



NORTHBRIDGE COLLEGE
HEALTHCARE | BUSINESS | TECHNOLOGY
STUDENT HANDBOOK

Academic Year 2026-2027

NorthBridge College of Healthcare, Business & Technology

NBBT College | Moncton, New Brunswick, Canada

For full-time, part-time, in-person, online and hybrid students

Career-Focused Education • Practical Skills • Workplace Readiness

NorthBridge College (NBBTCollege.ca)

Welcome to NBBT College

Welcome to NorthBridge College of Healthcare, Business & Technology (NBBT College). Whether you are beginning a new career, strengthening your professional skills, or building on previous education and experience, we are pleased to have you as part of our learning community.

This handbook is designed to help you understand the College, your academic responsibilities, available resources, expected standards of conduct, and the support available throughout your studies. Keep this document accessible so you can refer to it whenever you have a question about College expectations or where to seek help.

A simple principle for success: Attend consistently, stay organized, communicate early, act with integrity, and ask for help when you need it.

How to Use This Handbook

This handbook provides institution-wide guidance. It should be read together with your signed enrolment contract, program information, course outlines, schedules, official College policies, and other written communications from NBBT College.

Please Note:

- Program-specific requirements may differ. Follow the requirements communicated for your program and courses.
- Where an approved College policy, signed enrolment contract, or applicable legal requirement is more specific, that official requirement governs.
- Policy summaries in this handbook are student-friendly guides. The full approved policy remains the authoritative source.

Quick Contacts

College	NorthBridge College of Healthcare, Business & Technology (NBBT College)
Campus	3rd Floor, 196 Robinson Street, Moncton, New Brunswick, E1C 5C4 or such other College address as may be published on the College's official Contact Us webpage , https://nbbtcollege.ca/contact-us
Telephone	+1-506-800-0851
Email	info@nbbtcollege.ca
Website	https://nbbtcollege.ca/

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NorthBridge College (NBBTCollege.ca)

1. Welcome & Institutional Overview

1.1 About NorthBridge College

NorthBridge College of Healthcare, Business & Technology (NBBT College) is a career-focused educational institution based in Moncton, New Brunswick. The College is licensed by the Government of New Brunswick and registered under the Private Occupational Training Act.

NBBT College provides programs and courses across business, healthcare, technology, and related career-focused fields

1.2 Our Mission, Vision & Values

Our Mission: Empowering Futures, Enriching Communities

To provide accessible, innovative, and career-focused education that transforms students into skilled professionals who enrich their communities and industries across Canada.

Our Vision

To be a leading private career college in Canada, recognized for transformative education that bridges **ambition and achievement**.

We strive to create an engaging and inclusive learning environment that encourages innovation, celebrates diversity, and prepares students for success in their chosen professions. Through practical, career-focused education and collaboration with industry, we aim to develop competent professionals, community builders, and positive contributors to Canada's workforce and economy.

Our Values

At **NorthBridge College of Healthcare, Business & Technology**, our values shape our culture, guide our decisions, and influence how we support our students and communities.

Excellence in Education

We are committed to providing high-quality, career-focused education through knowledgeable faculty, relevant curricula, practical learning, and resources that prepare students for professional success.

Student Success and Support

We place student success at the centre of the learning experience by providing guidance, academic and career support, access to appropriate resources, and a welcoming environment that helps students work toward their educational and professional goals.

Innovation and Industry Relevance

We strive to keep our programs responsive to evolving industry practices, technologies, and workforce needs. Through practical learning and industry engagement, we prepare students to adapt, grow, and contribute effectively in their chosen fields.

1.3 Career-Focused Learning

NBBT College emphasizes education that connects academic learning with practical workplace expectations. Students are encouraged to develop both technical knowledge and the professional behaviours employers value.

- Practical and applied knowledge
- Professional communication
- Problem-solving and decision-making
- Digital and technology skills
- Teamwork and collaboration
- Ethical and responsible behaviour
- Adaptability and lifelong learning
- Career and workplace readiness

1.4 Flexible Learning

Depending on the program, NBBT College may offer learning through in-person, online, and hybrid formats. The delivery format may change how students participate, but it does not reduce academic expectations.

Important: Online and hybrid students are expected to meet the same standards of academic integrity, respectful conduct, participation, and timely completion of coursework that apply across the College.

1.5 Your Role as a Student

- Read and follow College policies and course requirements.
- Attend and participate consistently.
- Complete academic work by established deadlines.
- Check College communications regularly.

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- Maintain academic integrity.
 - Communicate respectfully and professionally.
 - Protect passwords, personal information, and confidential information.
 - Keep your contact information current.
 - Seek support early when challenges arise.
 - Take responsibility for meeting program completion requirements.

NorthBridge College (NBBTCollege.ca)

2. Universal Academic Policies

2.1 Academic Expectations

Students are expected to make consistent academic progress and participate responsibly in their learning. Requirements may vary by program or course, so students should review each course outline and all instructions provided by instructors.

2.2 Attendance & Participation

Regular attendance and meaningful participation support learning and workplace readiness. Attendance expectations apply to scheduled campus classes, live online sessions, hybrid activities, and monitored asynchronous learning where applicable.

- Attend scheduled learning activities and arrive on time.
- Remain engaged for the required instructional period.
- Complete required online or asynchronous activities within established timelines.
- Notify the appropriate instructor or College representative when an absence is unavoidable.
- Take responsibility for missed coursework and follow-up requirements.

Policy details: See Section 6.6, Attendance Policy - Student-Friendly Version. The full approved policy is available through the respective policy link on the NBBT College website.

2.3 Academic Integrity

Students must complete academic work honestly and responsibly. Plagiarism, cheating, unauthorized collaboration, falsification, improper assistance, and unauthorized use of artificial intelligence or digital tools may constitute academic misconduct.

When in doubt: Ask your instructor before using AI, outside assistance, shared work, or materials that may not be permitted for an assessment.

2.4 Grading & Assessment

Assessment methods may include assignments, quizzes, tests, examinations, projects, presentations, case studies, practical assessments, participation, and other approved methods. Students should review the course outline to understand how performance is evaluated.

For all of the below sections and more, NBBT College uses an established grading scale for evaluating student achievement. The complete grading scale is provided in **Section 6.4 – Grading Policy**.

- Assessment Methods
- College Grading Scale
- Minimum Passing Grade
- Assessment Weighting & Final Grade Calculation
- Late or Missed Assessments
- Reassessment/Rewrite Requirements
- Grade Review/Appeal
- Final Grade Communication

2.5 Program Completion

To receive a diploma, advanced diploma, certificate, micro credential, or other College credential, students must satisfy all applicable academic and administrative requirements for their program.

- Successfully complete required courses or modules.
- Meet applicable passing-grade and attendance requirements.
- Complete required assessments and practical components.
- Complete practicum, placement, capstone, or other requirements where applicable.
- Meet applicable administrative and financial obligations.
- Satisfy any additional requirements identified in official program documentation.

2.6 Flexible Learning & Scheduling

NorthBridge College may offer programs and courses through **in-person, online, hybrid/blended, synchronous, asynchronous, or a combination of approved delivery methods**, depending on the program and course.

Synchronous learning takes place at scheduled times and requires students to participate in real-time classes or learning activities.

Asynchronous learning allows students to complete designated learning activities without attending a live class at a specific time. However, asynchronous learning is **not entirely self-paced**; students must meet established participation requirements, deadlines, and completion timelines. **Hybrid/blended learning** may combine in-person, synchronous online, and/or asynchronous learning activities according to the approved program or course structure.

Regardless of the delivery method, students are responsible for meeting all applicable **attendance, participation, instructional, assessment, academic progress, and program completion requirements**, and for regularly checking Talent LMS and College communications.

The **College determines the schedule and delivery format** for each program or course. Students are expected to follow the schedule and delivery requirements communicated by the College.

Important: Flexible learning refers to the different approved ways in which education may be delivered. It does not mean that students may independently select, change, or modify their class schedule or delivery format.

NorthBridge College (NBBTCollege.ca)

3. Financial Resources & Funding

3.1 Tuition & Financial Responsibilities

Students should understand the financial commitment associated with their program before beginning their studies. Students are responsible for reviewing their **enrolment contract and applicable financial documentation** for information regarding tuition, fees, payment arrangements, due dates, refund provisions, and other financial obligations.

Payment Methods

Tuition and other applicable fees may be paid using the payment methods accepted by NorthBridge College. Students should contact the College for current payment options and payment instructions. Students are responsible for ensuring that payments are made using the appropriate payment method and that sufficient information is provided to allow the College to identify and apply the payment to the correct student account.

Payment Schedule

Tuition and fee payment schedules are established in accordance with the student's **enrolment contract, approved payment arrangement, or applicable funding requirements**.

Students are responsible for:

- reviewing their payment schedule;
- understanding applicable payment due dates;
- making required payments on time; and
- contacting the College promptly if they have questions about their account or payment obligations.

Students should refer to their enrolment and financial documentation for their specific payment schedule.

Late or Outstanding Payments

Students who anticipate difficulty meeting a payment deadline should contact the College as early as possible.

Late or outstanding payments will be addressed in accordance with the student's enrolment contract, applicable College policies, and legal or regulatory requirements.

Students should not assume that a payment deadline has been extended or that an alternative payment arrangement has been approved unless confirmation has been provided by the College.

Changes Affecting Financial Arrangements

Students are responsible for promptly notifying the College of changes that may affect their tuition payment, funding, or financial arrangements and for providing any requested documentation within applicable timelines.

Questions About Your Account

Students who have questions regarding tuition, fees, payments, outstanding balances, payment schedules, or other financial matters should contact NorthBridge College: **Email:** info@nbbtcollege.ca | **Phone:** +1-506-800-0851

Important : Students should refer to their signed enrolment contract and applicable College documentation for their specific tuition, fees, payment schedule, refund provisions, and other financial obligations.

3.2 Government Funding & Financial Assistance

The NBBT College website states that government-funded programs and financial aid may be available. Eligibility depends on the requirements of the applicable funding program and the student's circumstances. Admission to NBBT College does not automatically guarantee funding.

- Confirm whether your program is eligible.
- Review residency and other eligibility requirements.
- Apply by the required funding deadline.
- Provide accurate supporting documentation.
- Keep copies of funding decisions and related correspondence.

Need guidance? Contact Admissions/Financial Assistance at +1-506-800-0851 or career@nbbtcollege.ca for current information and direction to the appropriate funding process.

3.3 Withdrawals & Refunds

Before withdrawing, students should contact the College to understand possible academic, financial, funding, and student-record implications. Refunds and financial obligations are determined by the applicable enrolment terms, approved College policy, and regulatory requirements.

Policy details: See Section 6.1, Withdrawals and Tuition Refunds Policy - Student-Friendly Version. The full approved policy is available through the respective policy link on the NBBT College website.

4. Student Conduct & Workplace Professionalism

4.1 Professional Standards

NBBT College is a career-focused learning environment. Students are expected to practice the professional behaviours that support success in education and the workplace.

- Respect
- Integrity
- Responsibility
- Reliability and punctuality
- Professional communication
- Accountability
- Teamwork
- Ethical behaviour

4.2 Respectful Communication

Students should communicate respectfully with classmates, instructors, staff, visitors, employers, community partners, and placement personnel. Differences of opinion are part of learning, but communication must remain professional and appropriate.

Harassment, discrimination, intimidation, threats, bullying, abusive language, or significantly disruptive behaviour is not acceptable.

4.3 Online Learning & Internet Etiquette

- Use respectful, professional language in virtual classes, email, chats, and discussion boards.
- Use only your authorized College account and protect your login credentials.
- Respect the privacy of classmates and instructors.
- Do not record or distribute classes or College materials without authorization.
- Follow instructor requirements for online assessments and participation.
- Avoid disruptive messages, posts, or inappropriate content.

4.4 Health & Safety

- Follow posted safety instructions and emergency procedures.
- Use equipment and facilities appropriately.
- Report hazards or unsafe conditions promptly.
- Follow program-specific safety requirements where applicable.
- Follow instructor and staff directions during emergencies.

Emergency/Safety Procedure: https://nbbtcollege.ca/nbbt-policies/Emergency_Safety_Procedure.pdf

4.5 Conduct Concerns & Dismissal

Concerns involving conduct, academic integrity, attendance, or other College requirements will be addressed under the applicable approved policy. Students should be informed of applicable procedures and appeal rights.

Policy details: See Section 6.7, Student Dismissal Policy - Student-Friendly Version, and Section 6.2, Student Complaint and Appeal Policy - Student-Friendly Version.

5. Campus Operations & Career Services

5.1 Campus & General Contact

Campus	3rd Floor, 196 Robinson Street, Moncton, New Brunswick, E1C 5C4 or such other College address as may be published on the College's official Contact Us webpage , https://nbbtcollege.ca/contact-us
Telephone	+1-506-800-0851
Email	info@nbbtcollege.ca
Website	https://nbbtcollege.ca/

5.2 Learning Platforms & Software

Students may use College-approved learning platforms, software, communication tools, and industry applications depending on their program. Students will receive instructions for account access, required software, course materials, online classrooms, and assignment submission.

Learning Management System (LMS)

NorthBridge College currently uses **Talent LMS** as its Learning Management System (LMS). Students may use the LMS to access course materials, learning activities, announcements, assignments, assessments, grades, and other course-related information, as applicable.

Students are responsible for:

- accessing the LMS regularly;
- keeping their login credentials secure;
- reviewing course announcements, materials, and deadlines;
- completing and submitting required learning activities and assessments within established timelines; and
- reporting technical difficulties as soon as possible.

Students will receive information about accessing and using the LMS during orientation or at the beginning of their program.

The College may update or change its learning platforms from time to time. Students will be notified through official College communications if a change affects their studies.

Student Email & Communication:

NorthBridge College (NBBTCollege.ca)

NorthBridge College communicates with students through the **email address provided to the College and through Talent LMS**, as applicable. These are important channels for academic, administrative, and College-related communications.

Students are responsible for:

- keeping their email address and contact information current;
- checking their email and **LMS** regularly;
- reviewing College announcements, notices, schedules, deadlines, and other important communications; and
- responding to College communications when a response is required.

Students should notify the College promptly if their email address or other contact information changes.

Important: Students are responsible for regularly reviewing official College communications. Failure to check email or Talent LMS does not exempt a student from communicated requirements or deadlines.

Technical Support:

Students experiencing technical difficulties with **Talent LMS**, online learning access, or other College-provided learning systems should contact NorthBridge College for assistance.

Technical Support Contact: Fill out the Student Support Service Request form to expedite support and clearly communicate the concern.

Urgent Technical Support Email: **support@nbbtcollege.ca**

When requesting technical assistance, students should provide their **name, program, course (if applicable), a brief description of the issue, and a screenshot or error message where possible**.

Students are encouraged to report technical difficulties as soon as they occur, particularly when the issue may affect access to course materials, classes, assignments, or assessments.

Minimum technology requirements:

Students participating in online, hybrid/blended, or technology-supported courses are responsible for having reliable access to the technology required to participate in their studies.

At a minimum, students should have:

- **Computer:** A laptop or desktop computer capable of running current web browsers, Microsoft Office applications, the College's Learning Management System (LMS), and other standard course-related applications. Tablets and smartphones may be useful for some activities but may not be suitable as a student's primary device.
- **Operating System:** A currently supported version of Windows or macOS. Program-specific software may require a particular operating system.
- **Internet Connection:** Reliable high-speed internet capable of supporting online classes, video conferencing, accessing course materials, uploading assignments, and completing online assessments.
- **Web Browser:** A current version of a commonly supported browser such as Microsoft Edge, Google Chrome, Firefox, or Safari.
- **Camera and Microphone:** A functioning webcam, microphone, and speakers or headphones for virtual classes, meetings, presentations, and assessments are required.
- **Software:** Access to Microsoft 365 or other software identified by the College or instructor. Additional program-specific applications may be required.
- **Email and LMS Access:** Regular access to the student's designated College email/communication system and LMS. Students are responsible for checking College communications and course information regularly.
- **File Access and Storage:** Ability to open, create, save, upload, and download commonly used file formats, including Word documents, spreadsheets, presentations, and PDF files.
- **Security:** Students should maintain current operating-system and security updates, use secure passwords, and take reasonable precautions to protect their accounts, devices, and College information.

Program-Specific Requirements: Some programs or courses, particularly those involving specialized technology or software, may require additional hardware, software, storage, processing capacity, or other technical specifications. Students will be informed of any program-specific technology requirements through their program information, course materials, or other official College communications.

Technical Responsibility: Students are responsible for maintaining appropriate access to the technology required for their studies and should report technology-related difficulties as soon as possible. Technical difficulties do not automatically extend assignment, assessment, or participation deadlines unless otherwise approved by the College or instructor.

5.3 Career Services

NBBT College program information identifies career support that may include resume development, interview preparation, career planning, and job-placement assistance or opportunities. Students are encouraged to begin career preparation before graduation.

- Career planning and goal setting
- Resume and cover-letter preparation
- Interview preparation
- Job-search strategies
- Professional communication and workplace expectations
- Employment-readiness guidance

NorthBridge College (NBBTCollege.ca)

Requesting Career Support :

Students may request career support by filling out the Student Career Service Request form provided by college. Urgent Inquiries Email: career@nbbtcollege.ca

When requesting assistance, students should provide their **name, program, a brief description of the request, student ID** and clear message along with all other fields provided in the form.

Career Services will provide guidance, arrange an appointment where appropriate, or direct the student to the appropriate resource. Appointments may be provided **in person or virtually**, depending on availability and the nature of the support requested.

Important: Career Services supports students with employment preparation and job-search activities; however, **NBBT College does not guarantee employment or job placement** following program completion.

5.4 General Communication Protocol

- Use your official College communication method where available.
- Include your full name and student number.
- Identify your program/course when relevant.
- Clearly explain your question or request.
- Attach required supporting documents.
- Use respectful and professional language.
- Students should generally allow up to three (3) business days for routine, non-urgent inquiries. Some requests requiring additional review or information may take up to five (5) business days. Response times may be longer during weekends, statutory holidays, College closures, or periods of high administrative activity. Urgent matters should be identified clearly and directed to the appropriate College contact.

6. Student-Friendly Policy Guides

The following pages are reserved for approved student-friendly versions of key College policies. These summaries should explain the policy in clear language without replacing the full approved policy.

Full policy versions: The full approved versions of the policies below are available at their respective policy links on the NBBT College website. The full policy governs if there is any difference between a student-friendly summary and the approved policy.

Questions or Assistance

Students who have questions about any of the below policies, are encouraged to contact:

NorthBridge College (NBBT College) Administration

Email: students@nbbtcollege.ca

Phone: +1-506-800-0851

Website: NBBTCollege.ca

6.1 Withdrawals and Tuition Refunds Policy

Student-Friendly Policy Summary

This section should help students understand how to withdraw properly and how withdrawal may affect tuition, refunds, funding, and their student record.

- When and how to submit a withdrawal request.
- Effective date of withdrawal.
- Refund calculation or applicable regulatory rules.
- Required forms and supporting documents.
- Impact on government funding or other financial assistance.
- Who to contact before withdrawing.

Withdrawals and Tuition Refunds Policy

NorthBridge College (NBBT College) understands that circumstances may arise that require a student to withdraw from their program.

Students considering withdrawal are encouraged to contact the College as early as possible, so they understand the academic and financial consequences before making their decision.

How to Withdraw

To officially withdraw from your program, you must provide the College with **written notice** of your intention to withdraw.

Your written notice should include:

- your full name and Student ID;
- your program name;
- a clear statement that you wish to withdraw from the program;
- the date of your notice; and
- your signature where required.

You do **not** have to provide a reason for withdrawing.

Written withdrawal notices may be submitted to:

Email: students@nbbtcollege.ca

In Person/Mail: NorthBridge College (NBBT College), 3rd Floor, 196 Robinson St, Moncton, NB E1C 5C4, or the current College address published on the College website.

Important: A telephone call or verbal conversation alone is not considered written notice of withdrawal. Students should always submit their withdrawal request in writing.

Effective Date of Withdrawal

The date the College receives your written withdrawal notice is important because it may affect the amount of tuition refund you are entitled to receive.

Students are therefore encouraged to submit written notice as soon as they decide to withdraw.

The College will acknowledge your withdrawal and determine the applicable withdrawal date, program completion percentage, refund entitlement, and any remaining financial obligations.

Tuition Refunds

Tuition refunds are calculated according to the applicable requirements of New Brunswick's **Private Occupational Training Act and Regulation 84-207**.

The amount of your tuition refund depends primarily on how much of your program has been completed when your withdrawal becomes effective.

Program Completion at Withdrawal	Tuition Refund
Program has not commenced	80%
30% or less completed	70%
31%–40% completed	60%
41%–50% completed	50%
51%–60% completed	40%
61%–70% completed	30%
71% or more completed	No tuition refund

The College determines program completion using the applicable instructional hours or other method required under the program and applicable requirements.

What Is Included in the Refund Calculation?

Refund calculations apply to **tuition fees** as defined by applicable legislation.

Certain other charges may not form part of refundable tuition. These may include registration or enrolment fees, non-refundable deposits, materials and supplies, and other charges where applicable.

Your individual refund will be calculated based on your student contract, the amount paid, your program completion at withdrawal, and applicable New Brunswick requirements.

When Will a Refund Be Issued?

Where a refund is payable, it will be issued to the **person or third party who originally paid the applicable fees**.

Where the applicable provisions of Regulation 84-207 require it, the refund will be issued **within 30 days after the withdrawal/rescission notice has been delivered in accordance with the Regulation**.

The College will provide information about your refund calculation and any outstanding amount on your account.

College-Initiated Withdrawal or Dismissal

In some circumstances, a student's enrolment may be ended by the College. This may occur because of matters such as:

- failure to meet attendance requirements;
- failure to meet financial obligations;
- academic or conduct-related dismissal; or
- other circumstances permitted under the student contract, College policies, or applicable requirements.

The College will provide appropriate written notice when enrolment is ended by the College.

Any applicable refund or financial adjustment will be determined according to the College's policies, the student contract, and applicable New Brunswick requirements.

Special Circumstances

Students withdrawing because of serious medical, compassionate, military, or other exceptional circumstances should contact the College as soon as possible.

The College may request supporting documentation and may consider options such as a deferral to a future intake or other additional consideration where appropriate.

Any additional consideration is assessed on a case-by-case basis and does not reduce a student's rights under applicable legislation.

Financial Aid and International Students

Withdrawal from a program may affect student loans, grants, other financial assistance, or immigration/study permit requirements.

Students receiving financial assistance or studying in Canada as international students are encouraged to obtain appropriate information before withdrawing from their program.

If You Disagree With Your Refund

If you believe your refund has been calculated incorrectly, you may submit a **written request for review** to College Administration.

Your request should explain why you believe the calculation should be reviewed and include any relevant supporting documentation.

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The College will review the matter and provide a written response.

If you remain dissatisfied after completing the College's applicable internal process, you may have the right to submit a complaint to the Department of Post-Secondary Education Training and Labour under the **Private Occupational Training Act**.

Full Policy

This Student Handbook section is a simplified summary intended to help students understand the College's Withdrawals and Tuition Refunds Policy. It does not replace the official policy.

The complete Withdrawals and Tuition Refunds Policy, including detailed withdrawal procedures, refund calculations, non-refundable fees, special circumstances, dispute procedures, and applicable regulatory requirements, is available on the NBBT College website.

https://nbbtcollege.ca/nbbt-policies/Withdrawals_and_Tuition_Refunds_Policy.pdf

Where there is any difference between this Student Handbook summary and the official policy or applicable legislation, the **full official policy and applicable legislation and regulations will govern**.

6.2 Student Complaint and Appeal Policy

Student-Friendly Policy Summary

This section should explain how students can raise concerns and request a fair review of eligible academic or administrative decisions.

- Informal resolution steps, where appropriate.
- How to submit a formal complaint or appeal.
- Submission deadlines.
- Required documentation.
- Review and decision process.
- Further appeal/review rights, where applicable.
- Protection from retaliation for good-faith use of the process.

Student Complaint and Appeal Policy

NorthBridge College (NBBT College) is committed to providing students with a fair, transparent, accessible, and timely process for raising concerns and appealing College decisions.

Students who submit a complaint or appeal in good faith will be treated fairly and will not be subject to retaliation.

What Is an Appeal?

An **appeal** is a formal request asking the College to review a decision that affects you.

Depending on the circumstances and applicable College policy, students may be able to appeal decisions involving:

- final grades or academic results;
- academic integrity or disciplinary decisions;
- suspension or dismissal;
- attendance-related decisions;
- graduation eligibility;
- transfer credit or Prior Learning Assessment and Recognition (PLAR) decisions;
- accommodation-related decisions; or
- other decisions where an appeal is permitted under College policy.

A complaint about College services, facilities, policies, or staff conduct may follow a different complaint process.

When Can You Appeal?

An appeal should have a reasonable basis. Examples may include:

- the correct College procedure was not followed;
- there was an error in the information or calculation used to make the decision;
- relevant information or evidence was not considered;
- new evidence has become available;
- there is evidence of bias or discrimination;
- a disciplinary decision or penalty appears inconsistent with the circumstances; or
- significant circumstances were not appropriately considered.

For academic matters, simply disagreeing with an instructor's professional academic judgment is generally not sufficient grounds for an appeal.

How to Submit an Appeal

Appeals must be submitted **in writing** to the Executive Director or designated Appeals Officer.

Your appeal should clearly identify:

- the decision you are appealing;
- why you believe the decision should be reviewed;
- the outcome you are requesting; and
- any documents or evidence supporting your appeal.

Appeals may be submitted by email to info@nbbtcollege.ca or through another submission method identified by the College.

Important Appeal Deadlines

Students should act promptly after receiving a decision they wish to appeal.

As a general rule, an appeal under this policy must be submitted within **10 business days** of receiving written notification of the decision.

Some College policies may establish a **different or shorter appeal deadline for a particular type of decision**. Where a specific policy establishes a different deadline, students must follow the deadline stated in that policy.

Late appeals may be considered in exceptional circumstances where the student provides an explanation and appropriate supporting documentation.

What Happens After You Appeal?

The College will acknowledge your appeal and assign an appropriate person to review it.

The person reviewing the appeal will be expected to act impartially and should not have been directly involved in making the original decision.

The review may include:

- reviewing your written appeal and supporting documents;
- reviewing relevant College or student records;
- speaking with you or the person who made the original decision;
- obtaining additional information where necessary; and
- holding an appeal meeting where appropriate.

You will have an opportunity to explain your position and provide relevant information.

Bringing a Support Person

If an appeal meeting is held, you may be permitted to bring a support person, such as a family member, friend, or advisor.

The support person may provide support and take notes but normally does not speak on the student's behalf.

Appeal Decision

The College will provide you with a **written decision** explaining the outcome of your appeal.

Depending on the circumstances, an appeal may be:

Upheld – the original decision is changed or overturned;

Partially Upheld – part of the original decision is changed; or

Denied – the original decision remains in effect.

If an appeal is successful or partially successful, the College will take appropriate action. This could include reconsidering a grade or assessment, changing a disciplinary consequence, providing another assessment opportunity where appropriate, reinstating enrolment, or another suitable remedy.

Fairness, Confidentiality and No Retaliation

The College aims to handle complaints and appeals in a manner that is:

Fair • Impartial • Timely • Transparent • Confidential • Respectful

Information about an appeal will be shared only with individuals who need the information to review, investigate, respond to, or administer the matter, or where disclosure is otherwise required.

Students who raise a concern or submit an appeal **in good faith will not be penalized or retaliated against for doing so**.

External Complaint Process

Students are expected to complete the College's applicable internal complaint or appeal process first.

If you remain dissatisfied after completing the College's internal process, you may have the right to submit a complaint to the Department of Post-Secondary Education, Training and Labour under the **Private Occupational Training Act**.

Information about the external complaint process is available in the full Student Complaint and Appeal Policy or from College Administration.

Full Policy

This Student Handbook section is a simplified summary intended to help students understand the College's Student Complaint and Appeal Policy. It does not replace the official policy.

The complete Student Complaint and Appeal Policy, including detailed grounds for appeal, submission requirements, review procedures, timelines, possible outcomes, external complaint procedures, and student rights, is available on the NBBT College website.

https://nbbtcollege.ca/nbbt-policies/GStudent_Complaint_and_Appeal_Policy.pdf

Where there is any difference between this Student Handbook summary and the official Student Complaint and Appeal Policy, the **full official policy and applicable legislation and regulations will govern**.

6.3 Student Support Services Policy

Student-Friendly Policy Summary

This section should explain how students can access academic advising, learning support, career support, referrals, and other available assistance.

- Academic advising and progress support.
- Tutoring/learning support, where available.
- Career services and employment preparation.
- Referral to external/community services when specialized assistance is required.
- How students request support.
- Confidentiality and privacy expectations.

Student Support Services Policy

NorthBridge College (NBBT College) is committed to supporting students throughout their studies. Students are encouraged to ask for help early if academic, attendance, personal, financial, accessibility, or other circumstances are affecting their progress.

Support may be provided directly by College staff or, where specialized assistance is required, through information and referrals to appropriate community or external services.

This policy applies to students studying full-time, part-time, in-person, online, or through hybrid/blended delivery.

Academic Advising

Students have access to academic advising through an Academic Advisor, Program Coordinator, instructor, or other designated College staff member.

Academic advising may help you with:

- understanding your program and graduation requirements;
- reviewing your academic progress;
- identifying areas where improvement may be needed;
- study strategies and time management;
- academic goal setting; and
- general information about transfer credits, where applicable.

Students may request academic advising throughout their program. The College may also contact a student when concerns about academic progress, attendance, participation, or other program requirements are identified.

Academic Learning Support

Students experiencing academic difficulties are encouraged to seek assistance as early as possible.

Depending on the course, program, student needs, and available resources, support may include:

- access to available LMS materials and learning resources;
- clarification of course content and academic requirements;
- guidance from instructors;
- study and assignment guidance;
- assistance identifying areas requiring improvement; and
- referral to appropriate additional resources.

Academic support may be provided in person, virtually, through the LMS, or by another appropriate method.

Career and Employment Support

The College may provide career and employment support to help students prepare for the workplace.

Depending on availability and program requirements, services may include:

- résumé and cover letter assistance;
- interview preparation;
- job-search guidance;
- career planning;
- work-placement or practicum coordination;
- information about employment opportunities;
- employer and networking opportunities; and
- career-related workshops or resources.

Career support may also be available to recent graduates for up to **12 months after graduation**.

Personal Wellness and Community Support

Personal circumstances can sometimes affect a student's ability to study successfully. Students are encouraged to speak with their Academic Advisor, Program Coordinator, instructor, or another designated staff member when they need assistance.

NorthBridge College does not provide professional counselling, mental health treatment, or crisis intervention.

Where appropriate, College staff may provide general information and help students identify community, healthcare, counselling, government, or other external resources.

In an immediate emergency, students should contact **911 or the appropriate emergency service**.

Financial Assistance Information

The College may provide general information about:

- New Brunswick and Canada student financial assistance;
- scholarships, bursaries or grants, where available;
- financial assistance application processes;
- required College documentation; and
- applicable College payment options.

Eligibility and approval for government loans, grants, bursaries, or other external financial assistance are determined by the applicable funding organization.

NorthBridge College does not guarantee eligibility for or approval of financial assistance.

Accessibility and Disability Support

Students who require disability-related or accessibility support are encouraged to contact the College as early as possible.

Accommodation requests are considered individually. Depending on the student's needs, program requirements, and applicable requirements, reasonable educational or accessibility-related support may include adjustments to learning or assessment methods, accessible learning materials, schedule or learning arrangements, assistive supports where reasonably available, or referral to appropriate external resources.

Students may be asked to provide relevant supporting information or documentation where reasonably required.

Accommodations cannot fundamentally change the essential requirements of a program or compromise required academic or competency standards.

For clarity, **“accommodation” in this policy means educational or accessibility-related adjustments or supports. It does not mean housing, residence, lodging, or other living arrangements.**

Online and Hybrid Learning Support

Students studying online or through hybrid/blended delivery have access to appropriate learning support.

Depending on the program, this may include:

- assistance with the Learning Management System (LMS);
- technology guidance;
- online orientation;
- virtual academic advising;
- online learning resources;
- communication with instructors; and
- information about required technology and software.

Students are responsible for meeting the technology requirements communicated for their program.

Early Support When You Are Having Difficulty

The College encourages students to seek help before a concern becomes more serious.

The College may also contact you if there are concerns involving:

- low or declining grades;
- missed or late assignments;
- repeated or unexplained absences;
- reduced participation or engagement;
- failure to respond to important College communications; or
- other circumstances affecting your academic progress.

Where appropriate, College staff may discuss the concern with you, identify available support, develop reasonable steps for improvement, provide follow-up, or refer you to an appropriate external resource.

If concerns continue, they may be addressed under the applicable College policy, such as the Attendance, Academic Progress, Student Conduct, or Student Dismissal Policy.

Orientation and Student Success

Orientation helps students understand their program, College expectations, available resources, technology, and important policies.

New student orientation is normally provided **before classes begin or during the first week of the program.**

Orientation is mandatory for new students. Students who cannot attend the scheduled orientation must complete a make-up orientation or receive the required orientation information through another method approved by the College.

External and Community Resources

Some student needs require specialized services that are outside the College's scope.

Where appropriate, the College may provide information about or refer students to community, government, healthcare, counselling, accessibility, financial, legal, employment, or other external services.

External organizations determine their own eligibility requirements, availability, services, and fees. NorthBridge College cannot guarantee the availability, eligibility, quality, or outcome of services provided by an external organization.

Information about available community resources may be obtained from Student Support Services or through the College's student resource information.

Your Responsibilities as a Student

Student success is a shared responsibility. Students are expected to:

- attend and participate in required classes and learning activities;
- complete assignments and assessments on time;
- seek assistance when needed;
- attend required orientation and academic meetings;
- respond to important College communications;
- keep their contact information current;
- communicate circumstances affecting their studies when requesting assistance;
- follow College policies and program requirements;
- meet applicable financial obligations; and
- participate reasonably in agreed-upon support or improvement measures.

Students are encouraged to communicate with the College **as early as possible** when a difficulty may affect their studies.

Privacy and Confidentiality

Student information is handled with appropriate confidentiality.

Information may be shared with appropriate College personnel where reasonably necessary to administer a student's program or provide support. Information may also be disclosed with the student's consent or where required or authorized by law, legal process, regulatory requirements, or serious safety considerations.

Only information reasonably necessary for the applicable purpose should be shared.

Questions or Assistance

You do not need to wait until a problem becomes serious before asking for help.

If you are unsure where to start, contact Student Support Services and the College will help identify the appropriate College resource or, where necessary, an external service.

NorthBridge College (NBBT College) – Student Support Services Office

Email: students@nbbtcollege.ca

Phone: +1-506-800-0851

Website: NBBTCollege.ca

Full Policy

This Student Handbook section is a simplified summary intended to help students understand the College's Student Support Services Policy. It does not replace the official policy.

The complete Student Support Services Policy, including detailed information about academic advising, learning support, career services, accessibility support, early intervention, referrals, privacy, student responsibilities, and community resources, is available on the NBBT College website. https://nbbtcollege.ca/nbbt-policiesStudent_Support_Services_Policy.pdf

Where there is any difference between this Student Handbook summary and the official Student Support Services Policy, the **full official policy and applicable legislation and regulations will govern**.

6.4 Grading Policy

Student-Friendly Policy Summary

This section should explain how student work is evaluated and how final grades are determined and communicated.

- Official grading scale.
- Minimum passing requirements.
- Assessment and grade calculation principles.
- Late or missed assessments.
- Reassessment/rewrite rules, if applicable.
- Grade review or correction process.
- Final grade communication.

Grading Policy

NorthBridge College (NBBT College) is committed to fair, transparent, and consistent assessment of student learning. Students will be informed about how their work will be assessed and how final grades are determined. This policy applies to students studying full-time, part-time, online, or through hybrid delivery.

Grading Scale

Unless a program or course has a different approved requirement, NBBT College uses the following grading scale:

Grade	Percentage	Grade Points
A+	90–100%	4.0
A	85–89%	4.0
A–	80–84%	3.7
B+	77–79%	3.3
B	74–76%	3.0
B–	70–73%	2.7
C+	67–69%	2.3
C	64–66%	2.0
D	60–63%	1.0
F	Below 60%	0.0

The normal **minimum passing grade is 60%.**

Some programs may require a higher passing grade because of professional, licensing, accreditation, competency, or other program requirements. Students will be informed if a higher standard applies to their program.

Some courses or program components may also be assessed on a **Pass/Fail** or **Competent/Not Yet Competent** basis.

How You Will Be Assessed

Depending on the course or program, your learning may be assessed through:

- quizzes and tests;
- midterm and final examinations;
- assignments, reports, or case studies;
- practical or laboratory assessments;
- presentations;
- class participation;
- portfolios;
- projects; and
- practicum or work-placement evaluations.

The specific assessments and their weighting toward your final grade will be communicated through your course outline, syllabus, Learning Management System (LMS), or other course materials.

Final Grades

Your final grade is normally calculated by combining your results from the assessments in the course according to their assigned weighting. Final percentage grades are rounded to the nearest whole number. A grade ending in **.5 or higher is rounded up**, while a grade ending in **.4 or lower is rounded down**.

Incomplete Grades

In exceptional circumstances, such as a documented medical issue or family emergency, a student who has completed most of the course requirements may receive a temporary **Incomplete (INC)** designation. Students normally have **30 calendar days after the end of the term**, or another timeframe specified by the instructor, to complete outstanding work. If the required work is not completed within the approved timeframe, the Incomplete may be converted to a failing grade.

Academic Standing and Graduation

Students are expected to maintain satisfactory academic progress throughout their program. To be eligible for graduation, students must normally:

- achieve a minimum cumulative **GPA of 2.00**;

- successfully complete all required courses; and
- complete all other program requirements, including a practicum or work placement where applicable.

Students whose academic performance falls below the required standard may be required to complete additional academic support or remediation and may be placed on academic probation.

Continued failure to meet academic requirements may affect progression through the program and may ultimately result in dismissal in accordance with the College's applicable policies.

Failed Courses and Reassessment

If you fail a course, you may be required to repeat the course.

Depending on the circumstances, course requirements, and program rules, a supplemental examination or other reassessment opportunity may be available.

Supplemental examinations are **not automatic** and are subject to the conditions established in the full Grading Policy. Additional fees may apply.

Students who repeat a course are responsible for any applicable tuition and fees.

Academic Integrity

All work submitted for grading must comply with the College's **Academic Integrity Policy**.

Cheating, plagiarism, fabrication, unauthorized collaboration, or other forms of academic dishonesty may result in grade penalties and additional disciplinary consequences.

Students who disagree with an academic integrity decision may use the appeal process established by the College.

Grade Appeals

Students may appeal a final grade where they believe there has been:

- a procedural error;
- an error in calculating the grade;
- bias or discrimination; or
- relevant new evidence that was not available during the original assessment.

A grade appeal cannot be based only on disagreement with an instructor's professional academic judgment or established academic standards.

Grade appeals must be submitted in writing within ten (10) business days of receiving the final grade.

Appeals must follow the College's **Student Complaint and Appeal Policy** and should include the reason for the appeal and relevant supporting documentation.

Your Academic Records

The College maintains records of student assessments, results, transcripts, and credentials in accordance with its Student Records Policy and applicable requirements.

Students may request transcripts and other academic records in accordance with the College's applicable procedures and fees.

Full Policy

This Student Handbook section is a simplified summary intended to help students understand the College's Grading Policy. It does not replace the official policy.

The complete Grading Policy, including detailed grading calculations, assessment requirements, GPA calculations, academic standing, reassessment procedures, course repeats, grade appeals, and record-keeping requirements, is available on the NBBT College website.

https://nbbtcollege.ca/nbbt-policies/Grading_Policy.pdf

Where there is any difference between this Student Handbook summary and the official Grading Policy, the **full official policy and applicable legislation and regulations will govern**.

6.5 Academic Integrity Policy

Student-Friendly Policy Summary

NorthBridge College (NBBT College) expects all students to complete their academic work **honestly, independently, and responsibly**. Academic integrity applies to assignments, projects, examinations, tests, presentations, practical work, written work, and online learning activities.

Academic Dishonesty

Academic dishonesty is any act or attempt to gain an unfair academic advantage through dishonest, deceptive, or fraudulent means. It may include:

- **Plagiarism** – presenting another person's words, ideas, work, images, code, or other content as your own without proper acknowledgement.
- **Cheating** – using unauthorized materials, devices, information, or assistance during academic work or assessments.
- **Unauthorized Collaboration** – working with others on assignments or assessments that are required to be completed individually.
- **Fabrication or Falsification** – creating, changing, or providing false information, data, records, or academic material.
- **Facilitating Academic Dishonesty** – helping or allowing another student to cheat, copy, or engage in academic misconduct.
- **Improper Use of Artificial Intelligence (AI)** – using AI-generated content or AI tools without permission or required disclosure.

Use of AI and Digital Tools

Students may use **ChatGPT, generative AI, or other digital tools only when permitted by their instructor and applicable course requirements**.

Students are responsible for understanding when and how these tools may be used. **When unsure, students should ask their instructor before using AI or other digital tools for assessed work.**

If Academic Dishonesty Is Suspected

When academic dishonesty is suspected, the College will review and document the concern. The student will be informed of the allegation and given an opportunity to explain their circumstances and provide relevant information before a determination is made.

Possible Consequences

Consequences depend on the nature and seriousness of the misconduct and whether previous violations have occurred. They may include:

- a zero on an assignment or assessment;
- an academic warning or required academic integrity education;
- a reduced grade or failure of a course;
- academic probation or suspension; or
- dismissal from the College in serious or repeated cases.

Right to Appeal : Students who disagree with a determination of academic dishonesty or the consequences imposed may appeal in accordance with the College's Student Complaint and Appeal Policy.

An appeal must be submitted **within 10 business days** of receiving written notification of the determination or consequences.

Student Responsibility: Students are responsible for understanding and following academic integrity requirements, properly acknowledging sources, following assignment and examination instructions, and asking their instructor for clarification when they are unsure whether collaboration, assistance, AI, or another resource is permitted.

Full Policy

This section is a **student-friendly summary** and does not replace the official **NorthBridge College Academic Integrity Policy**.

Students should refer to the full policy for detailed definitions, investigation procedures, consequences, appeal requirements, record-keeping provisions, and other applicable requirements.

https://nbbtcollege.ca/nbbt-policies/Academic_Integrity_Policy.pdf

6.6 Attendance Policy

Student-Friendly Policy Summary

This section should explain attendance and participation requirements across in-person, online, hybrid, and monitored asynchronous learning.

- Minimum attendance/participation requirement.
- How attendance is recorded by delivery format.
- Reporting absences.
- Documentation requirements, where applicable.
- Missed learning and make-up responsibilities.
- Intervention for repeated/excessive absences.
- Consequences under the approved policy.

Attendance Policy

Regular attendance and participation are important to your academic success at NorthBridge College (NBBT College). Students are expected to attend scheduled classes and participate in required learning activities throughout their program.

This policy applies to students studying full-time, part-time, online, or through hybrid delivery.

Minimum Attendance Requirement

Students must normally maintain a **minimum attendance rate of 80%** in each module or course to maintain enrolment and meet graduation requirements.

Some programs may require attendance above 80% because of professional, licensing, accreditation, practicum, work placement, or competency requirements. If your program has a higher attendance requirement, you will be informed through your program information, student contract, or orientation materials.

How Attendance Is Recorded

Attendance is based on your participation in scheduled instructional hours and required learning activities.

Depending on the delivery method, attendance may be recorded through:

- attendance taken by the instructor;
- sign-in or electronic attendance systems;
- participation in scheduled online classes;
- Learning Management System (LMS) activity; and
- completion of required online learning activities.

Students may request access to their attendance records through College Administration.

Absences

Students should notify their instructor or College Administration as soon as possible when they are unable to attend.

Absences may be considered **excused** when there is an appropriate reason and, where required, supporting documentation. Examples may include:

- illness or injury;
- bereavement;
- family emergencies;
- religious observances;
- jury duty or required court appearances;
- disability-related circumstances; or
- College-approved activities.

Absences for reasons such as personal vacations, non-emergency travel, avoidable work conflicts, or failure to attend without notification or an acceptable reason may be considered **unexcused**.

Repeated lateness may also affect your attendance record.

Online and Hybrid Students

Attendance in online or hybrid learning is more than simply logging into a course.

Depending on the course, students may be required to demonstrate attendance through active participation in scheduled virtual classes, completion of required learning activities, participation in discussions or collaborative activities, and timely submission of assignments and assessments.

What Happens if Your Attendance Is Low?

The College will normally try to identify attendance concerns before they become serious.

Depending on your attendance level and circumstances, the College may:

Discuss the concern with you → Issue a written warning → Place you on attendance probation → Develop an Attendance Improvement Plan → Consider suspension or dismissal if the concern continues

If your attendance falls below the required level, you may be required to meet with a College representative and follow an Attendance Improvement Plan.

The goal of this process is to help you improve your attendance and successfully continue your studies.

Consequences of Not Meeting Attendance Requirements

Failure to meet the attendance requirements may affect your academic standing and continued enrolment.

Depending on the circumstances and program requirements, consequences may include:

- an attendance warning or probation;
- inability to complete certain assessments or examinations;
- failure of a module or course;
- having to repeat part of your program;
- delayed or ineligible graduation;
- temporary suspension; or
- dismissal under the College's Student Dismissal Policy.

Any financial consequences resulting from withdrawal or dismissal will be handled in accordance with the College's applicable tuition and refund policies.

Missed Classes and Coursework

Students are responsible for keeping up with their studies when they miss class.

This includes obtaining missed course materials, completing assignments and assessments, and arranging to complete missed practical activities, labs, or workshops where permitted.

An instructor may provide an extension, alternative assessment, or another reasonable opportunity to complete missed work when appropriate.

However, missing a class does not automatically entitle a student to individual tutoring or a make-up class.

Leave of Absence

Students experiencing circumstances that require an extended absence may request an approved **Leave of Absence (LOA)**.

A leave may be considered for circumstances such as:

- medical reasons;
- compassionate or family circumstances;
- pregnancy or parental leave; or
- other significant circumstances considered by the College.

Students must submit a written request and may be required to provide supporting documentation. An approved Leave of Absence will be handled according to the College's applicable policies and requirements.

International Students

International students should pay particular attention to attendance and enrolment requirements.

Attendance, enrolment status, leaves of absence, or discontinuation of studies may have implications under Immigration, Refugees and Citizenship Canada (IRCC) requirements.

International students should contact the College before taking an extended absence or making changes that could affect their enrolment or studies.

Your Right to Appeal

If you believe your attendance has been recorded incorrectly, or you have exceptional circumstances that were not properly considered, you may appeal the decision.

An attendance appeal must be submitted **in writing within five (5) business days** of receiving written notification of attendance probation or dismissal.

Appeals are handled in accordance with the College's **Student Complaint and Appeal Policy** and should include the reason for the appeal and any relevant supporting documentation.

Full Policy

This Student Handbook section is a simplified summary intended to help students understand the College's Attendance Policy. It does not replace the official policy.

The complete Attendance Policy, including detailed attendance calculations, absence requirements, intervention procedures, consequences, Leave of Absence procedures, appeal requirements, and regulatory provisions, is available on the NBBT College website.

https://nbbtcollege.ca/nbbt-policies/Attendance_Policy.pdf

Where there is any difference between this Student Handbook summary and the official Attendance Policy, the **full official policy and applicable legislation and regulations will govern**.

6.7 Student Dismissal Policy

Student-Friendly Policy Summary

This section should explain circumstances that may lead to dismissal and the procedural protections available to students.

- Grounds for dismissal under approved College policy.
- Progressive intervention/warnings, where applicable.
- Notice to the student.
- Opportunity to respond.
- Effective date and administrative steps.
- Academic/financial implications.
- Complaint or appeal rights.

Student Dismissal Policy

NorthBridge College (NBBT College) is committed to providing a safe, respectful, supportive, and academically responsible learning environment. Students are expected to follow College policies, meet academic and attendance requirements, maintain academic integrity, meet their financial obligations, and conduct themselves appropriately.

Dismissal is generally considered a last resort. Where appropriate, the College will normally provide students with an opportunity to address concerns before dismissal. However, serious violations may result in immediate suspension or dismissal.

Reasons a Student May Be Dismissed

A student may be subject to dismissal for reasons including:

- serious or repeated violations of the **Academic Integrity Policy**, including cheating, plagiarism, falsification, or unauthorized use of academic aids or AI tools;
- serious or repeated violations of the **Student Code of Conduct**;
- bullying, harassment, discrimination, threats, violence, serious disruptive behaviour, or conduct that endangers others;
- possession of weapons or dangerous instruments on College premises;
- being under the influence of prohibited substances on College premises or during College activities;
- serious violations of the College's Sexual Violence and Misconduct Policy;
- providing false, altered, misleading, or fraudulent admission, academic, identification, or immigration documents;
- repeated attendance violations without an acceptable reason or appropriate communication;
- failure to maintain the academic standing or progression requirements of the program;
- failure to pay outstanding tuition or other College charges after appropriate written notice;
- abandonment of a required practicum or work placement without approval;
- failure to maintain required program or legal requirements; or

- serious or repeated violations of the student contract or other College policies.

Before Dismissal

Depending on the nature and seriousness of the situation, the College may use progressive disciplinary measures before dismissing a student. These may include:

Verbal Warning → Written Warning → Probation → Temporary Suspension → Dismissal

Not every situation will require all of these steps. Serious matters involving safety, violence, weapons, sexual misconduct, fraud, or other severe violations may result in the College proceeding directly to suspension or dismissal.

Notice of Dismissal

When a student is dismissed, the College will provide written notification explaining:

- the reason for the dismissal;
- the effective date of dismissal;
- information about the student's right to appeal and the applicable deadline;
- any requirements to return College property; and
- information about the student's financial account and any applicable tuition refund.

Your Right to Appeal

Students have the right to appeal a dismissal decision.

An appeal must be submitted **in writing within three (3) business days** of receiving the dismissal notice and must follow the College's **Student Complaint and Appeal Policy**.

The appeal should clearly explain why the student believes the decision should be reconsidered and should include any relevant supporting information or documentation.

The College will review the appeal and provide the student with a written decision in accordance with the timelines and procedures established in the Student Complaint and Appeal Policy.

Tuition and Financial Matters

A student who is dismissed is considered withdrawn from the program effective on the date of dismissal.

Any tuition refund or amount owing will be determined in accordance with the College's **Tuition Refund Policy** and applicable New Brunswick requirements.

Students should contact College Administration if they have questions about their account following dismissal.

Re-Admission

Depending on the circumstances, a dismissed student may be permitted to apply for re-admission at a later date.

Re-admission is **not automatic** and will be considered on a case-by-case basis. Certain serious violations may result in a student being ineligible for re-admission.

Full Policy:

This Student Handbook section is a simplified summary intended to help students understand the College's Student Dismissal Policy. It does not replace the official policy.

The complete Student Dismissal Policy, including detailed grounds for dismissal, procedures, appeal requirements, financial provisions, and related policies, is available on the NBBT College website. https://nbbtcollege.ca/nbbt-policies/Student_Dismissal_Policy.pdf

Where there is any difference between this Student Handbook summary and the official Student Dismissal Policy, the full official policy and applicable legislation and regulations will govern.

6.8 Student Records Policy

Student-Friendly Policy Summary

This section should explain how student records are created, maintained, protected, accessed, corrected, retained, and disclosed.

- Types of student records maintained.
- Student access to records/transcripts.
- Updating or correcting personal information.
- Privacy and authorized disclosure.
- Records retention requirements.
- Secure storage and disposal.
- Contact for records requests.

Student Records Policy -Students Friendly version Short Summary

NorthBridge College (NBBT College) is committed to maintaining student records accurately, securely, and confidentially. Student information is collected, maintained, used, and disclosed only for legitimate educational, administrative, regulatory, and legal purposes.

What Records Does the College Keep?

During your time at NBBT College, the College may maintain records such as:

- your student contract and admission documents;
- contact and identification information;
- attendance records;
- examinations, assignments, grades, and assessment results;
- academic and disciplinary records, where applicable;
- tuition, payment, and refund information;
- communications related to your enrolment;
- work placement or practicum records, where applicable;
- your transcript and credentials awarded; and
- immigration-related records for international students, where required.

Keeping Your Information Accurate

Students are responsible for providing accurate information to the College and should notify Student Services if important information changes, such as their name, address, telephone number, email address, or other relevant information.

If you believe information in your student record is incorrect or incomplete, you may submit a written request asking the College to review and correct it. Supporting documentation may be requested.

Your Right to Access Your Records

You may request access to your student record by submitting a written request to College Administration.

Depending on the type of record requested, you may:

- review your records;
- request electronic or printed copies; and
- request correction of inaccurate or incomplete information.

Fees may apply to certain services, such as printed copies, official transcripts, courier delivery, or record requests from former students.

Privacy and Confidentiality

NBBT College takes reasonable measures to protect the privacy and confidentiality of student information.

Access to student records is limited to authorized College personnel who require the information to perform their duties. The College uses appropriate physical, electronic, and administrative safeguards to help protect records from unauthorized access, loss, alteration, or disclosure.

Sharing Your Information

The College will not normally disclose your student information to an outside person or organization without your consent.

However, information may be disclosed without consent where permitted or required by law or for regulatory purposes. This may include disclosure to government authorities, the Minister or regulatory bodies, Immigration, Refugees and Citizenship Canada (IRCC), law enforcement pursuant to legal authority, or other organizations where disclosure is legally authorized or required.

Information may also be shared with third parties, such as employers or other educational institutions, when you provide appropriate consent.

International Students

International students should be aware that the College may be required to provide certain information to Immigration, Refugees and Citizenship Canada (IRCC) in accordance with applicable federal requirements.

This may include information relating to enrolment status, attendance, program changes, completion, or discontinuation of studies.

How Long Are Records Kept?

NBBT College retains student records in accordance with applicable legal and regulatory requirements.

Certain important academic records, including **transcripts and records of credentials awarded, are retained for at least 50 years after the date of registration**. Other student records are retained for the applicable period established by the College and regulatory requirements.

If You Disagree With Information in Your Record

If you believe information in your record is inaccurate or incomplete, you may request a correction in writing.

The College will review your request and advise you of the outcome. If your request is not approved and you disagree with the decision, you may use the College's Student Complaint and Appeal process.

Full Policy

This Student Handbook section is a simplified summary intended to help students understand the College's Student Records Policy. It does not replace the official policy.

The complete Student Records Policy, including detailed procedures, retention requirements, privacy provisions, fees, and regulatory requirements, is available on the NBBT College website. https://nbbtcollege.ca/nbbt-policies/Student_Records_Policy.pdf

Where there is any difference between this Student Handbook summary and the official Student Records Policy, the **full official policy and applicable legislation and regulations will govern.**

7. Student Success & Quick Reference

7.1 Student Success Checklist

- Attend consistently and arrive prepared.
- Review every course outline.
- Record important deadlines.
- Submit academic work on time.
- Check College communications regularly.
- Complete your own work and maintain academic integrity.
- Ask questions when instructions are unclear.
- Seek support early.
- Communicate professionally.
- Keep copies of important documents.
- Monitor your academic progress.
- Keep your contact information current.
- Use career services before graduation.
- Develop professional workplace habits.
- Take responsibility for your education.

7.2 Who Should I Contact?

Admissions /Funding Questions	+1-506-800-0851 /info@nbbtcollege.ca
Academic/Course Question	Your instructor first, then Program coordinator
Student Support	support@nbbtcollege.ca
Career Services	+1-506-800-0851 / career@nbbtcollege.ca
Technical Support	support@nbbtcollege.ca
Student Records / Transcript	students@nbbtcollege.ca
Complaint / Appeal	studentrelations@nbbtcollege.ca

7.3 Some Frequently Asked Questions

1. What should I do if I am struggling academically?
Contact your instructor early and use available academic or student support. Do not wait until the end of the course.
2. What if I cannot attend class?
Contact your instructor immediately. Follow the Attendance Policy and notify the appropriate College contact as soon as possible. You remain responsible for missed academic work.
3. Can I use ChatGPT or other AI tools?
Only when permitted by your instructor and College requirements. When unsure, ask before using AI for assessed work.
4. How do I make a complaint or appeal?
Follow the Student Complaint and Appeal Policy - Student-Friendly Version in Section 6.2 and consult the full policy through its website link.
5. Does graduation guarantee employment?
No. Career services can support employment preparation, but completion of a program does not guarantee employment.
6. Where do I find the full College policies?

Use the respective policy links on the NBBT College website. <https://nbbtcollege.ca/nbbt-policies/> Direct links are inserted into Section 6.

8. Important Notice & Student Acknowledgement

8.1 Important Notice

This Student Handbook provides general institution-wide information for students of NorthBridge College of Healthcare, Business & Technology (NBBT College). It is intended to support understanding of College expectations and services and does not replace a student’s signed enrolment contract, official program documentation, course outlines, approved College policies, or applicable legislation and regulatory requirements.

Program-specific requirements may differ. Where this handbook conflicts with an applicable law, regulation, signed enrolment contract, or approved College policy, the applicable governing requirement takes precedence. The College may revise policies, procedures, schedules, services, and academic requirements from time to time. Students are responsible for reviewing current official communications and policies.

8.2 Student Acknowledgement

I acknowledge that I have received or been provided access to the NBBT College Student Handbook. I understand that I am responsible for reviewing the handbook, my enrolment documents, course requirements, and current College policies. I understand that I may ask College staff for clarification when I have questions about a requirement or procedure.

Student Name: _____

Student Number: _____

Program: _____

Student Signature: _____

Date: _____

Keep this handbook accessible: Use it as a starting point whenever you need to understand an expectation, locate a support service, or identify the correct College policy.

NorthBridge College (NBBT College.ca)