

Program Completion & Graduation Policy

Policy ID: 4-406

Approved by: Vice President, Operations

Executive(s) Responsible: Executive Director, Student Retention, Records and ISA

Administrator(s) Responsible: Registrar's Office

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Background and Scope

The Program Completion & Graduation Policy at Ontario Institute of Health and Innovation (OIHI) provides a clear and consistent framework for determining when students have officially completed their academic programs. This policy outlines the graduation procedures, eligibility conditions, and documentation requirements for students to be awarded a credential. This policy applies to all students enrolled in approved diploma and certificate programs at OIHI.

Definitions

Certificate: The formal document issued to students who have completed a certificate program, confirming the achievement of the program completion requirements in alignment with the Ministry of Colleges and Universities.

Credential: A diploma or certificate issued to students who complete program requirements

Credential Audit: A final review by the Registrar's Office to verify a student has met all graduation criteria.

Credential Conferred Date: The official date on which the institution acknowledges that the student has completed all academic and practicum requirements.

Diploma: The formal document awarded to students who have completed a diploma program, confirming the achievement of the program completion requirements in alignment with the Ministry of Colleges and Universities

Graduation: The act of formally completing an approved program, by meeting all academic and administrative obligations.

Non-Academic Requirements (NARs): External documentation (e.g., CPR, immunization, police checks) required for graduation in regulated fields.

Transcript: The official academic document showing a student's grades, status, and credentials awarded.

Purpose of the Policy

The purpose of this policy is to define the graduation process and criteria for credential issuance at Ontario Institute of Health and Innovation (OIHI). The policy ensures that all program completions are handled consistently and transparently, safeguarding institutional integrity and aligning with provincial compliance standards.

Policy Statements

1. Diploma in Early Childhood Assistant – Graduation Requirements

- 1.1** Students must successfully complete all required program modules, including any practical placements.
- 1.2** Students must achieve a minimum grade of 60% in each Module and maintain a Cumulative Grade Average of minimum 60%
- 1.3.** Graduation shall only be certified when all academic and placement components are completed, verified, and cleared by the Registrar's Office.

2. Personal Support Worker Certificate (NACC) – Graduation Requirements

- 2.1** Students must achieve a minimum grade of 70% in each Module with NO evaluation method below 70%
- 2.2** Students are required to achieve a minimum of 70% with NO critical deficiencies in each of the Skills Performance Demonstrations.
- 2.3** Students must demonstrate a satisfactory attendance record by completion of the PSW Attendance Form to be kept in the student's file. All students must complete the 390 theory hours. If for any reason time is missed, it must be made up and documented.
- 2.4** Students are required to successfully complete ALL Clinical Work Placement hours and skill requirements as defined by the curriculum or external bodies (e.g., NACC).
- 2.5** Students must successfully complete the NACC PSW Final Comprehensive Theory Exam (pass grade of 65%)
- 2.6** Students are required to produce a professional resume that the student intends to use for job search.
- 2.7** Graduation is only certified when all academic, placement and NAR components are completed, verified, and cleared by the Registrar's Office.

3. Medical Office Assistant Diploma – Graduation Requirements

3.1 Students must successfully complete all required program modules, including any practical placements.

3.2 Students must achieve a minimum grade of 60% in each Module and maintain a Cumulative Grade Average of minimum 60%.

3.3 Graduation is only certified when all academic and placement components are completed, verified, and cleared by the Registrar's Office.

4. Student Records

4.1 Graduation eligibility is subject to final credential audit by the Registrar's Office. Students with incomplete records or outstanding requirements will not be eligible for credential issuance.

4.2 Student files will include details of program of studies, the credential awarded and completion date.

4.3 Final transcripts will be issued within 60 days of the official date of program completion.

4.4 Graduation documents will reflect the student's legal name as recorded at the time of registration. Requests to change names must be accompanied by legal documentation.

4.5 All academic records are retained in accordance with Ministry compliance requirements.

5. Conditions and Considerations

5.1 Graduation eligibility is subject to the student being in good academic and conduct standing. Cases under review for misconduct may delay credential conferral.

5.2 Credential conferral is subject to the student's account being in good financial standing

5.3 All program completion requirements must be completed within 10 business days from the program end date, unless a documented accommodation or approved extension is granted.

5.4 Once all graduation requirements are verified and confirmed, a formal credential will be issued via the student's OIHI Student Portal. Students will receive written confirmation from the Registrar's Office of credential readiness.

5.5 Graduating students must return all college-owned property (e.g., equipment or other loaned materials) no later than ten (10) business days following the official date of program completion.

5.6 Student portal access will be deactivated 6 months after program completion. Students are responsible for saving issued documents prior to this time.

5.7 Students who believe they have been denied graduation in error may submit a written appeal to the Registrar's Office within 20 business days of program end date. Appeals will be reviewed by the Academic Director and Registrar, and a final decision will be issued within 10 business days.

Related Legislation

- Accessibility for Ontarians with Disabilities Act (AODA).
- Ontario Career Colleges Act, 2005.
- Ontario Human Rights Code.
- Immigration and Refugee Protection Act, 2002.

Related Policies

Policy Name	Policy Number
Attendance and Active Participation Policy	2-202



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Academic Standing and Progression Policy	2-203
NACC PSW Examinations	2-226c