is a smoke free environment. Smoking is not allowed inside college buildings. Smoking outside is restricted to designated smoking areas and more than 10 metres away from campus buildings. People smoking inside a building, within 10 metres of any entrances or in any other non-smoking area will be subject to warning, fine or other disciplinary measures.

### **SCHOOL OF CONTINUING EDUCATION**

Hours of Operation: Monday - Thursday 8:30-7:30 p.m. (until 4:30 on Friday).

Main CE Phone: 416-289-5207

Email: [ce@centennialcollege.ca](mailto:ce@centennialcollege.ca) or visit us on the website at [centennialcollege.ca/parttime](http://centennialcollege.ca/parttime).

We are located just inside the main entrance in C Building at Progress Campus in Room C2-02.

### **STUDENT RELATIONS OFFICE**

The Student Relations office offers formal and informal support for students experiencing conflict at the college. If concerns arise in your relationship with another member of the college community (e.g., teacher, student, staff, etc.), we can help you resolve your concerns. We can help you understand your rights and responsibilities in the college environment, assist you in navigating the college system and provide you with information on college policies and procedures (such as grade appeals). To book an appointment call 416-289-5000, ext. 2499, or e-mail at [sattwala@centennialcollege.ca](mailto:sattwala@centennialcollege.ca)