



School of Justice & Emergency Services
2014-2015

Mediation – Alternative Dispute Resolution

PROGRAM GUIDE

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Please note the following important information:

Durham College strives to ensure the accuracy of the information in this publication. Please note that the academic curriculum is continually reviewed and revised to ensure program quality and relevancy. As such, the college reserves the right to modify or cancel any course, program, fee, procedure, timetable or campus location at any time. Please consult our website at <http://www.durhamcollege.ca> for the most current information.

June 2014

Welcome Students

A Message from the Dean

On behalf of the faculty and staff of the School of Justice & Emergency Services, it is a pleasure to welcome you to Durham College.

We are committed to providing a high quality program to meet your educational needs. We wish you success as you embark on a challenging journey toward a rewarding career. We will do our best to support you in reaching your career goals. If you have any questions or need assistance please ask us for help to access the many services available to support your success.

We are pleased you have chosen Durham College. We look forward to working with you.



Stephanie Ball, B.A., LL.B.
Dean, School of Justice & Emergency Services

A Message from the Vice-President Academic

Congratulations on choosing Durham College and taking a very important step in preparing for your future. Durham College is known for high quality programs, leading edge technology, an award winning library and a student-centered approach to learning. Supporting our mission that the student experience comes first, Durham College is committed to providing students with quality learning experiences and support in finding fulfillment in education, employment and lifelong learning.

Our programs are continually shaped by market needs and delivered by exceptional teachers with real-world experience. The program you have chosen has been designed to help you develop the necessary skills and knowledge to support your success in your chosen career path. Our dedicated and professional staff and professors are committed to helping you achieve your educational goals and your career aspirations.

Durham College strives to be accountable to students and employers through the preparation of work-ready graduates who will continue to live our “success matters” focus in their professional work environment.

We are pleased you have chosen to study at Durham College and we look forward to supporting your learning journey – work hard, have fun, enjoy your college experience and campus life.

I wish you much success with your studies.



Judy Robinson,
Vice President, Academic

PROGRAM SPECIFIC INFORMATION

School of Justice & Emergency Services

The office of the School of Justice & Emergency Services is located in F211 of the Gordon Willey Building.

	<u>Phone</u>	<u>e-mail address</u>
Dean	Stephanie Ball Ext. 2458	stephanie.ball@durhamcollege.ca
Associate Dean	Moreen Tapper Ext. 3695	moreen.tapper@durhamcollege.ca
Administrative Coordinator:	Mary Bartosik Ext. 3072	mary.bartosik@durhamcollege.ca
Student Advisor:	Pina Craven Ext. 2432	pina.craven@durhamcollege.ca
Staff Support Officer:	Treina Kennington Ext. 3070	treina.kennington@durhamcollege.ca
CIJS & Field Placement Coordinator:	Trevor Greenall Ext. 2808	trevor.greenall@durhamcollege.ca
Student Advisor/Field Placement Coordinator	Michelle Theophille Kennedy Ext.3695	michelle.theophillekennedy@durhamcollege.ca
Paramedic Lab Technician	Melissa Simpson Ext. 2095 (Lab: SW208)	melissa.simpson@durhamcollege.ca
Program Coordinator:	TBA	

The School of Justice & Emergency Services can be viewed through the Durham College website by following the link below:

<http://www.durhamcollege.ca/academic-schools/school-of-justice-emergency-services/>

Campus Conflict Resolution

Services I and II

Campus Conflict Resolution Services I and II provide an experiential learning opportunity for students to participate in the full operation of the Campus Conflict Resolution Services.

Operational activities may include marketing, record keeping, outreach presentations, pre-mediation, mediation and other activities as requested by the campus community. Students will have the opportunity to reflect upon their CCRS experience through a reflection paper.

Due to the nature of conflict the College, School of Justice & Emergency Services and the CCRS supervisors are unable to predict the number of requests for CCRS services over the semester. Students are not guaranteed any set number of activities during the semester. Students are encouraged to embrace the activities of CCRS and market the services of CCRS across the campus and the community to generate “business”. Students are encouraged to network in the community for the purposes of delivering outreach presentations/activities through CCRS.

In order for CCRS to operate in a professional manner the following policies apply to students registered in CCRS I and II:

Confidentiality Agreement:

All students will be required to execute and abide by the CCRS confidentiality agreement. Breach of this agreement will result in an academic alert and immediate and final removal of the student from this course.

CCRS Student Handbook:

All students in this course will abide by the policies and code of conduct set out in the CCRS Student Handbook. A breach of a CCRS policy or code of conduct will result in an academic alert and potential for removal from the course and a grade of Fail. CCRS operates to conflict resolution industry standards and is a professional service of the Campus; therefore, adherence to all policies will be strictly enforced. Failure to adhere to CCRS policies will not be tolerated.

Participation and Professional Conduct:

Given the nature of the team relationship for this course, it is expected that all students will actively participate in the activities assigned and will do so in a professional manner. Failure to attend to an assigned task or arriving late will result in an academic alert and potential for the student being removed from this course and a grade of Fail will be assigned.

On-Call:

All CCRS activities may not be completed during the timetabled CCRS hours. Requests for services are received on an on-going basis and will be scheduled during students' time before, between or after scheduled classes. Students registered in this course are obligated to complete requested tasks on behalf of CCRS. An on-call schedule will be prepared in consultation with the class.

Community Outreach/Projects:

In order for students to meet the required hours for this course, students are encouraged to network with local agencies and organizations and build relationships wherein the student could deliver an outreach presentation. All proposals for community outreach must be made in writing by the student and submitted to the CCRS supervisor for approval in advance.

Criminal Information Requests (CIR):

Due to the nature of the work of CCRS, the CCRS supervisor, in consultation with the requesting Durham College department or community agency, has the discretion to request a CIR for students assisting with or conducting outreach / mediations. The application and cost for obtaining a CIR is not provided by Durham College, the student must apply and pay the appropriate fee for a CIR.

Program Information

Program Description

The Mediation - Alternative Dispute Resolution graduate certificate program is designed for individuals with previous education or work experience seeking to complement previous educational credentials and experience. If you are a recent university or college graduate, human resource professional, educator, health-care or legal professional wishing to gain additional conflict resolution and mediation skills as well as an Ontario College graduate certificate, this program will provide you with the skills and knowledge to deal effectively with conflict in various settings such as:

- Advocacy
- Community
- Education
- Health-Care
- Workplace
- Justice

The program also offers an experiential learning component that enables you to participate in the operation of Campus Conflict Resolution Services.

This program is approved by the ADR Institute of Ontario, Inc. (ADRIO) indicating that the program meets the educational criteria for graduates to gain membership in the Institute should they wish to do so. (Note: Graduates must complete the necessary application form and pay the appropriate fee directly to ADRIO to gain membership). This program does not qualify the graduate for an ADRIO designation (i.e. C. Med or Q. Med).

Program Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. Complete all work in a manner consistent with professional ethics and practice, mediation process and skills, a respect for self, others, and relevant law and legislation;
2. Recognize and analyze conflict situations;
3. Select and apply appropriate conflict resolution and negotiation skills and techniques to enable parties to prevent and/or resolve conflicts;
4. Create and implement personal and professional development plans to achieve ongoing competence in the practice of mediation and/or alternative dispute resolution professional practice;

5. Analyze and produce documents required in the practice of mediation and/or alternative dispute resolution;
6. Collaborate with colleagues, clients, and community to enhance professional working relationships;
7. Apply knowledge of specialized substantive and procedural laws as they relate to mediation and/or alternative dispute resolution;
8. Utilize management and administration skills in a mediation and/or alternative dispute resolution practice;
9. Conduct interviews to gather, screen, and disseminate information required in mediation and/or alternative dispute resolution situations;
10. Explain the process, principles, techniques and significance of mediation and/or alternative dispute resolution and how they apply to family disputes.

Employment Opportunities

As a graduate, you will be well prepared for a career in many different environments depending, in part, on which skills you came into the program with. For example, if you are admitted to the program with a Human Resources background, you will have additional skills to assist you in that field. If you came into the program with a legal background, you may be able to work in administrative tribunals such as the Ontario Rental Housing Tribunal, Workplace Safety and Insurance Board, Human Rights Commission or court settings where mediation is often mandatory prior to proceeding to a more formalized hearing. Mediators are becoming increasingly necessary in business settings as employers look for cost-effective, quick and meaningful resolution of issues.

About the ADR Institute of Ontario

Membership

Students are encouraged to apply as a student member of the ADR Institute of Ontario (Membership information is noted below).

What does the ADR Institute of Ontario do?

ADR Institute of Ontario: Providing ADR Practitioners and the Public with Up-to-Date Resources and Services

The ADR Institute of Ontario Inc. (ADR Ontario) is one of six affiliates of The ADR Institute of Canada, Inc. (ADR Canada), a non-profit organization that shares information, promotes ideas for continuous improvement and upgrading of ADR as a profession.

Our goal is to assist our members, and users of ADR services, by:

- Providing information and education.
- Maintaining high professional standards.
- Providing a regulatory structure to ensure members adhere to high standards of professionalism.
- Assisting users of ADR services to locate ADR professionals, as required.

ADR Ontario performs all of the following functions for professionals in the field and users of ADR services:

We set the “gold standard” to protect the ADR profession and the public served by ADR professionals.

Developed by ADR Canada and ADR Ontario, the following documents and practices constitute a regulatory structure that ensures high standards of conduct, practice and procedure among ADR professionals in Ontario:

- A Code of Ethics by which all members must abide, failing which, an established complaint and discipline process can be initiated;
- National Arbitration Rules and National Mediation Rules provide clear, concise processes and procedures for the conduct of commercial arbitrations and mediations. The rules developed by ADR Canada and recognized across the country establish time lines and procedures that provide practitioners and users with certainty and clarity, allowing for effective and efficient case administration;
- Standards for approving arbitration and mediation training courses. ADR Ontario carefully evaluates training programs according to established criteria to ensure approved programs meet critical standards;

- A procedure for granting to our members the highest and only nationally-recognized professional accreditation or designation in Canada, namely, that of Chartered Mediator (C.Med) and Chartered Arbitrator (C.Arb);
- A procedure for provincial accreditation of Certified Family Mediators (Cert. F. Med.) and Certified Family Arbitrators (Cert.F. Arb.);
- The Child Welfare Secretariat of the Ministry of Children and Youth Services has specifically approved the Cert. F. Med designation as a qualifying prerequisite for the Child Protection Mediation Training offered by various colleges and universities.

ADR Ontario informs, educates and updates its members by:

- Conducting leading-edge, live and distance education courses, seminars, conferences and workshops to assist practitioners with skill development and provide up-to-date information on new and emerging areas of interest relevant to arbitration and mediation;
- Creating “sections.” These are small groups based on mediation and arbitration specialties. Specifically, we have sections on restorative justice, family, employment, mandatory mediation, information technology, intellectual property, facilitation etc. Each section holds its own meetings at the ADR Ontario offices, with guest speakers as well as our own, home-grown talent;
- E-Publishing of “*ADR Alerts*” for urgent, late breaking announcements of critical importance to the membership, the Ontario newsletter “*ADR Update*” which is also electronically published and the “*Canadian Arbitration and Mediation Journal*”, which is published at the national level and mailed to all members of ADR Ontario. These important, timely publications provide information on the latest developments at the Institute, current events that effect the practice of arbitration and mediation, new developments at the provincial or national level and articles on improving skills in arbitration and mediation.

ADR Ontario assists arbitrators and mediators to be heard by:

- Liaising with government departments and corporations to inform and educate these bodies on issues that involve or have an impact on arbitrators and mediators;
- Cooperating with other alternative dispute resolution organizations to ensure the government is informed on issues relevant to arbitrators and mediators.

ADR Ontario provides a method for the public to find and engage qualified mediators and arbitrators by:

- Creating the highest and only nationally-recognized professional credential in Canada, the Chartered Mediator (C.Med) or Chartered Arbitrator (C.Arb) designation. Choosing a mediator or arbitrator with these credentials is your assurance of quality and experience;

- Providing members of the public with access to “ADR Connect,” ADR Ontario’s central electronic databank, from which arbitrators and mediators can be selected based on a wide range of criteria including accreditation, specialty, years of experience etc. (The updated version of ADR Connect will be available early in 2008);
- The creation of special rosters to service particular organization.

MEMBERSHIP in the ADR Institute of Ontario

Membership Categories

Full Member: Full Membership is open to any person engaged in practicing in the area of arbitration, mediation or alternate dispute resolution who is of good character and reputation and can satisfy the Membership Committee that he or she has obtained and maintained standards of academic achievement (have successfully completed an Institute-approved 40-hour course in arbitration or mediation or have equivalent expertise arising from experience in the area of arbitration, mediation or alternate dispute resolution in Canada) and professional experience consistent with the aims and objectives of the ADR Institute of Ontario, Inc.

Associate: Open to all persons of good character and reputation interested in the field but have no training in the area of alternate dispute resolution, or those who have training but are not practicing in the field.

Student: Open to persons of good character and reputation who are enrolled in full-time studies (i.e., Ph.D., B.A., LL.B.) Please note: Student Membership is not available to those involved in part-time studies.

Retired: This category is open to those individuals who have been members in good standing of the ADR Institute of Ontario (formerly Arbitration and Mediation Institute of Ontario) for at least five years, who are at least 65 years of age and retired from their principal occupation. Annual Fee: \$80 plus HST. Benefits: [click here](#).

How do I become a member?

Visit the ADR Institute of Ontario website: <http://www.adrontario.ca> to complete an on-line application form and submit the ADRIO membership fee.

Source: <http://www.adrontario.ca/>

PROGRAM OF STUDIES 2014/2015

SCHOOL OF JUSTICE & EMERGENCY SERVICES

MEDIATION-ALTERNATIVE DISPUTE RESOLUTION-GRADUATE CERTIFICATE

**-WEEKLY
BREAKDOWN-**

COURSE NAME	MOD.	CODE	PREREQUISITES	COREQUISITES	LECT. HRS	LAB HRS	ALT. DEL. HRS	FIELD PLMT. HRS
SEMESTER 1								
FAMILY MEDIATION I		FMED 1300			3	0	0	
CAMPUS CONFLICT RESOLUTION SERVICES I		CCRS 1307		IDNT 1300 MEDT 1301 NEGT 1301	0	0	0	30
CONFLICT IDENTIFICATION ASSESS & ANALYSIS		IDNT 1300			3	0	0	
INTRODUCTION TO MEDIATION AND ETHICS		MEDT 1301			3	0	0	
INTRODUCTION TO NEGOTIATION		NEGT 1301			3	0	0	
LEGAL RELATIONSHIPS & PROCESS FOR NON-LAWYERS		RELT 1300			0	0	4	
RESIDENTIAL LANDLORD & TENANT LAW		LAW 2304			0	2	1	
					12	2	5	30
SEMESTER 2								
COMMUNITY MEDIATION		CMED 1301	IDNT 1300 NEGT 1301 MEDT 1301		3	0	0	
FAMILY MEDIATION II		FMED 2300	FMED 1300		3	0	0	
CAMPUS CONFLICT RESOLUTION SERVICES II COURT, & CRIMINAL-RELATED JUSTICE MEDIATIONS		CCRS 2311	CCRS 1307		0	0	0	40
		JMED 1301	IDNT 1300 NEGT 1301 MEDT 1301		3	0	0	
CONFLICT MANAGEMENT IN THE WORKPLACE		MEDB 2301			3	0	0	
PRACTICE OF MEDIATION		MEDT 2301			0	0	3	
FAMILY LAW I	OPT 1	FLAW 4301			1	2	0	
EMPLOYMENT LAW – LEGAL	OPT 2	EMPL 6301			3	0	0	
SMALL CLAIMS COURT	OPT 3	CIVL 1301			2	1	0	
WILL & ESTATE ADMIN	OPT 4	WILL 4400			1	2	0	
					19	5	3	40

NOTES:

ELE - ELECTIVE - Students may take one or many subjects, depending on the requirements of their program. **ELET** - represents a typical subject load and IS included in the total hours per week, to reflect the total hours per week required.

OPT1/OPT2/OPT3 - OPTIONS - Students choose subjects. **OPT1** subjects are included in total hours per week.

G - GENERAL EDUCATION - Subjects marked at the left margin with **G** are "General Education" subjects.

This program is a combination of in-class and on-line delivery methods.

Program Specific

Academic Policies & Procedures

Classroom Management

In order to ensure a quality learning environment for all students the following policies have been established. Any behaviour that disrupts the learning environment will be dealt with accordingly.

Attendance

Attendance is a student responsibility. Students are expected to attend all classes, tests, in-class assignments and other evaluation activities. Students are expected to participate actively in class activities and discussions. Students who miss class are responsible for all material covered during the missed class including notes, handouts and any verbal instruction. Regular attendance is required for a student to be successful. Given the importance of attendance, in-process marks may be allocated at the discretion of the professor and will be reflected in the evaluation criteria.

Food and Beverages in Classrooms

Should a student find it necessary to bring food/beverages to class, the student is responsible for collecting and disposing of all litter associated with the food/beverages and will be reminded if he/she fails to do so. Students will be asked to leave the classroom should the food be distracting or bothersome to those around them in terms of noise/smell, etc. The faculty member is at liberty to not permit food in the classroom if he/she deems appropriate and will advise the students accordingly.

Electronic Communication Devices

When you are in class, please turn all electronic communication devices off. If you must leave a device on because someone may need to contact you (family member, caregiver, etc.) please ensure it is set to vibrate and leave the class prior to responding to the message. If you forget to set an electronic communication device to vibrate and it is activated, please turn it off as quickly as possible. If a device is activated frequently causing unnecessary disruption to the class, you will be asked to leave. There is absolutely no text messaging allowed during class. If you use a device for this purpose, you will be asked to leave the class.

Music Devices/Earphones

Music devices/earphones are not permitted in the classroom at any time. When you arrive and the class begins, please remove all music devices/earphones and put them away. If you are found to be in contravention of this policy, you will be asked to leave the classroom.

Late Arrivals

If you arrive late for class, please enter the classroom as quietly as possible and/or wait until there is a formal break in the class to minimize disruption to students who arrived on time. If you disturb the class upon your arrival, you will be asked to leave the class. If you arrive late on a regular basis, you may not be granted access to the class after the normal start time of 10 minutes after the hour.

Email Communication

Students often communicate with faculty via email. Should a student need to contact a faculty member via email the student shall use his or her Durham College My Campus or **DC Connect** email account to do so. Emails received from non-Durham College accounts will not be replied to and deemed not accepted by faculty.

Unclaimed Tests or Assignments

Unclaimed tests or assignments are discarded after three (3) weeks from the date they are handed back in class.

Assignment Delivery

Assignments shall be delivered to the professor as directed. Students shall not deliver assignments to the Campus Security Desk or the School of Justice & Emergency Services Office.

EMail/Electronic Assignment Submission

In general, all assignments are to be submitted via hardcopy in class. If a student is given permission to submit an assignment electronically, it is the student's responsibility to ensure they can produce a hard copy of the assignment if requested by the professor. If the student experiences difficulty making the electronic submission, he/she must contact the IT helpdesk at (905) 721-2000 ext. 3333 or email servicedesk@dc-uoit.ca and have a "ticket" opened. If the technical issue cannot be resolved, the ticket number must be provided to the professor.

It is the student's responsibility to resolve individual IT issues with the Student Helpdesk located in the Computer Commons (e.g. password/user name problems, school email account access problems, etc.).

Faculty Advisory System

The Faculty Advisory System is aimed at improving the student retention rate. There are several, often repeated reasons why such a program is important.

1. The success of our students is fundamental to our profession. Students who fail do not realize their potential, and there can be no satisfaction for us in that;
2. By helping students succeed, we ensure viable class sizes in all of our programs; and
3. By ensuring viable class sizes, we help ensure a healthy program.

It has been shown that retention can be substantially improved by means of such reasonably simple procedures as a Faculty Advisory System.

Students who learn the ropes quickly, who attend classes regularly and who get to know their teachers and classmates, are very likely to succeed. One purpose of the Faculty Advisory System is to provide each student with a friendly contact who can assist and encourage the student to adapt quickly to college life.

FACULTY ADVISORS

Faculty members will participate in the Faculty Advisory program strictly on a volunteer basis.

A Faculty Advisor can be a good listener, third party, familiar face, ally, friend, facilitator or mentor to their students. Faculty Advisors are not expected to be expert, personal, career or financial counselors.

For the majority of students who are doing well, Faculty Advisors are a source of encouragement and positive reinforcement. They are cheerleaders.

For students experiencing personal, financial, or academic problems, the Faculty Advisor is a sympathetic first contact, a good listener and a source of help in finding and referring the student to expert help.

The Faculty Advisor does not intervene when a student is having problems with another faculty member. In this case, students are referred to the normal chain of problem solving: starting with the professor and then possibly going to the Dean, or Vice President, Academic.

SCHOOL OF JUSTICE & EMERGENCY SERVICES

Policies

1. Freedom of Information/Protection of Privacy - Pursuant to the Freedom of Information & Protection of Privacy Act, the School of Justice & Emergency Services Office will not release any personal information regarding a student. This includes academic standing, personal data, timetable information etc.
2. Timetables are available online through our intranet – “MyCampus”. You can view and/or print your timetable from any computer with internet access. If you require assistance, please contact the Help Desk : 905-721-2000, ext. 3333.
3. Timetable Changes – MyCampus provides students with the ability to modify timetables at specified times as listed in the Academic Calendar (see the Student Handbook for dates). **Please note: It is the students’ responsibility to ensure that all of their required courses are on their schedules.** Assistance is available via your Student Advisor or designate. Should you find a discrepancy on your timetable – report it immediately.
4. Emergency Calls – School of Justice & Emergency Services staff will accept messages for students only in the event of a family emergency. Please make sure that anyone in your life that needs to locate you during class time for reasons other than an emergency has a copy of your timetable (eg. classmates, family, day care provider, employer). Staff are unable to release your schedule information due to the Freedom of Information Act.
5. Disclaimer - Because of our commitment to continuous improvement of our curriculum, there may be some changes in courses offered or course content. If this occurs, we will notify those affected.
6. Computer Labs - Computer labs are reserved for coursework. Games are not permitted. Adult materials must not be displayed at any time. Laptops are to be used only to support student learning; laptop use not related to classroom activities is not permitted.
7. Graduation Requirements - Students must have a minimum G.P.A. of 2.0 to be eligible for graduation. In addition, a student must have successfully completed all required courses. A student who has a G.P.A. of less than 2.0 should contact the School of Justice & Emergency Services Office to arrange for academic counselling. Please refer to the Grading System section located on the college website, www.durhamcollege.ca for detailed information. At least 25% of the completed program courses and/or weighted credit hours must be completed at Durham College to be eligible for a Durham College diploma.

8. Final Marks - Final marks will not be released by faculty members or office staff. Grades will be posted on MyCampus and the marks will be released on a set day/time as outlined in the Important Dates.
9. Students are able to print their own grade reports, at the end of each semester, through MyCampus. Refer to the Academic Calendar in the Student Handbook for the specific date whereby students can view and print their grade reports. No grade reports will be mailed out to students. Students can request, for a fee, an official transcript from the Registrar's Office.
10. Course Outlines – Students print their own course outlines for each of their current semester's courses through MyCampus. Students may also print course outlines for courses where they wish to apply for subject credit.
11. Exam Schedules – Exam schedules are available, electronically, through MyCampus, under the heading, Important Announcements. Below the image for DC Exam Schedules for the specific semester, click on the link below the image. It will open to a page that lists the schedules and messages pertaining to the exams for your specific program. Please refer to your subject outline, under Evaluation Criteria, if you are unsure whether there is a final exam in your specific course or consult with your professor.
12. Academic Probation – Students on academic probation must meet with their program dean or designate, and conditions for continuing in their program may be applied.

School of Justice & Emergency Services Policies & Expectations for the Learning Environment:

1. Class attendance and participation will enhance your opportunities for success.
2. Refer to the course outline for specific expectations, prerequisites, corequisites, requirements and evaluation criteria for each course.
3. Students are responsible for regularly checking their MyCampus and DC Connect areas for messages from professors and College Administration. Communication will come in the form of email, targeted messages, announcements and posted documents.
4. Students should keep back-up copies of all assignments in case the original is lost.
5. Visit the Durham College website, www.durhamcollege.ca for detailed policies and procedures relating to “Student Rights and Responsibilities”.
6. Course prerequisites exist to promote student success. Exceptions to the established prerequisite subject structure are not permitted.

ADDITIONAL IMPORTANT INFORMATION

Academic Advising - Student Advisors

Each school provides a student advisor(s) to help you reach your full academic potential. These representatives can assist you with: accessing other college services; developing academic plans to promote success in the event of failed subjects or a low GPA; finding equivalent credits; identifying career goals and making sound academic decisions; making decisions regarding full- and part-time studies; reviewing graduation requirements; selecting electives and options; setting up academic plans; or transferring to another program. To view contact information for your Student Advisor, please visit:

<http://www.durhamcollege.ca/student-experience/helping-you-succeed/academic-support-resources/academic-advising>

Academic Integrity

Academic integrity refers to the pursuit of scholarly activity in an open, honest and responsible manner. Acts that undermine academic integrity, such as plagiarism, cheating and misrepresentation of work, contradict Durham College's core values. To ensure the highest academic standards, students are accountable for the work they produce, and student work must be the product of his or her efforts. Durham College has purchased a license with Turnitin.com, an online service to detect unoriginal work and citation errors. The Academic Integrity Policy and Procedure documents (<http://www.durhamcollege.ca/academicpolicies>) provide a comprehensive explanation of Durham College's expectations regarding academic integrity.

Aegrotat

Aegrotat refers to a 'compassionate pass' in a course in which, due to **emergency circumstances** related to health and wellness, a student was unable to complete all of the evaluation requirements. Emergency circumstances that may warrant the designation of an Aegrotat include, but are not limited to: injury, illness and/or bereavement. Documentation supporting the request for an Aegrotat designation may be required.

The awarding of an Aegrotat credit is noted in a student's transcript as AEG and is therefore not included in the calculation of a student's grade point average. A student shall receive Aegrotat standing only once in a five year period.

Further information about Aegrotat standing can be found in the Aegrotat Policy and Procedure documents, please visit the following link:

<http://www.durhamcollege.ca/academicpolicies>

Campus Conflict Resolution Services



CAMPUS CONFLICT
RESOLUTION SERVICES

~Mission~

To provide a free, confidential conflict resolution service, assisting the campus community to collaborate in a safe and professional environment

~Vision~

Resolving conflicts to promote educational success

Confidentiality is our promise.

What does CCRS provide?

- An impartial and structured setting
- Work with students to create group-work contracts
- Facilitate pre-conflict negotiations
- Third-party mediations
- Classroom visits to discuss conflict resolution at the request of faculty
- Provide tips on effective listening and communication skills to help build and strengthen relationships
- Help devise a mutually acceptable solution to conflicts

How long is a session?

Sessions can take anywhere from half an hour to two hours, depending on the conflict.

How is the session structured?

When a request is received by CCRS, a mediator is assigned to it. The mediator then works with the students involved to schedule a meeting at a mutually convenient time. At the meeting, the mediator:

- Listens to each participant's views
- Helps identify key issues
- Encourages students to discuss options to resolve conflict
- Assists with negotiating a mutually acceptable agreement
- Discusses how to implement the agreement

Note: The final outcome of a mediation process will depend on the willingness of students to resolve conflicts.

What types of conflicts are resolved?

- Friends
- Groups (including group work)
- Classmates
- Relationships
- teams

How do you get help?

To book an appointment please contact:

CCRS@durhamcollege.ca

Centre for Students with Disabilities

The Centre for Students with Disabilities (CSD) at Durham College provides services to students with disabilities to ensure that equal access is available to all aspects of the academic environment. These services are designed in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Our services are confidential. Please visit the following link to view valuable information regarding the CSD:

<http://durhamcollege.ca/student-experience/helping-you-succeed/centre-for-students-with-disabilities>

Continuing Education Course Book

If you are unable to access a day-time course (timetable conflicts, wish to repeat a course, etc.) or want to get a head start on your next semester, discuss your options with your Student Advisor. To view comprehensive information regarding Continuing Education offerings, please visit the following link:

<http://www.durhamcollege.ca/academic-schools/school-of-continuing-education>

Course Outlines

For each course, a Course Outline that describes course learning outcomes, course content, learning activities, evaluation methods, timelines and support resources is available online. Please note that students are expected to download copies of their course outlines from MyCampus prior to the first class in each course. Instructions for downloading are located on MyCampus at:

<http://www.durhamcollege.ca/mycampus>

Please visit the following link to view the Course Outlines Policy and Procedure documents: <http://www.durhamcollege.ca/academicpolicies>

Credit Transfer Information

Durham College is dedicated to helping you build upon your previous education. If you have studied previously at Durham College or another recognized post-secondary institution, you may be eligible to receive credit for the courses you have successfully completed. Please view the following link for credit transfer information:

www.durhamcollege.ca/credittransfer

Durham College Mission, Vision and Values

Our mission, vision, values were created to help ensure the success of our students, staff and faculty. Please view our guiding principles at the following link:

<http://www.durhamcollege.ca/about-us/corporate-links/governance/mission-vision-and-values>

Essential Employability Skills

Essential Employability Skills (EES) are skills that, regardless of a student's program or discipline, are critical for success in the workplace, in day-to-day living, and for lifelong learning. Please view the following link for further information:

<http://www.tcu.gov.on.ca/pepg/audiences/colleges/progstan/essential.html>

General Education

The Ministry of Colleges and Universities requires all Ontario college students enrolled in a 2-year Ontario College Diploma or a 3-year Ontario College Advanced Diploma program to successfully complete three or more General Education (GNED) courses prior to graduation. For more information about GNED course selection, a full listing of GNED electives (with course descriptions), and how to receive GNED credits for prior post-secondary studies, please visit the General Education website at: <http://www.durhamcollege.ca/academic-schools/school-of-interdisciplinary-studies-employment-services/general-education>

Important Dates

Durham College strives to keep you informed of all important dates throughout the academic year. Please review the 2014-2015 important dates that includes fee payments, web registration, add/drop, exam dates etc. You can find this information online, in the Durham College handbook and on MyCampus. Please review MyCampus for important updates and reminders on important dates.

Learning Management System Usage (LMS)

Professors are expected to use LMS or DC Connect to support student learning. As per the Learning Management System Usage procedure, faculty will post and reveal all marks to their students on an ongoing basis. To view the LMS Usage Policy and Procedure, please visit the following link:

<http://www.durhamcollege.ca/about-us/corporate-links/governance/policies>

Library

The Library is here to help you succeed! Stop by for help to research a topic, complete an assignment, or when you just need a quiet place to study. You may visit the library virtually at <http://www.durhamcollege.ca/library> or to view information regarding locations, hours, and more, please visit the following link: <http://www.durhamcollege.ca/student-experience/learning-spaces/library/about-the-library>

Missed Final Examinations

A final examination is a discretely designed assessment administered in Week 15 of a 14 week semester. Students who, as a result of **non-emergency circumstances**, miss one or more final examinations during a single examination period may be eligible to apply to defer/reschedule the writing of these assessments.

To be eligible, students must have no less than a cumulative 1.5 GPA, apply for consideration using the appropriate forms and pay a fee. This privilege can only be used by a student once in a five-year period. External accreditation requirements, the availability of appropriate examination facilities and other constraints necessitate that not all courses will be eligible.

For more details, students should speak with their Student Advisor or review the Missed Final Examination Policy and Procedure documents at the following link: <http://www.durhamcollege.ca/academicpolicies>

Pathways to Degrees

Continue your post-secondary journey and leverage your Durham College education to earn additional credentials. To learn how you can further your education, visit www.durhamcollege.ca/pathways or check out the Durham College Transfer Guide at www.durhamcollege.ca/transferguide. Additional information regarding transferring between institutions in Ontario can be found at www.ontransfer.ca.

Prior Learning Assessment and Recognition (PLAR)

Prior Learning Assessment and Recognition (PLAR) is the process you can use to gain college credit(s) for learning and skills acquired through previous experiences. This may include workplace training, life experiences, self-directed study, community work, travel, hobbies and military service. By using the PLAR process, you may be able to complete a college certificate or diploma program in less time. Please view the following link for PLAR information: <http://www.durhamcollege.ca/wp-content/uploads/plar.pdf>

Requirements For Promotion

Evaluation and Promotion:

Academic courses are evaluated using a variety of methods such as tests, essays, labs, written or verbal assignments, in-process activities, group work and/or final examinations. The evaluation criteria for each course are noted in its course outline. Students are advised to familiarize themselves with these criteria early in the semester. Please refer to the Grading and Promotion Policy and Procedures documents (<http://www.durhamcollege.ca/academicpolicies>) for a complete overview of grading and promotion practices.

Academic Probation:

Students who are not progressing satisfactorily according to criteria published in their respective program guides may be placed on academic probation, at the discretion of the school Dean or designate. Such students may be allowed to continue their studies on a Letter of Permission (an academic student contract) which will specify conditions which must be met to continue in their programs. Students who do not meet the conditions of their academic probation may be required to withdraw from full-time studies.

Scholarships, Bursaries and Awards

The Financial Aid and Awards office provides students with options to help fund their educational costs. To view valuable information, please visit the Financial Aid and Awards [Web Site](#).

Student Academic Learning Services (SALS)

The Student Academic Learning Services Centre helps Durham College students to achieve their academic goals. Academic supports include: peer tutoring, learning skills services, writing skills services, English language services, and subject specific supports for math, science, and business. Please visit the following link to view valuable information regarding SALS including how to register for 24/7 online access to SALS academic resources:

<http://durhamcollege.ca/student-experience/helping-you-succeed/student-academic-learning-services-sals>

Student Communications

Durham College is committed to communicating important information to you. Please view the following link to reference a comprehensive chart indicating specific vehicles. For example, social media, DC website, DC Mail, MyCampus, DC Connect, and more:

http://www.durhamcollege.ca/wp-content/uploads/DCCares_StudentMatrix_v5.pdf

Student Rights and Responsibilities

A policy and procedure is in place which articulates the rights and responsibilities of students at Durham College, and provides a framework for addressing non-academic misconduct by students. To view the Student Rights and Responsibilities Policy and procedure, please visit the following link:

<http://www.durhamcollege.ca/academicpolicies>