



## AMI Assistants Course Policies

### ADMISSIONS POLICY

If an applicant fails to meet the minimum admission requirements, they cannot be waived by either the institution or the student.

1. One must be 19 years of age by graduation and have Grade 12 or Mature Student Status (19 years of age or older).

Prior Learning Credit: Credit towards course content is not given for prior learning.

### ATTENDANCE POLICY

Students must attend 90% of all lectures to receive a certificate of completion and transcript.

### GRADES APPEAL POLICY

Students registered in short duration programs do not receive letter grades.

### DISPUTE RESOLUTION POLICY AND PROCEDURE

The direction and staff of the Montessori Training Centre of British Columbia have an Open Door policy to address its students' queries. All concerns must be taken to the Director of Training who will extend every effort to resolve the conflict through dialogue, using understanding and principles of fairness. The Director of Training appointed by the Association Montessori Internationale has the authority to resolve disputes of a pedagogical nature. Dispute of a refund of fees nature will be addressed by a representative of the Board of Directors of the Training Centre according to the policy included in the Student Contract.

**Policy:** Individuals should always try to resolve issues informally. If a more formal approach becomes necessary, the institution provides a fair and reasonable mechanism for resolution.

**Procedure:**

- Step One: First try to resolve the issue directly with the other party. If this does not work...
- Step Two: Put your complaint in writing to the President of the Montessori Training Centre Society of British Columbia. He/she will request submissions from all involved parties, including witnesses, conduct an investigation and set up a meeting within 24 hours.
- Step Three: The President will provide a written decision to all parties within 48 hours. If this does not work...
- Step Four: The parties appoint an outside mediator/arbitrator within 48 hours. The MTC of BC and the student will share the cost of an outside arbitrator equally.
- Step Five: The decision of the arbitrator is final.

### STUDENT WITHDRAWAL AND DISMISSAL POLICY

Students are expected to abide by the conditions set for taking the course and any arrangements made for their training during the program. Students may be dismissed from the course for medical, psychological, academic or other cogent reasons.

Non-payment of fees within 3 days of the scheduled date may result in dismissal of a student from the program without any further delay.

A copy of the complete student dismissal policy is available upon request from the administration office.