

Student Support Services Policy

NorthBridge College (NBBT College)

Website: NBBTCollege.ca

Location: Moncton, New Brunswick, Canada

Compliance: Private Occupational Training Act (P-16.1) and Regulation 84-207, New Brunswick

Policy Title: Student Support Services Policy

Approved by: Executive Director / College Administration

Effective Date: Aug.2026

Next Review Date: On or Before 31. Dec.2029

1. Background & Purpose

NorthBridge College (NBBT College) is a **private training organization** operating in New Brunswick under the **Private Occupational Training Act (P-16.1)** and **General Regulation 84-207**. The College is committed to providing appropriate academic and student support services that promote student participation, academic progress, successful program completion, and overall student success.

The purpose of this policy is to establish and describe NorthBridge College's framework for **student support services, academic support services, and student advisor services**. It outlines the types of support available to students, how students may access these services, and the roles and responsibilities of students and College personnel in supporting successful educational outcomes.

In accordance with **Regulation 84-207, subsection 3.1(1)(a)(viii)**, a training organization's registration information must include information respecting its student support services, academic support services, and student advisor services. This policy documents NorthBridge College's approach to providing, coordinating, and communicating these services in alignment with the applicable requirements of the **Private Occupational Training Act and Regulation 84-207**.

This policy should be read together with other applicable NorthBridge College policies and procedures, including those relating to academic progress, attendance, accessibility and accommodations, privacy and confidentiality, student records, student complaints, withdrawals and refunds, and student dismissal.

Student support may be provided directly by College personnel, coordinated through designated College staff, or facilitated through referrals to appropriate external or community services where specialized assistance is required. The nature and availability of particular supports may vary according to student needs, program requirements, available College resources, and applicable legal or regulatory requirements.

2. Scope

This policy applies to all students enrolled in occupational training programs at NorthBridge College (NBBT College), including, as applicable:

- Full-time students
- Part-time students
- International students holding valid study authorization, where applicable
- Mature students and students returning to education
- Students participating in hybrid, blended, or online learning components
- Students completing work placements, practicums, or other approved experiential learning components

The policy applies throughout a student's period of enrolment and, where specifically provided by college policy or applicable requirements, to certain services or administrative matters arising before enrolment or following program completion or withdrawal.

The availability and method of delivery of particular support services may vary depending on the student's program, method of instruction, individual circumstances, location, and the nature of the support required.

3. Philosophy of Student Support

NorthBridge College recognizes that student success is a shared responsibility between the student and the College. The College is committed to providing a supportive environment where students are informed of available resources and encouraged to seek assistance when needed.

Student support is guided by the following principles:

- **Accessibility:** Providing reasonable access to available academic and student support services and considering accommodation needs in accordance with College policies and applicable requirements.
- **Early Support:** Identifying and addressing academic, attendance, learning, or other concerns that may affect student progress.
- **Respect and Inclusion:** Providing support in a respectful, equitable, and inclusive manner that recognizes individual student needs and circumstances.
- **Confidentiality and Privacy:** Protecting student information and limiting its collection, use, and disclosure to legitimate educational, administrative, safety, support, or legal purposes.
- **Student Empowerment:** Providing information, guidance, and resources that help students make informed decisions and work toward their educational goals.
- **Shared Responsibility:** Expecting both the College and students to participate in appropriate support measures and meet applicable academic, attendance, conduct, and program requirements.
- **Appropriate Referral:** Referring students to appropriate external or community services when specialized support is beyond the College's scope.
- **Continuous Improvement:** Periodically reviewing student support practices to improve their effectiveness and accessibility.

4. Types of Student Support Services

4.1 Academic Advising and Student Advisor Services

Purpose: To support students in understanding program requirements, monitoring academic progress, and working toward successful program completion.

Support Available:

NorthBridge College provides students with access to academic advising through a designated Academic Advisor, Program Coordinator, or other qualified College staff member. Academic advising may include:

- guidance on program requirements, course sequencing, and academic progression;
- review of academic performance and identification of areas requiring improvement;
- guidance on study strategies, time management, and academic goal setting;
- assistance in understanding program completion and graduation requirements; and
- general information regarding transfer credits, where applicable.

Access and Follow-Up:

Students may request academic advising throughout their program. Advising may be provided in person, by telephone, virtually, or through another appropriate method.

The College may also initiate advising or follow-up when academic, attendance, participation, or other progress concerns are identified. Additional support or referral may be arranged where appropriate.

4.2 Academic Learning Support

Purpose: To provide reasonable academic support to assist students with course content, learning needs, and successful program progress.

Support Available:

Depending on the program and course, academic support may include:

- access to lecture recordings, LMS materials, and other available learning resources;
- clarification of course content and academic requirements by instructors;
- guidance on study strategies, assignments, and areas requiring improvement; and
- additional academic guidance or referral to appropriate resources where needed.

Access:

Students requiring academic assistance are encouraged to contact their instructor, Academic Advisor, Program Coordinator, or other designated College staff member.

Academic support may be provided in person, virtually, through the LMS, or by other appropriate means, depending on the program, student needs, and available resources.

Where academic concerns are identified, the College may recommend additional support or follow-up to assist the student in meeting applicable academic requirements.

4.3 Career Services and Employment Support

Purpose: To prepare students for successful transition to the workforce and support career development.

Services Include:

- **Career Counselling:** Individual career counselling to explore career options and set career goals
- **Resume and Cover Letter Writing:** Assistance with creating professional resumes and cover letters
- **Interview Preparation:** Mock interviews, interview tips, and strategies for success
- **Job Search Strategies:** Guidance on using job boards, networking, and hidden job markets
- **Work Placement Coordination:** Assistance with finding and securing mandatory or optional work placements
- **Employer Connections:** Partnerships with local employers for job opportunities and recruitment events
- **Job Fairs and Networking Events:** On-campus and virtual job fairs, employer information sessions
- **Alumni Network:** Connection with program graduates for mentorship and job leads
- **Post-Graduation Support:** Continued career support for up to 12 months after graduation

Access:

- Career services are available to all current students and recent graduates (within 12 months of graduation)
- Students may schedule appointments with the Career Services Coordinator
- Workshops and events are advertised through email, the student portal, and social media

Special Programs:

- **Work-Integrated Learning:** Programs with mandatory co-op or practicum components include dedicated placement support

4.4 Personal Wellness and Community Support

Purpose: To assist students who experience personal or wellness concerns that may affect their participation or academic progress.

Support Available:

NorthBridge College does not provide professional counselling or mental health treatment. Where appropriate, College staff may:

- provide general guidance and information about available support resources;
- assist students in identifying appropriate community, health, counselling, or other external services;
- refer or direct students to specialized services when needs are beyond the College's scope; and
- consider reasonable academic or administrative support in accordance with applicable College policies.

Access:

Students may contact their Academic Advisor, Program Coordinator, instructor, or other designated College staff member when personal circumstances are affecting their studies. Student information will be handled in accordance with applicable privacy requirements and College policies.

Students requiring professional counselling, mental health treatment, crisis intervention, or emergency assistance will be directed to appropriate external or community services.

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

4.5 Financial Aid and Student Loans Assistance

Purpose: To provide students with general information and guidance regarding available financial assistance and funding options.

Support Available:

NorthBridge College may assist students by providing:

- general information about **New Brunswick and Canada student financial assistance programs**;
- information about scholarships, bursaries, grants, or other funding opportunities, where available;
- general guidance regarding financial assistance application processes and required College documentation; and
- information about College payment options, where applicable.

Access:

Students seeking financial assistance information may contact the **Admissions Office or other designated College staff member**. Where appropriate, students may be directed to the relevant government agency, funding organization, or other external resource for further assistance.

Important: Eligibility, approval, and the amount of government loans, grants, bursaries, or other external funding are determined by the applicable funding authority. **NorthBridge College does not guarantee eligibility for or approval of financial assistance.**

4.6 Accessibility and Disability Support

Purpose: To ensure students with disabilities have equal access to educational opportunities and can succeed in their programs. **Support Available:**

NorthBridge College will consider accommodation requests on an individual basis. Depending on the student's needs and program requirements, reasonable accommodations may include:

- adjustments to learning or assessment methods, where appropriate;
- accessible learning materials or assistive supports, where reasonably available;
- reasonable adjustments to schedules or learning arrangements;
- assistance in communicating accommodation needs to appropriate College personnel; and
- referral to external or community resources where specialized support is required.

Eligibility:

- All students with documented disabilities are eligible for accommodations
- Accommodations are determined on a case-by-case basis and must be reasonable and related to the disability
- Accommodations cannot fundamentally alter the essential requirements of the program or compromise academic standards

For the purpose of this policy, “accommodation” refers to reasonable educational or accessibility-related adjustments or supports. It does not refer to housing, lodging, residence, or other living arrangements.

4.9 Support for Mature and Returning Students

Purpose: To recognize that mature students and students returning to education may have different academic, work, family, or personal responsibilities that can affect their studies.

Support Available:

Mature and returning students have access to the same student and academic support services available to other enrolled students. Depending on individual needs and available resources, support may include:

- academic advising and learning support;
- guidance on study skills and time management;
- career and employment support;
- financial assistance information; and
- referral to appropriate community or external resources.

Students requiring additional assistance are encouraged to contact their Academic Advisor, Program Coordinator, instructor, or other designated College staff member.

4.10 Online and Hybrid Learning Support

Purpose: To provide specialized support for students enrolled in online or hybrid (blended) programs.

Services Include:

- **Technology Support:** Assistance with learning management systems, software, and technical issues
- **Online Orientation:** Mandatory orientation for online learners covering platform navigation, expectations, and resources
- **Virtual Academic Advising:** Remote advising appointments via video conference, phone, or email
- **Online Tutoring:** Virtual tutoring sessions and access to online learning resources
- **Time Management for Online Learners:** Workshops and resources on self-paced learning and online study strategies
- **Technical Requirements:** Clear communication of required technology (e.g., computer specifications, internet speed, software)

Access:

- All students in online or hybrid programs have access to online learning support
- Technical support is available during specified hours (e.g., Monday-Friday, 9 AM - 5 PM)
- Virtual office hours with instructors and advisors are offered regularly

5. Early Intervention and At-Risk Student Identification

5.1 Early Warning System

NorthBridge College may identify students who require additional academic or other support based on concerns affecting their progress or participation.

Indicators may include:

- **Academic Progress:** Low or declining grades, unsuccessful assessments, or repeated missing/late assignments.
- **Attendance:** Repeated or unexplained absences or attendance concerns in accordance with the College's Attendance Policy.
- **Participation:** Reduced participation, failure to engage with required course activities, or repeated lack of response to College communications.
- **Other Concerns:** Personal or other circumstances disclosed by the student that may affect academic progress or program participation.

When concerns are identified, appropriate College staff may contact the student to discuss the concern, identify available support, and determine whether additional follow-up or referral is appropriate.

5.2 Intervention Process

When a student is identified as at-risk, the following intervention process is initiated:

When a concern affecting a student's academic progress, attendance, or participation is identified, NorthBridge College may take the following steps:

1. Student Contact

The instructor, Academic Advisor, Program Coordinator, or other designated staff member will communicate the concern to the student and provide an opportunity for the student to respond.

2. Support and Action

Where appropriate, the College will work with the student to identify reasonable steps to address the concern. These may include academic guidance, learning resources, attendance improvement measures, reasonable adjustments where applicable, or referral to appropriate external services.

3. Monitoring and Follow-Up

The student's progress may be monitored and additional follow-up provided as appropriate. Relevant interventions and communications will be documented where necessary.

4. Further Action

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

5.3 Faculty and Staff Responsibilities

All faculty and staff members have a role in identifying and supporting at-risk students:

- **Instructors:** Monitor student grades, attendance, and engagement; report concerns to the Academic Advisor
- **Academic Advisors:** Conduct regular check-ins with students; identify early warning signs; coordinate interventions

- **Administrative Staff:** Flag students with outstanding fees, attendance issues, or administrative holds
- **Support Staff** (e.g., counsellors, career advisors): Provide referrals and coordinate support services

6. Student Success Initiatives

6.1 Orientation Programs

Purpose: To help new students transition to college life, understand program expectations, and access support services.

Programs Include:

- **General Orientation (All Students):**
 - College overview and policies
 - Campus tour and introductions to staff where applicable
 - Information on student support services
 - Technology training (e.g., student portal, learning management system)
 - Icebreaker activities and peer networking
- **Program-Specific Orientation:**
 - Detailed program overview and curriculum
 - Introduction to program instructors and advisors
 - Review of program-specific requirements (e.g., attendance, grading, work placement)
 - Distribution of student handbook and program materials

Timing:

- New student orientation will normally be conducted before classes begin or during the first week of the program.
- Attendance at orientation is mandatory for all new students.
- Students who are unable to attend the scheduled orientation must complete a make-up orientation or receive the required orientation information through another method designated by the College.

6.2 Student Progress and Completion Support

Purpose: To support students in maintaining satisfactory progress and successfully completing their program requirements.

NorthBridge College may support student progress and completion through:

- monitoring academic progress and attendance in accordance with applicable College policies;
- academic advising and learning support;
- early identification and follow-up where concerns arise;
- guidance regarding program and graduation requirements; and
- referral to appropriate College or external resources where additional support is required.

Students experiencing difficulties that may affect their progress are encouraged to contact their instructor, Academic Advisor, Program Coordinator, or other designated College staff member as early as possible.

7. Referral Processes

7.1 Internal Support Coordination

Students may be referred internally between support services to ensure coordinated care:

1. Where a student requires assistance, an instructor, Academic Advisor, Program Coordinator, or other designated staff member may connect the student with appropriate College personnel or available resources.
2. Where personal information needs to be shared for support purposes, it will be handled in accordance with applicable privacy requirements and College policies.

7.2 External Referrals

Where a student's needs are beyond the services provided by NorthBridge College, the College may provide information about or refer the student to appropriate **community, government, health, counselling, accessibility, financial, legal, employment, or other external resources**, as applicable.

College staff may assist the student in identifying an appropriate resource or making initial contact where reasonable. The external service provider is responsible for determining eligibility, availability, services, and any associated costs.

NorthBridge College does not guarantee the availability, eligibility, quality, or outcome of services provided by external organizations.

7.3 Duty to Report

NorthBridge College respects the privacy and confidentiality of student information. However, information may be disclosed to an appropriate authority **where required or authorized by law**, in response to a lawful request or order, or where disclosure is reasonably necessary to address a serious or imminent safety concern.

Examples may include:

- suspected child abuse or neglect where reporting is required by law;
 - a serious or imminent threat to the safety of the student or another person;
 - a lawful request, court order, or other legal requirement; or
 - disclosure to a government or regulatory authority where specifically required or authorized by applicable law.
- Where appropriate, staff should refer the matter to designated College administration before making an external disclosure, unless immediate action is necessary to protect health or safety.

Student information will be disclosed only to the extent reasonably necessary and in accordance with applicable law and College privacy policies.

8. Student Responsibilities

Student success is a shared responsibility. Students are expected to participate actively in their education, communicate with the College, and make appropriate use of available support services.

8.1 Academic Responsibilities

Students are expected to:

- Attend and participate in classes and required learning activities in accordance with College attendance requirements.
- Complete assignments and assessments within established deadlines.
- Seek academic assistance when needed.
- Communicate with instructors or designated College staff regarding concerns affecting academic progress.
- Participate in agreed-upon academic support or improvement measures, where applicable.

8.2 Engagement Responsibilities

Students are expected to:

- Attend required orientation and other required academic meetings.
- Respond to important communications from the College.
- Make reasonable use of available support services when needed.
- Communicate respectfully and professionally with College staff and other students.

8.3 Communication Responsibilities

Students are responsible for:

- Keeping their contact and other required student information current.
- Informing the College of circumstances that may affect their studies when College assistance or consideration is requested.
- Communicating accessibility or accommodation needs where support is requested and providing relevant supporting information where reasonably required.
- Maintaining respectful and professional communication with college personnel.

8.4 Financial Responsibilities

Students are responsible for:

- Paying tuition and applicable fees in accordance with their student contract and College policies.
- Meeting applicable requirements and deadlines for any financial assistance for which they apply.
- Communicating with the College regarding payment-related concerns that may affect their enrolment, where appropriate.

8.5 Compliance Responsibilities

Students are expected to:

- Follow applicable College policies, procedures, academic requirements, and standards of conduct.
- Meet applicable program-specific requirements, including placement or practicum requirements where applicable.
- Maintain any authorization or documentation legally required for their studies, where applicable.
- Provide accurate and current information to the College where required for enrolment, program participation, or regulatory purposes.

9. Confidentiality and Privacy

9.1 Confidentiality Standards

Student information will be handled confidentially and accessed or shared only where reasonably necessary for legitimate educational, administrative, student-support, safety, regulatory, or legal purposes.

College staff are expected to protect student information and follow applicable privacy requirements and College policies.

9.2 Information Sharing

Student information may be shared within the College with appropriate personnel where reasonably necessary to administer the student's program or provide support.

Information may also be disclosed:

- with the student's consent, where appropriate;
- where required or authorized by law;
- where reasonably necessary to address a serious or imminent health or safety concern;
- in response to a lawful request, order, or legal process; or
- to the Minister or other authorized authority where required under applicable legislation.

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

9.3 Student Access to Records

Under **Regulation 84-207, Section 15.1(2)**, students have the right to access their student records, including records of support services interactions (with certain exceptions).

- Students may request to view their support services records by submitting a written request to the College Administration
- Certain records (e.g., personal counselling notes) may be exempt from disclosure to protect student privacy and therapeutic relationships

10. Record-Keeping and Documentation

10.1 Student Records

NorthBridge College will maintain student records in accordance with **Regulation 84-207, section 15.1**.

The required student record includes:

- application and proof of acceptance;
- examinations and results;
- assignments and results;
- attendance records;
- complaints made by the student;
- proof of payments;
- credentials awarded;
- the signed student contract and any amendments; and
- transcripts.

The College may also maintain appropriate administrative or student-support documentation where reasonably necessary for educational, administrative, support, safety, or legal purposes. Such information will be handled in accordance with applicable privacy requirements and College policies.

10.2 Record Retention

NorthBridge College will retain student records in accordance with applicable legal and regulatory requirements and College record-retention policies.

In accordance with Regulation 84-207, subsection 15.1(4), records of credentials awarded and student transcripts will be retained for a minimum of 50 years after the date of registration.

Other records will be retained for the period required by applicable legislation and College policies.

10.3 Reporting to the Minister

NorthBridge College may be required to submit reports to the Minister under POTA, including:

- Number of students accessing support services
- Types of services utilized (e.g., academic advising, tutoring, career services)
- Retention and graduation rates for students who accessed support services
- Any compliance issues related to student support

11. Quality Assurance and Continuous Improvement

11.1 Student Feedback

NorthBridge College values student feedback and may obtain feedback regarding student support services through surveys, direct communication, meetings, or other appropriate methods.

Student feedback may be considered when reviewing and improving College services, policies, and procedures.

11.2 Review of Student Support Services

The College will periodically review its student support services to assess their effectiveness and identify areas for improvement.

Reviews may consider student feedback, academic progress, service needs, complaints, and other relevant information.

11.3 Continuous Improvement

Where appropriate, NorthBridge College may improve its student support services by:

- updating policies, procedures, and available resources;
- providing appropriate guidance or training to staff;
- improving communication with students; and
- modifying or expanding support services based on identified needs and available resources.

12. Related Policies

This policy should be read in conjunction with the following NorthBridge College (NBBT College) policies:

Policy Name	Purpose
Student Code of Conduct	Expected behaviour and community standards
Academic Integrity Policy	Honesty and ethical standards in academic work
Accessibility and Accommodations Policy	Support for students with disabilities
Privacy and Confidentiality Policy	Protection of student personal information
Student Complaint Submission and Resolution Policy	Process for raising concerns about support services
Attendance Policy	Attendance requirements and support for at-risk students
Student Dismissal Policy	Grounds and procedures for dismissal, including early intervention
Grading Policy	Academic performance monitoring and support

13. Policy Distribution and Acknowledgment

- Information regarding student support services and applicable College policies will be provided to students Where this policy, or information from this policy, forms part of the student contract requirements, it will be included in the contract or in an appendix forming part of the contract, as applicable.
- Students will be informed of available student support services during orientation and will have reasonable access to this policy throughout their enrolment.
- The policy may be made available through the Student Handbook, College website, LMS, or directly from College administration.
- College staff will be informed of their responsibilities under this policy, as applicable.

14. Definitions

Term	Definition
Academic Advising	Personalized guidance on academic planning, program requirements, and educational goals
At-Risk Student	A student who shows indicators of potential academic failure, withdrawal, or dismissal (e.g., low grades, poor attendance, disengagement)
Early Intervention	Proactive identification and support for students who are struggling before they reach a crisis point
Accessibility Services	Support and accommodations for students with disabilities to ensure equal access to education
Mature Student	A student who is 21 years of age or older and may have unique challenges balancing education with other responsibilities
Duty to Report	Legal or ethical obligation to report certain concerns (e.g., child abuse, threats to safety) to external authorities
Minister	The Minister of Post-Secondary Education, Training and Labour for the Province of New Brunswick

15. Contact Information

For questions regarding this policy or to access student support services, contact:

Student Support Services Office

NorthBridge College (NBBT College)

Moncton, New Brunswick, Canada

Website: NBBTCollege.ca

Email: students@nbbtcollege.ca

Phone: +1-506-800-0851

For External Complaints about Student Support:

Private Occupational Training Branch

Department of Post-Secondary Education, Training and Labour

Government of New Brunswick

Email: LFPSP-POTA@gnb.ca

Phone: (506) 453-2597

Community Services Available for Students New Brunswickers can access eVisitNB (<https://www.evisitnb.ca/>) for a secure virtual care consultation (via video, phone or text messaging) with a New Brunswick primary care provider.

Please remember in the case of an emergency call 911 and/or go to one of our local hospitals.

Moncton City Hospital: 135 Macbeath Ave, Moncton, NB E1C 6Z8

George Dumont Hospital: 330 Université Ave, Moncton, NB E1C 2Z3

The following is a directory of walk-in clinics:

After Hours Medical Clinic:	Mountain Road After Hours Medical Clinic:	Primacy-Moncton Main Medical Clinic	Medical Clinic
404 St. George St. Suite 201, (506) 854-2273	1789 Mountain Road, (506) 388-9355	165 Main St., (506) 854-8805	Dieppe, (506) 384-1110
For Telephone care: Call 811 Tele-Care is a free, confidential health advice and information line			

Food Banks

Peter McKee Food Bank	Second Mile Food Bank	Food Depot Alimentaire	Karing Kitchen
475 St. George St., (506) 383-4281	243 Lewisville Rd., (506) 857-9121	330 MacNaughton Ave., (506) 800-0803	75 Alma St., (506) 854-3837

Second Hand Clothing Stores

Guy's Frenchys 1567 Mountain Rd., (506) 860-6219	Habitat for Humanity 950 Mountain Rd., (506) 384-4664	The Salvation Army Thrift Store 300 Elmwood Dr., (506) 859-8305	Value Village 15 Plaza Blvd., (506) 382-3003
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Counselling Services in New Brunswick:

Mental Health Services:

NB Addiction and Mental Health Helpline: 1-866-355-5550 Available 24/7

[Mental Health Services for Adults and Children](#)

- One-at-a Time Therapy
- Critical Incident Stress Management
- Early Psychosis ProgramFlexible Assertive Community Treatment
- Operational Stress Injury Clinic

Chimo Helpline: 1-800-667-5005 Available 24/7 committed to help with any issue. Chimo is an Inuit word that means Friendship

Sexual Violence: Sexual Violence NB: [Website](#)

Autism/Asperger's Syndrome : Autism Canada: [Website](#)

Suicide Crisis Helpline: 988 Toll Free Available 24/7

Gambling Info Line: 1-800-461-1234

Just Us: We All Struggle Inc.

Three free one-hour sessions

[Just Us Information](#)