

1 Introduction

1.1 Quest University Canada (“Quest”) affirms the right of applicants to Quest (“Applicants”) and students of Quest (“Students”) who are academically qualified and who have a protected characteristic within the meaning of the Human Rights Code, R.S.B.C. 1996, c. 210 (“Code”) to be welcomed as equal members of the Quest community; to have full access to services Quest customarily provides to Applicants and Students; and, on matriculating, to participate fully and freely in Student life at Quest.

1.2 This Policy applies to both Applicants and Students.

1.3 This Policy establishes the process Applicants and Students must follow to request reasonable accommodation of their protected characteristic(s) by Quest.

2 About Quest

2.1 Quest’s academic program has the following core features:

2.1.1 During Students’ first two years at Quest, they all take the same curriculum, which is known as the Foundation Program. The Foundation Program is made up of 16 courses across all disciplines in the arts and sciences;

2.1.2 Throughout Students’ time at Quest, they take one course at a time in intensive, three-and-a-half week blocks. At the end of each block, Students advance to a new block. Each block builds on Students’ learning in the previous blocks;

2.1.3 Classes at Quest are normally all seminars with twenty Students or fewer and require intensive and active Student participation in a fast-paced learning environment;

2.1.4 Quest’s academic program is highly structured, requiring that Students meet specific milestones throughout the course of their four-year degree program;

2.1.5 With very limited exceptions, Quest expects Students to live on campus while enrolled at Quest.

2.2 Quest will reasonably accommodate Applicants and Students with characteristics protected by the Code to the point of undue hardship while preserving the distinctive core features of its academic program.

3 Requesting Accommodation

3.1 Quest provides accommodations in all aspects of those services that are customarily available to Applicants and Students.

3.2 Accommodations provided by Quest may include:

3.2.1 Accommodations in connection with the process of application for admission into Quest;

3.2.2 Accommodations in Quest's academic program ("Academic Accommodation(s)"); and

3.2.3 Other accommodations, for example: accessible on-campus housing for Students, including priority for a private bedroom in Quest's Student housing or assignment to a certain floor or unit; parking privileges for a vehicle required by an Applicant or Student as a result of his or her protected characteristic; services for Students such as transition/education planning, campus orientation, referrals to community resources, and health, counseling, or career services (collectively, "Other Accommodation(s)").

3.3 A Student who has a protected characteristic and who wishes to request Academic Accommodations must:

3.3.1 Register with the Accessibility Services Manager;

3.3.2 Make a request in writing for Academic Accommodation(s) to the Accessibility Services Manager in a timely manner, normally with one block's notice;

3.3.3 Cooperate with the Accessibility Services Manager in the process of identifying the measure(s) that will provide a reasonable accommodation of the protected characteristic; and

3.3.4 Recognize and understand that a reasonable accommodation of a protected characteristic is not necessarily a perfect accommodation.

3.4 A Student who has a protected characteristic and who wishes to request Other Accommodations must:

3.4.1 Make a request in writing for accommodation to the Accessibility Services Manager;

3.4.2 Cooperate with the Accessibility Services Manager in the process of identifying the measure(s) that will provide a reasonable accommodation of the protected characteristic; and

3.4.3 Recognize and understand that a reasonable accommodation of a protected characteristic is not necessarily a perfect accommodation.

3.5 For a Student newly admitted to Quest to request Academic Accommodation(s) or Other Accommodation(s), the Student must have paid the deposit (“Deposit”) required to register in courses at Quest.

3.6 To avoid possible delays in receiving Academic Accommodation(s) or Other Accommodation(s), a Student newly admitted to Quest is advised to register with the Accessibility Services Manager immediately upon payment of the Deposit.

3.7 Quest will make reasonable efforts to provide timely information to new Students about Academic Accommodation(s) or Other Accommodation(s) that will be provided, normally by two weeks prior to the start of classes.

3.8 Quest may require an Applicant or Student who has requested accommodation to prove to Quest’s satisfaction that he/she has the claimed protected characteristic.

4 Additional Provisions Regarding Academic Accommodations for Students with Disabilities

4.1 In addition to complying with section 3.3 of this Policy, a Student with a disability who is seeking Academic Accommodation(s) must also provide appropriate documentation of his/her disability to the Student Affairs Office.

4.2 A continuing Student who has recently been diagnosed with a disability or who requires a change to his or her Academic Accommodation(s) must:

4.2.1 Make a request in writing for Academic Accommodation(s) or modifications to his or her Academic Accommodation(s);

4.2.2 Provide updated appropriate documentation of his/her disability to the Accessibility Services Manager.

4.3 A Student is solely responsible for any costs of obtaining appropriate documentation of his/her disability/ies.

4.4 Quest will in its sole discretion determine whether documentation provided by a Student with a disability is appropriate and sufficient. Quest will consider the following when determining whether documentation is appropriate and sufficient to support a Student's request for Academic Accommodation(s) in connection with a disability:

4.4.1 Whether the documentation relates to the Student's current medical condition. Normally, such documentation will be less than two years old;

4.4.2 Whether the documentation is provided by a professional with the appropriate credentials to diagnose the disability/ies and to identify any functional limitations associated with the disability/ies;

4.4.3 Whether the documentation adequately describes the functional limitations of the disability/ies, describes its/their impact on the Student's ability to meet post-secondary education requirements, and contains recommendations for Academic Accommodation(s) that will assist in the Student in his/her pursuit of a post-secondary education.

4.5 If Quest does not accept the documentation provided by a Student, Quest will provide the Student with a written description of the documentation that is required to support his/her request for Academic Accommodations.

4.6 If Quest accepts the documentation provided by a Student, Quest will conduct an individualized assessment to determine the Academic Accommodation(s) to which the Student is entitled.

4.7 Quest will conduct its individualized assessment in consultation with the Student.

4.8 Quest will consider the following when determining what constitutes reasonable Academic Accommodation(s) for an individual Student:

4.8.1 Academic Accommodation(s) enable a Student to demonstrate his/her knowledge and skill without diluting Quest's curriculum or credentials or detracting from the responsibility of the Student to achieve individual results consistent with course/program requirements and objectives;

4.8.2 Academic Accommodation(s) may provide a Student with an opportunity to demonstrate his/her learning with accommodations to course or program components;

4.8.3 Academic Accommodation(s) does/do not involve any modification of Quest's academic standards or the elimination of the academic evaluation of Students;

4.8.4 Academic Accommodation(s) may be made by: providing alternative ways for a Student to meet program requirements; adapting the instructional delivery systems and/or assessment procedures in a course modifying the timeframes within which assignments and examinations must be completed; allowing a Student to write an examination in a modified environment.

4.9 Following its determination of the appropriate Academic Accommodation(s) for a Student, the Student Affairs Office will prepare a memorandum summarizing the Academic Accommodation(s) to be provided by instructors to a Student ("Memorandum") and give it to the Student.

4.10 On receipt of the Memorandum, the Student must provide the Memorandum to his/her instructor, normally on the first day of class for each block.

4.11 An instructor must provide the Academic Accommodation(s) recommended by the Accessibility Services Manager in the Memorandum unless he or she satisfies the Accessibility Services Manager that:

4.11.1 The Academic Accommodation(s) would result in an essential course or program requirement being unmet;

4.11.2 The Academic Accommodation(s) would result in a risk to public safety or a substantial risk of personal injury to a Student or instructor; or

4.11.3 The financial cost is such that the operations of Quest would be fundamentally diminished or a program or services would cease to be viable due to the financial burden of the Academic Accommodation(s).

4.12 The Student Affairs Office, instructor(s), and the Student must all cooperate in the implementation of approved Academic Accommodation(s).

4.13 If a Student has any concerns about the implementation of his/her Academic Accommodation(s), he/she must bring those concerns to the attention of the Accessibility Services Manager as quickly as possible.

5 Appeals

5.1 If a Student disagrees with the Academic Accommodation(s) provided by Quest:

5.1.1 He/she should first meet with the Accessibility Services Manager to discuss his/her concerns;

5.1.2 If the matter is not resolved by the Accessibility Services Manager, the Student can appeal in writing to the Chief Academic Officer;

5.1.3 If the Chief Academic Officer is unable to reach an informal resolution of the appeal with the Student, the Chief Academic Officer will make a decision after hearing from the Student, the Accessibility Services Manager, and, in appeals relating to Academic Accommodation(s) provided by an instructor, the instructor.

5.2 If a Student disagrees with Other Accommodation(s), provided by Quest:

5.2.1 He/she should first meet with the Accessibility Services Manager to discuss his/her concerns;

5.2.2 If the matter is not resolved by the Accessibility Services Manager, the Student can appeal in writing to the Dean of Students;

5.2.3 If the Dean of Students is unable to reach an informal resolution of the appeal with the Student, the Dean of Students will make a decision after hearing from the Student and the Accessibility Services Manager.