

MHLITC

MELLOHAWK Logistics International Training Center Policy

1 MISSED EXAM POLICY

1.1 EXAM ATTENDANCE

It is the responsibility of every MHLITC student to complete all exams when scheduled.

In exceptional circumstances (serious illness or hospitalization, childbirth, death in the immediate family, personal or family difficulties, etc.), certain accommodations may be made. Adequate proof must be provided to MHLITC to substantiate the exceptional circumstance. The time frames indicated in 1.3 are to be followed. In extreme cases, additional time may be granted to write an exam, at the sole discretion of MHLITC. The alternate exam fees outlined in section 1.4 will be waived for this exceptional circumstances provision. MHLITC has the sole right to decide whether the student's situation falls under the exceptional circumstances provision. Failure to write one of the exams may result in the student's failure of the program.

1.2 ADVISING MHLITC

It is the sole responsibility of the student to advise MHLITC, by email to learn@mellohawk.com, 48 hours prior to the start of the exam if they are unable to write an exam on the scheduled date so that an alternate exam date can be arranged. Failure to advise MHLITC prior to the scheduled exam date will result in a zero mark for that exam. In this instance, the writing of an exam on an alternate date (1.3) will not be permitted.

1.3 ALTERNATE EXAM DATE

If a student advises MHLITC prior to the scheduled exam date of their inability to write the exam on the scheduled date, they may be allowed to write the applicable exam within five (5) business days of the originally-scheduled exam date.

Should the student not be able to write the exam within five (5) business days before or after the originally-scheduled exam date, they will receive a zero mark for that exam which may result in the student's failure of the program.

1.4 ALTERNATE EXAM FEE

The fee of CAD \$200.00 will be invoiced to the student for each exam written AFTER the originally-scheduled exam date, or for a make-up exam.

These fees are payable to MHLITC BEFORE the student can write the exam.

Alternate exam fees may be paid by credit card (Visa or MasterCard) or by certified cheque.

2 GRADUATION

2.1 PASSING GRADE AND REQUIREMENTS FOR GRADUATION

The student must have met all financial obligations, successfully complete all program courses with 90% attendance and obtain an overall average of at least 70% in order to graduate and receive a certificate. The student's final grade is based on Quizzes (16%), Exams (64%), and Oral Interviews (20%). During the course of the program each student is informed of their grades with a weekly progress report. Hence, the student has several opportunities up to and including the half-way refund period to assess their progress in the program. In addition the College will provide the student with an Academic Review prior to the mid-point which they must sign. Upon successful completion, a mark transcript will be issued. If a student is not satisfied with the exam question fairness they may contact MHLITC to discuss the question(s). Students have the option to appeal their grade.

2.2 MAKE-UP EXAM

A student with a grade of 60% - 69% in the program will have an opportunity to rewrite it within 5 days of the 1st exam. An additional fee to re-write the exam of \$200.00 will be applied (refer to section 1.4).

In the case where a student achieves a mark of 70% or more on the make-up exam, the student's final grade will be recorded as 70%.

Should the student fail the final exam two times the student must repeated the course in order to graduate.

2.3 FINAL GRADE APPEAL

A student may contact MHLITC for an appeal of their failing final grade. A statement of what the appeal is based on must be included in the appeal.

2.4 APPEAL TIMELINES

All appeals regarding exam questions, marks, or final grades must be officially queried within ten (10) calendar days of the student's receipt of the exam grade or final grade. Queries will not be considered after this ten (10) day period has passed.

2.5 CERTIFICATES

Upon the successful completion of Fundamentals of International Trade and Freight Forwarding course, a MHLITC and CIFFA Certificate will be issued considering the successfully (see policy item 2.1) conclusion of the 6-week program. These certificates are mandatory to continue in the program toward the following courses: Specialized Freight Services and Supply Chain Management and Marketing. The MHLITC and CIFFA Advanced Certificates will be issued after successfully finishing the 12-week program.

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2.6 HONOURS DESIGNATION

All students with a final grade average of 90% or more in the 6-week or 12-week programs are considered to have passed with Honours.

3 CHEATING POLICY

MHLITC will NOT condone cheating on exams.

Cheating includes, but is not limited to: Opening an exam more than once, Receiving exam questions or answers from another student, Retaining or copying an exam for future use, Consulting with other people during an exam, Having another person complete an exam for the student, Any other action that provides unfair advantage over other students.

Any student(s) involved in the above will receive a ZERO mark for that exam, which may result in the student's failure of the program.

A student who continues cheating on a second exam will be removed from the program.

4 PARTICIPATION POLICY AND IMMIGRATION PERMIT TYPE REQUIREMENT

This is a FULL TIME 12-week program which requires exclusive dedication to training and class agenda. As a student at the MELLOHAWK Logistics International Training Center, you will likely be unable accommodate any work and other studies during this time. According to Government of Canada and Citizenship HELP CENTER, because the duration of the course is less than six months you will not need a study permit to be accepted into the program; however, if you fail to successfully complete the program on your first attempt, you will be required to do so within the time you are allowed to stay in Canada.

5 FEES

5.1 REGISTRATION AND ADMINISTRATION FEES

A registration fee in the amount of CAD \$100.00 (25% of the Administration Fee) will be required at the time of the application form submission.

The remaining Administration fee of CAD \$300.00 will be required once the invitation letter is received.

5.2 SCHEDULE OF PAYMENT

After signing the MHLITC contract and 30 business days before the first day of class, you are required to pay 50% Tuition, plus book fees, and the remaining Administration fees. The outstanding balance of 50% Tuition is due on the first day of class.

For delayed payments without 48 hours written notice, a penalty of 2% of the remaining total amount will be applied.

6 REFUND POLICY:

If you decide to cancel your registration in this program, you may be entitled to receive a refund under the MHLITC Fee Refund Policy. For full and partial refund policy after commencing the program, please refer to Page 4 of the Enrollment Contract. It is also available upon request at learn@mellohawk.com.

If the student is admitted to the MHLITC program, has paid 100% of the fees in respect of the program and subsequently does not commence the program, MHLITC shall refund part of the fees paid by the student in the following *circumstances*:

1. The student gives the college notice that he or she is withdrawing from the program before the agreed start day of the program.
2. In the case of a student who is admitted to the program on the condition that the student meet specified admission requirements before the day the program commences, the student fails to meet the requirements before that day.
3. The student does not attend the program during the first 14 days that follow the day the program commenced and the college gives written notice to the student that it is cancelling the contract no later than 45 days after the day the program has commenced.

The amount of a partial refund for students who has not started the program is equal to the full amount paid by the student for the program, less an amount of \$400.

A refund under subsection 1 (students who has not started the program) is payable,

- (a) in the case of a refund under circumstance 1, within 30 days of the day the student gives notice of withdrawing from the program;
- (b) in the case of a refund under circumstance 2, within 30 days of the day the vocational program commences; and
- (c) in the case of a refund under circumstance 3, within 45 days of the day the vocational program commences.

It is a condition of a contract for the provision of the program that MHLITC may cancel the contract within 45 days of the day the program commences if the person who entered the contract with MHLITC fails to attend the program during the 14 days that follow the day the program started.

MHLITC may cancel a contract shall give written notice of the cancellation to the other party of the contract within 45 days of the day the program commences.