



## **Pampered Paws Limited Policies**

### **Payment Schedule and Refund Policy**

**All programs must be paid 60 days prior to start of your chosen Start Date.**

**Installment Fee Policy** Division of Continuing Education charges a NON-REFUNDABLE installment fee of \$200.00 for students who choose the installment payment plan. The Policy and procedures are as follows:

- Only students in certificate programs with fees in excess of \$15,000.00 will have the installment payment option. All other courses must be paid in full 60 days prior to the chosen start date.
- If students choose to pay in installments, they will be charged a \$200.00 fee.

### **Ancillary and Service Fees - All fees will be charged the appropriate Taxes over and above the charges listed.**

- |     |   |                             |
|-----|---|-----------------------------|
| 1.  | Withdraw Fees with six weeks notice   | \$ 1,500.00 per course      |
| 2.  | Transcript fee  | \$ 20.00 (plus GST)         |
| 3.  | Session transfer fee, (See below)   | \$ 450.00 *                 |
| 4.  | Exam/assignment duplication fee   | \$ 55.00 (plus GST and PST) |
| 5.  | Declined credit card  | \$ 25.00                    |
| 6.  | Returned cheques  | \$ 50.00                    |
| 7.  | Tax receipt duplicate fee   | \$ 55.00                    |
| 8.  | Installment fee   | \$ 200.00 **                |
| 9.  | Certificate replacement fee   | \$ 75.00 (plus GST and PST) |
| 10. | Alternate examination fee   | \$ 350.00 (plus GST)        |
| 11. | <b>Restocking fee for Apprenticeship Outlines</b>                                     | <b>\$ 50.00 ( plus GST)</b> |
| 12. | <b>Books ordered from NAPGS are non refundable</b>                                    |                             |
| 13. | <b>Withdraw from any program that has been register with under six weeks notice -</b> |                             |
|     | <b>THERE IS NO REFUND for cancellation of programs</b>                                |                             |

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Before the start date of the Program there is a \$250.00 fee to transfer the entire program to another cohort, or to change the enrolment date. Once the program has started, there is a \$450.00 transfer fee for each course.

\*\* An installment fee of \$200.00 is payable along with the first installment payment. \*\* This fee is mandatory and there are no exceptions.

Students must contact the Program and Logistics Manager in order to receive permission to transfer to another session.

All correspondence, including your registration confirmation, grade report and refund cheque, will be sent to the "mailing address" provided at the time of registration. To maintain accurate student records, notification of any changes to your name, address and contact information are required. To update your personal information:

- Submit a written request to the Program and Logistics Manager.
- **All name change requests, must be accompanied by official documentation justifying such a change.**
- We will not accept telephone requests to change a name or

### **Payment Receipts**

Payment/Tax receipts will be mailed at the time of payment or if paying in person at the time of payment. Please refer to the income tax guide for allowable deductions. Requests for duplicate receipts will be subject to an administration cost of \$55.00.

### **Pampered Paws Policies:**

#### **1). Confidentiality and Financial Security**

Given the experiential and practical nature of the courses and the application of Ontario's Freedom of Information and Protection of Privacy Act (FIPPA) to Pampered Paws Limited, DCE works to ensure that instructors and participants acknowledge and respect the privacy and confidentiality of personal information that may be presented in the context of instruction. Instructors will limit the amount of personal information that is collected, used or disclosed in their sessions and will ensure that all identifying personal information (including proper name, address, etc) is omitted from all written documents in order to protect personal privacy and confidentiality. Instructors should not bring or share personal or other confidential files or records with the class or allow students to do so.

We are committed in protecting your privacy and your financial security, and we do this in several ways:

- All credit card information is deleted from our system when the cost of a registration has been authorized.
- Only your financial institution has access to your credit card information.

## 2). How to Register

**Online** – Visit our website at [www.pamperedpaws.com](http://www.pamperedpaws.com) to register in any course or program offered by the Division of Continuing Education. Then Email us at [info@pamperedpaws.com](mailto:info@pamperedpaws.com) with program-specific documentation (i.e. personal letter/resume etc.)

**In Person** – Call the campus of your choice and set up a time for enrolment. Bring with you the complete registration form and necessary personal letter/resume and required documents and deliver to the Campus of your choice.

**Mail** – Complete the registration form and mail to the Division of Continuing Education.

Pampered Paws Limited  
The Division of Continuing Education (DCE)  
1100 Queen Street West, Unit 2  
Mississauga, Ontario  
L5H4J4

Tel: 416-904-2652

Email: [info@pamperedpaws.com](mailto:info@pamperedpaws.com)

Web: [www.pamperedpaws.com](http://www.pamperedpaws.com)

The Division of Continuing Education has deadlines and enrolment cut-offs and receives and processes all applications on a first-come, first-served basis, so early registration is recommended.

The Division reserves the right to alter fees, other charges, instructors and course dates/locations described in this pamphlet, brochure, and or website.

### 3.) Ancillary and Service Fees

**Ancillary and Service Fees – All fees will be charged the appropriate taxes over and above the charges listed.**

1.	Withdraw Fees with six weeks notice	\$ 1,500.00 per course
2.	Transcript fee	\$ 20.00 per course
3.	Session transfer fee, (See below)	\$ 450.00 *
4.	Exam/assignment duplication fee	\$ 55.00 per course
5.	Declined credit card	\$ 25.00 per payment
6.	Returned cheques	\$ 50.00
7.	Payment/Tax receipt duplicate fee	\$ 55.00
8.	Installment fee	\$ 200.00 **
9.	Certificate replacement fee	\$ 75.00
10.	Alternate examination fee	\$ 350.00
11.	Restocking fee for Apprenticeship Outlines	\$ 50.00 per course
12.	Book ordered via NAPGS	NON REFUNDABLE
13.	Withdrawal from Programs under 6 weeks notice	NON REFUNDABLE

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**\* Session Transfer Fee - Before the start date of the Program there is a \$450.00 fee to transfer the entire program to another cohort, or to change the enrolment date.**

**Once the program has started, there is a \$450.00 transfer fee for each course.**

**\*\* An installment fee of \$200.00 is payable along with the first installment payment. \*\* This fee is mandatory and there are no exceptions.**

Students must contact the Program and Logistics Manager in order to receive permission to transfer to another session.

All correspondence, including your registration confirmation, grade report and any possible refund cheque, will be sent to the "mailing address" provided at the time of registration. To maintain accurate student records, notification of any changes to your name, address and contact information are required. To update your personal information:

- Submit a written request to the Program and Logistics Manager.
- **All name change requests, must be accompanied by official documentation justifying such a change.**
- We will not accept telephone requests to change a name or addresses please email at [info@pamperedpaws.com](mailto:info@pamperedpaws.com)

## **Payment Receipts**

Payment/Tax receipts will be mailed at the time of payment or if paying in person at the time of payment. Please refer to the income tax guide for allowable deductions. Requests for duplicate receipts will be subject to an administration cost of \$55.00.

## **4). Mailing Address and Change(s) in Personal Status**

All correspondence, including your registration confirmation, certificates or any other information such as payment invoices will be sent to the "mailing address" provided at the time of registration.

To maintain accurate student records, notification of any changes to your name, address and contact information are required. To update your personal information:

- **Go online [www.pamperedpaws.com](http://www.pamperedpaws.com) and click on Contact Us and email all changes; OR**
- **Submit a written request to the Division of Continuing Education**
- **All name change requests, must be accompanied by official documentation justifying such a change. We will not accept telephone requests to change a name or address.**

## **5) Education and Amount Certificates (Income Tax Receipts, T2202A)**

All Pampered Paws Programs do not issue a T 2201A form. Please refer to the income tax guide for allowable deductions, as not all courses are deductible. All mail will be sent to your address listed on your personal information chart. Duplicate receipts will be charged at the rate of \$55.00 and payable prior to mailing.

## **6). Session Transfer**

Students must contact the Program and Logistics Manager in order to receive permission to transfer to another session.

## 7). Refund Policy

### Notes

Credits are applied against any amount owing on your account.

Refunds are issued only when all charges outstanding on your account have been cleared.

Fee withheld refers to the amount of fees retained by Pampered Paws when you drop a course during the specified time frame. You are responsible for this amount, whether or not the fees have been paid.

Do not confuse the academic withdrawal/drop dates with the refund table dates as they are different.

Dropping or changing courses may cost money. Note that you can exchange a course you are in for a different course. Using the feature to exchange a course performs the course add and course drop for you in one step. If you are not able to get into the second course successfully, e.g. it is full; you will still remain enrolled in the first course. If you are successful, the first course will be dropped. Because a successful exchange performs a course drop, exchanging a course may have a financial impact. Please refer to the table above for the term in which you have enrolled to see what the financial impact will be.

A portion of your tuition fee may be refunded if the Division of Continuing Education receives written notice of withdrawal postmarked before the applicable deadline. Notice of withdrawal from a course is not acceptable by telephone, and canceling a cheque or credit card payment, failing to attend lectures or advising the instructor that you will no longer attend the course does not constitute an official withdrawal. Notice of withdrawal will be printed on the official receipt. No refund is granted after the noted refund deadlines. A refund is also subject to the return, in original condition of any course materials that may have been issued. If written withdrawal is received by 2:00 PM 60 days in advance of the program start date, a \$500.00 per course is withheld. No refund will be given after this date.

**Associated Course Fees:** Additional fees for course materials, lab fees etc. may be charged in individual courses.

## 8). Notification of Change or Cancellation of Classes

When necessary, the Division of Continuing Education may alter, postpone or cancel classes. In these instances, students will be notified by e-mail, based on the information provided at the time of registration.

## **9). Cancellation of Courses/Programs - Fee Refund**

The Division of Continuing Education reserves the right to withdraw or cancel programs/courses. Should a course or program be withdrawn or cancelled, the Division will issue a full refund of fees paid.

## **10). Pampered Paws Policy on Student Conduct**

- Students and instructors are expected to maintain a professional relationship characterized by courtesy, collegiality and mutual respect and to refrain from actions that would be disruptive to such a relationship;
- It is the responsibility of the instructor to maintain an appropriate academic atmosphere in the classroom and the responsibility of the student to cooperate in that endeavor; and,
- The instructor is the best person to decide, in first instance, whether such an atmosphere is present in the class and may at their discretion, take steps that they feel are appropriate to resolve an issue or dispute.
- Under no conditions will the Students verbally or physically abuse an animal in their care or one that they are working on. If this should occur, the Student will be expelled from the school and no fees, or tuition will be refunded and if Medical Expenses are incurred then the Student will be made responsible for these charges that were incurred and all Veterinarian Bills will be paid in full. There will be no exceptions in this case and the Students should be fully aware of their actions. The Veterinarian will have the final say of the amount of neglect or abuse in each case.

In any case, where a student feels that this policy has been violated, they are urged to: notify the instructor of the course/program as soon as possible. Students may be asked to provide a detailed written description of their complaint to the instructor. The instructor may take measures they feel are appropriate to resolve the issue and/or may forward the complaint to the Division of Continuing Education (DCE) for review. Please refer to the full policy document on the website at: [www.pamperedpaws.com](http://www.pamperedpaws.com)

## **11). Letter of Grade**

Upon completion\* of your course/program, a 'Letter of Grade' will be sent to the address specified on your registration form. If you wish to review the grade prior to receiving the 'official' letter in the mail, you may do so at the Division of Continuing Education Head Office, 1100 Queen Street West, Unit 2, Mississauga, Ontario, L5H4J4. 'Letter of Grade' is only released to students who show appropriate I.D. (driver's license, etc. If someone other than the student is requesting the 'Letter of Grade', a letter from the student releasing the information to the identified person must be submitted along with appropriate I.D. We

regret that we are unable to provide grade information over the telephone. Please allow 4 weeks after the completion of your course before the 'Letter of Grade' is issued.

\*please refer to your specific course/program for completion requirements.

## 12). Grading

**a) Grading for Certificate Programs:** Students registered in Certificate Programs will be evaluated using the following categories of achievement:

Grade	%	Description
A+	90 - 100%	Thorough knowledge of concepts and/or techniques and exceptional skill or great originality in the use of those concepts, techniques in satisfying the requirements of an assignment or course.
A	80 - 89%	
B+	75 - 79%	Thorough knowledge of concepts and/or techniques with a fairly high degree of skill in the use of those concepts, techniques in satisfying the requirements of an assignment or course.
B	70 - 74%	
C+	65 - 69%	Good level of knowledge of concepts and/or techniques together with considerable skill in using them to satisfy the requirements of an assignment or course.
C	60 - 64%	
D+	55 - 59%	
D	50 - 54%	
F	Below 50%	Insufficient knowledge of concepts and/or techniques needed to satisfy the requirements of an assignment or course.
PASS		Pass is awarded as a grade only to Courses that have an experiential component. A student that has received a Pass has met the requirements of the Course.
FAIL		Fail is awarded as a grade only to Courses that have an experiential component. A student that has received a Fail has not met the requirements of the Course.
EXEMPT		Exempt is awarded to those that have completed a comparable Course elsewhere and have met all of the DCE requirements for completion of that Course.
DNA		Did Not Attend - The student did not attend, did not withdraw, and did not submit course work.
DNC		Did Not Complete - The student did not complete the course.

**b) Grading for Admission Credential and Elementary courses:** Students are required to complete all Course work.

- Students who fail to complete the Course work will receive a DNC (Did Not Complete).



Grade	%	Description
A+	90 - 100%	Meets Admission Requirements Elementary Mathematics - Students already admitted to Pampered Paws who earn a grade of "B" or better will gain automatic entrance and will be exempt from the pre-requisite test.
A	80 - 89%	
B+	75 - 79%	
B	70 - 74%	
C+	65 - 69%	Admission Credential Studies - Does not meet Admission requirements. Student cannot repeat the same Admission Credential course but can enroll in the other Admission Credential course.
C	60 - 64%	
D+	55 - 59%	
D	50 - 54%	
F	Below 50%	Admission Credential Studies - Does not meet Admission requirements. Student cannot repeat the same Admission Credential course but can enroll in the other Admission Credential course.
DNA		Did Not Attend - The student did not attend, did not withdraw, and did not submit course work.
DNC		Did Not Complete - The student did not complete the course.

### 13). Grade Appeal and Reappraisal

Students may, with sufficient grounds, request a reappraisal of any "tangible" work required for a course/program. Tangible work may include written, graphic, digitized, modeled, video recording or audio recording formats. Students seeking a grade reappraisal must complete and submit the attached form, along with the original work and instructions for the assignment, to the Program and Logistics Manager, Division of Continuing Education, within 2 weeks of the date of issue of the letter of grade.

Students and instructors will be informed in writing of the reappraisal result and the reappraiser's comments. The Division will ensure the anonymity of both the student and the reappraiser.

Below is the form of reappraisal:

#### **Division of Continuing Education, Pampered Paws Limited**

Please note that this form is for **Division of Continuing Education courses only**; Students may, with sufficient grounds, request a reappraisal of any "tangible" work; tangible work may include written, graphic, digitized, modeled, video recording or audio recording formats; The original work must be submitted for a reappraisal with the instructions for the Assignment, within 2 weeks of the date of issue of the letter of grade;

Students and instructors will be informed in writing of the reappraisal result and the reappraiser's comments;

The Division's Program and Logistics Manager will ensure the anonymity of both the student and the reappraiser. Please note:

**A REAPPRAISAL MAY RESULT IN AN INCREASE, DECREASE, OR NO CHANGE IN THE ORIGINAL GRADE.**

Reasons for the request: please state your **ACADEMIC/PRACTICAL** reasons for why you believe the work deserves a higher grade.

**DCE REQUEST FOR FINAL GRADE REAPPRAISAL**

**Please Print:**

<b>DCE REQUEST FOR FINAL GRADE REAPPRAISAL</b>	
Name:	
Address:	
City:	
Province:	
Postal Code:	
Course Date:	
Start Date:	
Course Instructor:	
Phone Number: ( )	
EMAIL ADDRESS:	
Session:	
<b>List of Work to be reappraised (ALONG WITH INSTRUCTIONS)</b>	
Final Examination	(held by the Division)
(PLEASE CHECK IF YOU WISH TO HAVE YOUR FINAL EXAM REAPPRAISED)	
<b>Students Signature:</b>	<b>Date:</b>

Reasons for the request: please state your ACADEMIC reasons for why you believe the work deserves a higher grade.

**FOR OFFICE USE ONLY:**  
**DATE LATE REAPPRAISAL APPROVED DATE SENT TO PROGRAM AND LOGISTICS MANAGER:**  
**INITIALS:**  
**COMMENTS:**

The Division of Continuing Education reserves the right to alter fees; other charges and course dates, times, locations and or instructors, described in this document. For the most current information related to our policies and procedures, please contact the Head Office of Pampered Paws Limited for current information.