

STUDENT INFORMATION & COMMUNITY RESOURCES

NEW BRUNSWICK BIBLE INSTITUTE
2235 Route 103, Victoria Corner, NB E7P 1C7

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Policies and Procedures

Prospective students have access to policies and procedures outlined in our student handbook by accessing the “Resources” tab on our website at nbbi.ca. International students may access this resource at nbbi.ca. Once a student is accepted, they are mailed the student handbook, outlining policies and procedures, along with a letter of acceptance from the President and a student contract.

Application Process

The application process and application forms are available on our website. International students may access this information at nbbi.ca.

Tuition Refund Policy

To be eligible for a refund, withdrawal requests must be submitted on or before the completion of the sixth (6) week of classes. The following chart is used when determining refund of fees in regards to tuition.

<i>Attended (or part thereof)</i>	<i>% of tuition refund</i>	<i>Attended (or part thereof)</i>	<i>% of tuition refund</i>
First Week	100%	Fourth Week	50%
Second Week	80%	Fifth Week	35%
Third Week	65%	After Five Weeks	0%

Room and board charges are pro-rated at a rate of approximately 7% per week (charged on a weekly basis, or part thereof).

Language Proficiency Requirement

If an international student’s first language is not English, satisfactory results from the TOEFL (Test of English as a Foreign Language) must be sent directly to New Brunswick Bible Institute. Applicants should have a minimum score of 80, though some exceptions may be made at the school’s discretion. For more information on TOEFL testing, visit <https://www.ets.org/toefl>.

Good Standing Policy

A. Appeal Process/Policy

If a student disagrees with the school’s decision in regards to an academic or disciplinary decision, an appeal may be made. The following criteria must be met to file an appeal.

1. No more than 3 weeks have transpired since the ruling was made.
2. An appeal form must be downloaded from our website or a request for the form can be made with the deans’ department or academic department.
3. A clearly established reason for the appeal must be made along with appropriate documentation that may be required.
4. In the case where an appeal is made, the case will be taken to the President, who along with an advisory committee, will reexamine the case.

5. Once an appeal is submitted, the committee will have no more than 3 weeks to make a decision.

B. Attendance Policy

Students are required to inform the Deans department if they will be absent from class. Absences from classes that exceed 25% of class time in any subject without satisfactory explanation will mean that credit will not be given for that course. Our attendance policy is outlined on page 14 of our student handbook.

C. Grading Policy

Our grading policy and guidelines for academic probation are outlined on page 14 of our student handbook.

D. Evaluation Criteria Policy

New Brunswick Bible Institute seeks to be fair, balanced and consistent in our evaluation of student work. The following criteria provide the guidelines for such evaluations.

- Student evaluations must be aligned with and consistent with Course Learning Outcomes.
- Students are evaluated through a variety of methods which may include but are not limited to tests, assignments, in class participation and interaction.
- Grades are not assigned for attending class and all grading is done in an objective way in keeping with the course requirements.
- All evaluation/assignment deadlines are clearly articulated to students in the course syllabi.
- Typically, no single evaluation will count for more than 40 percent of a student's final grade.
- Students are required to write tests or assignments on the scheduled date provided by the faculty member unless acceptable reasons for not doing so are communicated with that teacher.
- It is the student's responsibility to notify the faculty if they are unable to complete a required assignment or test on a given date. If the excuse is reasonable then alternate plans can be made.
- A student must notify faculty before a test or assignment is due and not after if that test or assignment will be missed.
- Effective formative and summative feedback on tests and assignments are an integral part of student learning and are essential to the learning process. Feedback will be respectful and may include comments on work submitted, suggested references or resources, model answers, and common mistakes.
- Students have the right to see, review and request additional clarification on marked or graded evaluation.

- Faculty will maintain the strictest confidentiality when returning and discussing a student's evaluated course work.
- In the event that graded work results in legitimate conflict between the student and faculty member, an appeal can be made to the Academic Dean. The Academic Dean will work with the faculty member to resolve the conflict in a clear and respectful way.

E. Academic Dishonesty

New Brunswick Bible Institute takes academic dishonesty very seriously. Plagiarism, cheating, AI programs, and impersonation will not be tolerated. Violation of these policies will be strictly enforced.

1. Plagiarism

Plagiarism is submitting or presenting work to meet the requirements of a given course that is not that student's own work. This includes:

- submitting work, whether in part or whole, which was not completed by the student.
- parts of the work (phrased, ideas, quotes, sentences) were taken from another source without making reference to the original author.
- copying the entire work from another source and submitting it as their own.
- submitting work in a course that was already submitted in another course.

2. Cheating

Cheating on tests or examinations includes, but is not limited to, dishonest or attempted dishonest conduct such as speaking to other students or communicating with them under any circumstances whatsoever; bringing into the examination room any textbook, notebook, or memoranda not authorized by the examiner, or leaving answer papers exposed to view.

3. A.I (Artificial Intelligence)

NBBI considers it to be unethical to use A.I platforms to fully or partially produce academic work to be submitted in the academic setting.

4. Penalties

A student that is guilty of any of the above-mentioned infractions may be subject to one or more of the penalties listed below.

- assignment of a grade of zero in the assignment, test, or exam;
- assignment of a grade of zero in the course in which the offence is committed;
- suspension from attendance in all courses in which the student is registered at the time the offence was committed, and loss of credit for any course or courses which have not been completed or in which no grade or final evaluation has been registered at the time the offence was committed;
- suspension from the Institute.

5. Faculty Responsibility

The initial responsibility for action lies with the instructor. The instructor may assign a grade of zero for the assignment, test, exam and may even assign a grade of zero for the course. They will then advise the Academic Dean, the Student Dean and the Registrar of any further action that may be required.

6. Suspension or Expulsion by Board of Directors

In the case where the Academic Dean, Student Dean and Registrar deem it appropriate, the student in question may be expelled.

7. Appeals

A student may make an appeal to the President and Board of Directors if they so wish. The final decision in all cases lies with the Board of Directors.

8. Re-admission

A student who has been placed under suspension may conditionally be eligible for readmission the following academic year. However, suspension does not imply automatic readmission. An interview and subsequent positive recommendation from the Academic Dean and Dean of Students Affairs must be given before a student may be reinstated.

F. Student Dismissal

New Brunswick Bible Institute is committed to ensuring that all students complete the program for which they have applied. Our goal is to treat each student fairly and equitably. However, if a student fails to meet the academic, financial and ethical goals of the Institute they may be subject to dismissal. This is considered to be the last resort and students subject to expulsion will have the right to receive sufficient notice, to be heard, and to appeal the decision.

A student may be dismissed for any of the following reasons.

- Failure to meet our Academic Integrity Policy as outlined in our handbook
- Failure to adhere to our Student Code of Conduct policies.
- Failure to remit outstanding fees relating to tuition, room and board.
- Failure to meet Academic requirements.

1. Dismissal Procedure

Students subject to dismissal will be notified in writing, either hand-delivered or by electronic mail. Students who are dismissed are considered withdrawn from the program on the date of dismissal.

2. Appeal Process

Dismissed students wishing to dispute the conditions of their dismissal must appeal the decision within three (3) days of the notification. The appeal must be accompanied by sufficient proof to support the dispute. If a student appeal is unsuccessful, the student is considered withdrawn from the Institute.

Complaint Resolution Process

Our procedures for complaint resolution are outlined on pages 18 and 19 of our student handbook.

Student Withdrawal

Circumstances may occur in which a student chooses to withdraw from our program. The following policies seek to outline the steps that may be taken in order to withdraw and be considered eligible for fee refunds.

1. To be eligible for a refund, withdrawal requests must be submitted on or before the completion of the sixth (6) week of classes. The following chart is used when determining refund of fees in regards to tuition.

<i>Attended (or part thereof)</i>	<i>% of tuition refund</i>	<i>Attended (or part thereof)</i>	<i>% of tuition refund</i>
First Week	100%	Fourth Week	50%
Second Week	80%	Fifth Week	35%
Third Week	65%	After Five Weeks	0%

2. Room and Board charges are pro-rated at a rate of approximately 7% per week (charged on a weekly basis, or part thereof).
3. Failing to attend classes, notifying a third party or informing a faculty member of an intent to withdraw does not constitute an official withdrawal from New Brunswick Bible Institute.
4. If there are exceptional circumstances surrounding a student's request for withdrawal (medical emergency or a death in the family), the student may make special request from the administration to have further fees reimbursed.
5. Under IRCC guidelines, students will only be issued a Canadian study permit if they can show a letter of acceptance from a DLI. Students withdrawing to study elsewhere must provide the Academic department of New Brunswick Bible Institute proof of admission to another DLI.
6. For international students who are withdrawing, refunds are transferred directly to the student. Where possible, refunds will be processed using the same method as the original payment.
7. Once a student has withdrawn from the program, and unless they show proof of acceptance at an alternate DLI, they are not permitted to stay in the country.

Revocation Process

Should New Brunswick Bible Institute voluntarily or involuntarily have the International Student Program (ISP) Designation revoked, the following process would guide our interaction with the Ministry of Education and with the international students enrolled at that time.

A. International Student Advisor

The International Student Advisor will be the liaison between the President/Board of Directors and the affected international students. The advisor will notify the international students of the various developments in a timely fashion, communicate to the students on behalf of the Institute and assist them with the adequate services needed in transferring elsewhere.

B. President/Board of Directors

The President, along with the Board of Directors, will be in communication with the Ministry of Education (PETL) immediately and will pass along appropriate correspondence to the international students through the Student Advisor.

C. Academic Dean, Dean of Student Affairs, Registrar

These three departments will play a critical role in caring for the international students' needs in the transition. The following services will be provided and the following steps will be taken.

- The international students will meet with the International Student Advisor to ascertain their needs and desires as to the next step(s).
- The students will be clearly informed as to when the revocation will be effective.
- A list of comparable programs at other DLIs will be offered to them.
- Communication with alternative DLIs will be made on behalf of the students.
- Assist the students with the transfer of student records (at no charge), tuition refunds and any financial issues that may arise in the transfer to another school.
- New Brunswick Bible Institute will host displaced international students for a reasonable agreed upon time while the transition to another DLI can be made.
- All financial credits on student accounts will be refunded in full after the appropriate fees have been charged for the services rendered per tuition and fee schedules.

It is the desire of New Brunswick Bible Institute that in the case of ISP Designation Revocation, the Board of Directors, President, Student Advisor and Deans work in coordination with the enrolled international students to assist them to have as smooth a transition out of New Brunswick Bible Institute as reasonably possible.

Assistance in Housing

All single students are required to reside on campus in one of our dormitories, Beacon Hall or Liberty Hall.

NBBI has limited housing available on campus for married students. However, in the event that our apartments are not available, married students must find their own housing off campus. Students should consider the following as they search for housing:

- Begin their housing search early.
- Consider proximity to NBBI, transportation, shopping, and amenities.
- Use a budget planner to determine your price range. Here is a great tool found on the Government of Canada website: [Budget Planner](#)
- Visit [Renting in New Brunswick \(gnb.ca\)](#) for important information and checklists to help with their housing search.
- Keep a copy of all documents for their records. If the landlord does not provide a lease, they can obtain a sample one from the [Office of the Rentalsman](#).
- Thoroughly read the lease or rental agreement and understand the terms before signing.
- Research potential housing options thoroughly using the links below.
- Visit [nb.211.ca](#) for links to a wide variety of information and resources.

LINKS FOR HOUSING: [Places4Students](#)
[Canada Homes for Rent](#)
[Facebook Marketplace](#)
[Kijiji](#)
[Renters Hotline](#)
[RentSeeker](#)
[Zoeken](#)

Health Support

International students may apply for NB Medicare. The application can be found online at: <https://www.pxw1.snb.ca/snb7001/e/1000/CSS-FOL-35-5012E.pdf>

In the event of illness and the need for medical care, students may:

1. Speak to a nurse about their symptoms by calling 8-1-1. Information about the services provided by Tele-Care 8-1-1 is available at the following link:

<https://www2.gnb.ca/content/gnb/en/corporate/promo/accessing-healthcare/tele-care.html>

2. Make a virtual appointment with a doctor at <https://www.evisitnb.ca/>

3. Visit the local emergency department at: Upper River Valley Hospital
11300 Route 130
Waterville, New Brunswick E7P 0A4
(506) 375-5900

4. Visit <https://nb.211.ca> for information on local health services.

Mental Health Services

There are a number of local services available for those struggling with mental health issues. Students may avail themselves of the following services.

1. Students should speak to the appropriate Dean if they are struggling with mental health issues, either Mike Grant or Beth McMahon.

2. Call the provincial addiction and mental health helpline to speak with a Care Coach at 1-866-355-5550. This service is available 24/7.

<https://www2.gnb.ca/content/gnb/en/departments/health/AddictionsandMentalHealth/helpline.html>

3. Contact the local helpline: Upper River Valley Mobile Crisis Service. This service is available between 2-10pm daily by calling 1-888-667-0444.

<https://horizonnb.ca/services/addictions-mental-health/adult-services/mobile-crisis-unit/>

4. Make an appointment by calling (506) 325-4419 from Monday to Friday between 8:30 a.m. and 4:30 p.m.

Woodstock Addiction and Mental Health Services

200 King St., Room 201, Woodstock, N.B., E7M 1Z7

Social Support Services

Woodstock has the following resources available.

1. The local food bank collects food and clothing for families who are in need. They are located at:

162 Houlton Street
Woodstock, NB E7M 1Z1
(506) 328-4417
<https://valleyfoodbank.ca/>

2. There are two local clothing stores that have used clothing for sale at discounted prices.

Changing Hands Thrift Shop	Brighter Days Boutique
688 B Main Street	162 Houlton Street
Woodstock, NB	Woodstock, NB E7M 1Z1
(506) 328-0000	(506) 328-4417

3. Visit <https://nb.211.ca/> for links to a wide variety of information and resources.

4. Students wishing to take academic workshops can visit <https://allevents.in/woodstock-nb/workshops> for information regarding events and workshops in Woodstock.

5. Students who need additional English language support can register for the free English language services provided by the Multicultural Association of Carleton County by contacting them at (506) 328-4690 or settlement@maccnb.ca.

Academic and Peer Counseling

International students needing academic assistance should seek support from any of the following:

1. Dean of Students
2. Academic Dean
3. A personal tutor
 - Ruth Meed (Ruth.Meed@gmail.com) is available for academic tutoring locally.
 - This service would be initiated by the student and would not be an expense covered by the Institute.
4. Visit <https://allevents.in/woodstock-nb/workshops> for information regarding workshops in Woodstock, NB.
5. Register for the free English language services provided by the Multicultural Association of Carleton County by contacting them at (506) 328-4690 or settlement@maccnb.ca.

Community Connections

International students may want to connect with local entities as they acclimate and adjust to life in Canada. The following organizations may provide support and assistance.

1. The Multicultural Association of Carleton County provides a variety of support measures for newcomers to Canada, such as English language classes. Contact them at settlement@maccnb.ca or (506) 328-4690. Visit them online at <https://www.maccnb.ca/> or in person at: 645/647 Main St, Woodstock, NB, E7M 2C7.
2. Visit Working NB at <https://www.workingnb.ca/> to access job listings, career events, education and training, and more.
3. Our students are required to volunteer weekly in a local non-profit organization as part of their academic program as well as attend a local religious assembly. This will ensure that international students become connected to the community.

Federal Requirements on Immigration and Permits

UPDATED INTERNATIONAL APPLICATION PROCESS

On **January 22, 2024**, Immigration, Refugees and Citizenship Canada (IRCC) announced that they will be setting a cap on the number of study permit approvals issued to international students for a two-year period (2024-2025).

For further information directly from Immigration, Refugees and Citizenship Canada (IRCC), please visit the links below.

- [Canada to stabilize growth and decrease number of new international student permits issued to approximately 360,000 for 2024 - Canada.ca](#) (January 22, 2024)
- [Additional information about International Student Program reforms](#) (February 5, 2024)

NBBI remains committed to supporting you as you prepare for your studies in New Brunswick and as you navigate these recent changes.

PAL REQUIREMENTS

As part of the announced cap implementation, a provincial attestation letter (PAL) is a requirement for all NBBI applicants submitting a study permit application. Any study permit application submitted to IRCC without the required letter of attestation will be returned.

In accordance with newly-developed policies communicated by the Province of New Brunswick to all New Brunswick post-secondary institutions, final authority to grant a PAL resides with the Province of New Brunswick. A PAL will be approved and granted by the Province, then distributed to applicants through NBBI.

In order to be eligible for a PAL, an NBBI applicant must:

- 1. Have paid the \$75 confirmation fee.**
- 2. Provide passport information and consent to NBBI.**

The Province of New Brunswick has identified the passport as the unique personal identifier required to confirm your identity and verify if you are eligible to receive a provincial attestation letter (PAL). NBBI will be collecting this information and including it in your application for a PAL.

Important: It is critical to note that an applicant will only be eligible for **one PAL from the Province of New Brunswick**. Confirmation fees are non-refundable, and NBBI will not reimburse fees if an applicant receives a PAL from another institution first.

APPLYING FOR A STUDY PERMIT

Once applicants receive a PAL, they may apply for their study permit. For the most current and accurate information, you should always refer to the Immigration, Refugees and Citizenship Canada (IRCC) website: [Study in Canada as an international student - Canada.ca](#).

For more information on opportunities in the Province of New Brunswick, please visit www.welcomenb.ca.

Respectful Environment

OTHER PARTS OF THIS SECTION ARE RESOURCE LINKS OR SUGGESTIONS ONLY

NBBI desires that our campus be a place free of conflict, discrimination or harassment. This guide is intended to help individuals determine whether a situation rises to the level of discrimination/harassment and provides some general guidelines on how to attempt to resolve the situation in a positive manner. To facilitate resolving conflict is to provide a harmonious and respectful environment in which every person can thrive.

Conflict is unavoidable and is a necessary outcome of human interaction. Pure discrimination/harassment is rare and, in most cases, conflict can be resolved through clear and straightforward communication. New Brunswick Bible Institute expects students, staff, faculty and visitors to conduct themselves in a respectful manner that is in keeping with God's standard revealed in His Word.

a. Discrimination/ Harassment defined.

Discrimination is unjust or prejudicial treatment of another person based solely upon their ethnicity, age, sex or disability.

Harassment/ Bullying is aggressive intimidation or pressure placed upon another individual which often results in mental, emotional and spiritual harm.

The above-mentioned behaviour is intentional and is intended to manipulate and intimidate another person. The end goal is power and control over that individual.

b. Policies/Procedures for dealing with discrimination/ harassment/ bullying.

When it is obvious that the behaviour is...

- so egregious that any reasonable person would know it is unwelcome,
- violent in nature,
- sexual in nature,
- in line with one of the above-mentioned definitions,

the offended party should...

1. Contact the Dean of students immediately to file a complaint.
2. The student along with the Dean will accurately document the encounter including names, times, description of events and any other evidence that may be available.

3. In the case where the offending behaviour breaks the law, the appropriate authorities should be contacted immediately.
4. The Dean of Students will either try to bring the various parties together in a safe, non-threatening environment so that the issues can be discussed and resolved or he will contact other departments if further steps need to be taken.
5. Confidentiality is our highest priority and when necessary, all interactions and filed complaints will remain anonymous for the safety of the student(s) involved.
6. The Dean of Students will not contact any other party or take any action steps without the permission of the person who filed the complaint.
7. The Dean of Students will offer any support that is deemed necessary in helping the student resolve the conflict so they can feel safe, welcome and supported while enrolled at New Brunswick Bible Institute.
8. New Brunswick Bible Institute is also committed to fairness and justice for all parties involved. We will seek to gather all the facts and we recognize that an individual should be granted the presumption of innocence until the complaint can be thoroughly investigated and a determination in the case can be made.

Student Advocate/Student Union

At the beginning of each scholastic year, the student body of New Brunswick Bible Institute elects class leaders who, in turn, form the Student Council. This council is responsible for organizing activities and representing the students' concerns. The acting student body president will be the liaison between the student body and the President in matters of concern.

Student Advisor Role

Students requiring support and assistance should contact our dean's department.

Mike Grant, Dean of Men, at (506) 375-2252 or mike.grant@nbbi.ca

Beth McMahan, Dean of Women, at (506) 375-2273 or beth.mcmahan@nbbi.ca

International Students' Legal Rights

For legal information on tenant rights and responsibilities and other housing services, please visit: <https://www2.gnb.ca/content/gnb/en/corporate/promo/renting-in-new-brunswick.html>

For information about employment laws in Canada, please visit: <https://www.canada.ca/en/services/jobs/workplace/federal-labour-standards.html>

For information on criminal law, please visit: <https://www.criminalcodehelp.ca/offences/>

Student Records

The purpose of the policy is to define the rights and obligations of students and of New Brunswick Bible Institute in matters pertaining to student records and applications.

1. All documentation submitted to the Institute in support of an application for admission becomes the property of the Institute.
2. The Institute is committed to taking every reasonable step to protect the confidentiality and privacy of the information contained in the records of applicants, students and former students. Unless compelled to do so by law, or authorized by the student in writing, the Institute does not disclose the contents of student records to any party.
3. A record of students' academic achievements at the Institute is preserved indefinitely.
4. A student's records may consist of all or some of the following:
 - a. biographic information (name, address, email address, telephone, date of birth, citizenship, next of kin, social insurance number, photograph, etc.);
 - b. basis of admission (application, record of previous studies, letters of recommendation, test results, etc.);
 - c. enrolment information (program of study, dates of attendance, courses taken);
 - d. performance information (examination results, evaluations, degrees obtained, etc.);
 - e. results of petitions and appeals filed by the student;
 - f. medical information relevant to a student, and provided with the consent of the student;
 - g. financial information (charges, payments, awards, debts, etc.);
 - h. letters of acceptance along with a record of admission requirements;
 - i. copies of any contractual arrangements made between the school and the student;
5. The Institute maintains records through a combination of hard copy and electronic forms.
6. The Institute will disclose a minimum of information about students who have graduated, in keeping with what is considered to be public information, as follows:
 - degrees obtained and dates conferred, and in most circumstances,
 - scholarships and bursaries and the dates awarded.

Students may request additional privacy for reasons of personal security, for example, if they are being, or are in fear of being, threatened or harassed. All such requests should be directed to the Registrar's department and supported by the student's academic dean or dean of student affairs.

7. In support of our commitment to confidentiality, faculty are instructed to keep grades and evaluative comments private and instructors are encouraged to have processes and practices that are in keeping with this commitment.

8. Students normally have the right to inspect documents contained in their own records; however, the Institute may refuse to disclose personal information if it is “evaluative or option material” such as confidential evaluation and letters of reference supplied to the Institute.

9. Students have the right to request that erroneous information contained in their records be corrected, and that recipients of any incorrect information be advised of the correction.

10. Students with a debt to the Institute may be denied access to personal information such as marks, official transcripts, and diplomas, until such time as the debt is completely discharged.

The philosophy of the Office of the Registrar, acting as the primary custodian of student information, is to provide appropriate access to information while protecting the confidentiality of student and applicant records.

Central Location of Support Services

Once accepted, students receive access to our password-protected student portal. This provides access to events, schedules, campus forms, student services, etc.

Our student handbook of policies and guidelines as well as campus information can be located on our website at nbbi.ca.

International student application and federal immigration information can be located on our website at nbbi.ca.