COLLEGE POLICY

Policy No. & Title: **A-119 Grades, Evaluations & Exams**
Policy Sponsor: Vice-President, Operations
Reference Cmtee: Policy & Procedure Committee
Effective: 2023-07-01
Next Review: 2028-07-31

Purpose
To establish a College-wide grade system that provides clear benchmarks of academic performance for students and with the public in a common language of academic achievement. The course grade system is used in all courses where student achievement is graded.

Scope
This policy applies to all College students, employees, delivery partners, affiliates, volunteers, and contractors.

Definitions
Numerical Grade: an indicator of a student's academic performance based on their mastery and/demonstration of learning outcomes as assessed through evaluations and assigned on a scale from 0-100, where:

- **90+** Earned by work whose excellent quality indicates the student has been able to demonstrate full mastery of course content associated with the learning outcomes and is of extraordinary distinction.
- **80-89** Earned by work whose outstanding quality indicates the student has been able to demonstrate a comprehensive command of course content or command of the skills associated with the learning outcomes.
- **70-79** Earned by work that indicates the student has been able to demonstrate a good comprehension of course content or command of the skills associated with the learning outcomes.
- **60-69** Earned by work that indicates the student has been able to demonstrate an adequate and satisfactory comprehension of course content or command of the skills associated with the learning outcomes.
- **50-59** Earned by work that indicates the student has been able to demonstrate some minimal, but insufficient, command of course content or skills associated with the learning outcomes.
- **Below 50** Earned by work that indicates the student has not been able to demonstrate the most basic command of course content nor skills associated with the learning outcomes.

Non-Numerical Grade: an indicator of a student's academic standing in a course where a numerical grade is not assigned. These designations reflect the student's completion status, or fulfillment of course requirements, based on demonstrated engagement with course expectations and learning outcomes.

- **Complete** Earned when a student has fulfilled all required course components and demonstrated sufficient engagement with the learning outcomes. A Complete is equivalent to a numerical grade of 100.
- **Exempt** Assigned when a student has been formally excused from course requirements due to approved circumstances such as prior learning. An Exempt has no impact on the academic average.
- **Incomplete** Assigned when a student has not attended the course or has not completed any required work or learning outcomes. An Incomplete is equivalent to a numerical grade of 0.

Evaluations: Any form of assessment, either formative or summative, that establishes a student's level of comprehension or mastery of skill(s), in the form of, but not limited to, quizzes, tests, assignments, labs, exams, presentations, performances, professionalism, participation, experiential learning, internships.

Good Standing: Meeting all academic requirements for progression within a program of study.

Academic Probation: Conditions placed on a student who fails to maintain good standing.

POLICY

The Standards

1) The College has established standards of scholastic progress as an integral part of its goal to foster student success.
2) The College has established standards it believes to be valid indicators of successful progress toward graduation.
3) The standards are applied equally to all students.
4) The standards establish the forms of evaluation and their respective weighting to determine a final grade for a course.
5) The forms of evaluation for a course will be presented in a course outline.
6) The achievement of a standard is, normally, presented as a numerical grade expressed as a percentage.
7) The minimum standard of scholastic progress to remain in good standing is 60% (70% at Eastern College), with the following exceptions:
   a) NPI Exams: Grade to achieve in each course = 65%
   b) Massage Therapy: Grade to achieve in each course = 70%
   c) Personal Support Worker: Grade to achieve in each PSW course = 70%
   d) Health Information Management: Grade to achieve in each course = 60%
   e) Acupuncture: Grade to achieve in each course = 70%

8) Students must maintain good standing with at least a 60% (triOS College) or 70% (Eastern College) full course-load throughout their study period.
9) When a student successfully completes all courses in a program of study by meeting the minimum standard of scholastic progress, they will be granted the College credential associated with the program.
10) If a student has difficulty maintaining good standing, the Campus Director/Remote Education Director may, at their discretion, apply interventions of academic probation to set immediate goals and strategies for academic improvement and student success
    a) Any student not meeting the standards of academic progress for their program will be required to meet with the Campus Director/Remote Education Director.

Grades

11) Students are responsible for submitting all forms of evaluation for grading on time and in accordance with the standard established in the course outline or evaluation requirement.
12) Students must inform their instructor/facilitation if any evaluation material (other than exams) will be submitted late. Late submissions will be deducted 10% per day, for up to 3 days. After 3 days, a mark of zero (0) will be recorded.
13) For assignments with weights representing a significant portion of a final grade, the instructor/facilitator may, at their discretion, allow a student to redo a full assignment for a maximum grade of 60% (triOS) or 70% (Eastern). The redone assignment must be completed within 2 weeks.
14) In support of student success, instructors/facilitators should provide grades to students in a timely manner.
15) Instructors/Facilitators must submit final grades for a course within five (5) business days (notwithstanding Section 13 above); Accounting and Legal instructors, have two (2) weeks/ten (10) business days to submit grades.
16) If a student believes the standards have not been applied fairly, they may appeal their final grade in a course in accordance with Policy A-145 Academic Appeals:
    a) Grade appeals must be made within one week of grades being posted.
    b) There may be a fee to have a quiz, test, exam, or project remarked.
    c) Remarking *may* result in a lower grade.

Evaluations

17) In support of student success, instructors/facilitators should provide constructive/developmental feedback to students in a timely manner.
18) Feedback is based on the forms of evaluation as defined in the course outline.
19) Quizzes, mid-terms, assignments, and projects are to be reviewed with students, but not returned. The review must respect the right to privacy of individual students (individual reviews, or class-based comments that anonymize student identity). This practice is not followed for students participating in programs delivered through online modalities.
20) Final Exams are not to be returned to students and must be securely held for at a minimum, thirty (30) days after the exam is written, with the following exceptions:

a) All materials submitted in New Brunswick will be securely held for 30 days.
b) All materials submitted in Nova Scotia will be securely held for 3 years.
c) All materials submitted in Ontario will be securely held for 3 years from the student's last date of attendance.
d) PSW exams are securely held until the next intake has been completed.
e) Paralegal exams are securely held for one year after the course has been completed.

Exams

21) The College conducts formal exams, normally scheduled on the last day of a course.
22) Students are responsible for attending all scheduled exams.
23) Exams may take the form of open-book or closed-book exams.
24) Instructors/Facilitators must advise students in advance, normally in a course outline, the form (open or closed book) of the exam, and any permissible materials allowed in the exam.
25) All exams must be completed within the specified time permitted for the exam, unless previously discussed and approved by the Campus Director/Remote Education Director.
26) Take-home exams must be returned/submitted on or before the designated time as stipulated by the course instructor/facilitator.
27) Industry certification exams may form a part of program of study and can be part of a program's formal evaluation standard:
    a) The College encourages students to prepare for and write certification exams.
    b) Certification exams are only to be written once the related course is completed.
    c) Students are not exempted from course exams, nor will they receive a course minimum grade if they hold prior industry certification(s).

    Note: Industry certification exams are not a program requirement in New Brunswick, Sydney Nova Scotia and Ontario as the program was not registered with these as a requirement. IT Programs in Halifax Nova Scotia were registered with industry certification exams; thus, these are mandatory requirements for graduation eligibility.

Deferred Exams

28) Deferred examinations are available to students who are unable to write a scheduled exam
29) To qualify for a deferred exam, the student must provide one of the following:
    a) A doctor's certificate stating an exam was missed for medical reasons.
    b) Documentation of hospitalization.
    c) Documentation of a court case.
    d) Acceptable documentation, as determined at the discretion of the Campus Director/Remote Education Director, of other extenuating circumstances.
30) Students must arrange to write deferred exams on their first day of return. Students must take the exam within 5 business days of return.
31) Any exam not completed within the timeline above will be assigned a grade of zero (0).
32) Students may defer a maximum of three (3) exams during their program. Not applicable to students at The Centre for Distance Education.

33) After deferring three (3) exams, all future deferrals will be scheduled at the discretion of the Campus Director/Remote Education Director, and such exams will be considered Supplemental Exams. Not applicable to students at The Centre for Distance Education.

Supplemental Exams (Second Chance' policy)

34) triOS Students who do not achieve a passing grade of 60%[1], but receive a grade of 45% or more have the option to write a supplemental exam rather than retake the course.
35) Eastern Students who do not achieve a passing grade of 70%[1] but receive a grade of 60% or more have the option to write a supplemental exam rather than retake the course.
36) Students attending the Sydney Campus are allotted one (1) supplemental exam for their program (with the exception of Health Information Management). If a student fails the supplemental examination they will be withdrawn from the program.
37) Students who receive a grade below 45%/60% in a course will automatically be required to retake the course:
    a) Once the student has successfully completed the course, the maximum grade recorded on file is the course minimum (60% triOS/70% Eastern).
    b) The College does not guarantee a course retake will occur within a student's original study period, although the College will attempt to accommodate. Course retakes are subject to change based on availability and seating capacity.
38) Supplemental exams must be scheduled within two (2) weeks of the failed grade being posted. Not applicable to students at The Centre for Distance Education.
39) It is the student's responsibility to make arrangements with the instructor to complete the supplemental exam. Not applicable to students at The Centre for Distance Education.
40) If the student does not arrange to write the supplemental exam within the allotted time or if the student is not successful on the supplemental exam arrangements must be made to retake the course (additional fees may apply). Not applicable to students at The Centre for Distance Education.
41) Students must achieve the minimum required course grade on the supplemental exam. Not applicable to students at The Centre for Distance Education.
42) The grade recorded on file is the course minimum regardless of the grade received on the exam. Not applicable to students at The Centre for Distance Education.
43) Students may complete supplemental exams no more than three times during their program.
44) If a student fails an additional course, they will be terminated from their program.

Exams for Accredited or Professional Organization-Approved Programs

45) The College offers programs accredited or approved by professional organizations, and such exams/evaluations may be scheduled on days other than the last day of a course.
46) The College adheres to the requirements of the accrediting body, which may include additional exam requirements.
47) If the requirements of the accrediting/approving agency are more stringent than the

[1] Subject to the program specific requirements as identified in point 7 and the Program Guidelines.

College's requirements, the student must meet the more stringent requirements.

48) Some programs carry specific requirements or regulations regarding exam re-writes/supplementals. In some cases, there is a fee required and certification may or may not be received.
49) For program specific information about exams or other evaluation requirements for accredited or professional organization-approved programs, students are encouraged to review their Program Guidelines.

Program Guidelines (Exam Related)

- **Accounting and Payroll Administrator**: Students in this program are subject to the National Payroll Institute (NPI) policies on the Payroll Compliance Practitioner certification. A student must achieve a minimum mark of 65% on the final exam as well as a final overall mark of 65% to be eligible to pass the NPI courses. If a student does not pass the course, they must either retake the entire course (at full cost to the student) or contact the NPI to determine if a Challenge Exam is available. Please refer to your Program Guidelines booklet for specific details.
- **Supply Chain & Logistics**: Students in this program are guided by the Canadian International Freight Forwarders Association (CIFFA) guidelines. To be awarded the CIFFA certificate, a student must successfully complete each CIFFA course with a final grade of 70% or higher. For each of the courses, a student's final grade is based on the sum of Professional Performance (worth 10% of the final grade), and two (2) exams (worth 90% of the final grade). A student with a final grade between 60% and 69% in either of the CIFFA courses will be eligible for a free rewrite. Any student whose final grade is less than 60% can write the College's supplemental exam to be eligible to pass the course for the diploma. The College's standard Supplemental Exam conditions apply. **Note:** Students who write the College's supplemental exam will not receive the CIFFA certification – the supplemental exam will simply allow students to achieve the 60% passing threshold for the diploma.
- **Personal Support Worker (PSW)** Students in this program follow the National Association of Career Colleges (NACC) program and exam guidelines. The exam is written when the students are approximately three weeks from the end of their internship. The NACC exam is the industry certification exam for Personal Support Workers and is included in the Personal Support Worker program.
- **Health Information Management (HIM):** Students in this program must achieve a minimum mark of 60% on all individual modules in order to be prepared to complete the National Certification Exam through the Canadian College of Health Information Management. National Certification Exams (NCE) are written after the successful completion of the program in full. Students are required to apply and pay a fee, as well as submit their completed transcript to CHIM.

- **College of Traditional Chinese Medicine (ACU):** Students in this program must achieve a minimum mark of 70% of all individual modules in order to be prepared to complete the Pan-Canadian Examination. The Pan-Canadian Examination is written after the successful completion of the program in full. Students are required to apply, complete the Safety and Jurisprudence Test and pay a fee in order to register and write the examination.

Related Policies
A-145 Academic Appeals
A-111 Academic Progression

Supporting Documents/Forms
A-119p Grades, Evaluations & Exams - Procedure