
Policy Title: Academic Accommodation, Special Requests, and Accessibility Policy

Approved by: Campus Director

Executive(s) Responsible: Senior Educational Administrator; Director, Student Services/Registrar

Administrator(s) Responsible: Student Services Coordinator(s), Academic Coordinator(s), and Academic Manager

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Purpose

Canadian College of Technology and Business (CCTB) is committed to providing equitable access to its programs and courses by accommodating needs arising from accessibility and extenuating circumstances, ensuring all students can achieve their educational goals while maintaining academic standards and essential learning outcomes.

Policy Statements

CCTB recognizes its responsibility to support students with documented accessibility needs, extenuating circumstances, or persistent conditions by providing reasonable accommodations tailored to their specific requirements. These accommodations are developed collaboratively using the College's supporting frameworks and resources to promote equitable access. Through the provision of reasonable accommodations, CCTB aims to create an inclusive and supportive learning environment while maintaining the integrity of its programs and fostering opportunities for all students to achieve their educational goals.

Scope

This policy applies to all students with documented extenuating circumstances or accessibility needs including disabilities or persistent/prolonged conditions, who self-identify and require academic accommodations or related services to pursue their educational goals. Academic accommodations are individualized plans developed collaboratively by the Academic Department, Student Services Department, and the student, designed to eliminate barriers to learning and enable students to demonstrate their knowledge and skills. These accommodations are applicable in various areas, including but not limited to:

- Classroom and laboratory environments
- Examinations
- Studying
- Assignments
- Other areas as determined necessary by the College

The policy applies to enrolled students and only to activities associated with their status as a student. Additionally, it applies to all CCTB employees regarding their duty to accommodate students with accessibility needs.

Duty to Accommodate

CCTB is committed to providing an inclusive learning environment and will not discriminate in the delivery of educational services. Where a student experiences barriers related to a protected ground under the BC Human Rights Code, CCTB will take all reasonable and practical steps to remove or reduce those barriers and support equitable access to education (the “duty to accommodate”).

Accommodation is an individualized, case-by-case process that may include reasonable adjustments to timelines, attendance expectations, delivery methods, or academic requirements, where appropriate and where essential learning outcomes can still be met.

The duty to accommodate applies up to the point of undue hardship. “Undue hardship” is reached when further accommodation would be too difficult, unsafe, unreasonably expensive, or compromises the integrity of the curriculum and program rigor.

Sufficient, Relevant Documentation

All requests for accommodations, extenuating circumstances, or accessibility services must be accompanied by sufficient, relevant documentation. Sufficient, relevant documentation comprises of written statements confirming a student’s disability or persistent condition, detailing its functional impact in a post-secondary setting. For medical and accessibility requests, the documentation must be current and provided by a certified healthcare professional with expertise in the relevant condition. For extenuating circumstances, the relevant documentation must come from a relevant professional and must corroborate the request. The documentation should include the professional’s signature, contact information, and licence number.

Acceptable medical documentation comes from medical doctors, psychologists, special education/rehabilitation personnel, or other qualified health professionals with expertise in diagnosing the condition(s) for which accommodations are requested.

The documentation should:

- Be current and relevant.
- Confirm the condition and explain its impact on academic achievement.
- Include the professional’s contact information and signature.
- Provide relevant reports or test results.
- Identify any medication side effects affecting performance.

The College may request additional documentation if necessary.

Procedure

The following procedure ensures students receive equitable access and the necessary support to succeed in their academic journey:

Definitions

Non-Medical Extenuating Circumstances

Non-medical extenuating circumstances are significant, unexpected, and time-sensitive life events or conditions that are outside a student's control and that materially affect the student's ability to attend, participate in, or complete academic requirements. These circumstances are typically temporary in nature and may require short-term academic consideration. These will be accommodated on a case-by-case basis.

Acute Conditions

Acute conditions are typically sudden in onset and short in duration, often requiring immediate medical attention. Examples include severe illnesses or injuries that significantly impact a student's ability to engage in academic activities for a limited period.

Chronic Conditions

Chronic conditions are long-term or persistent health issues that may develop gradually and require ongoing management or treatment. These conditions may have a continuous or recurring impact on a student's ability to participate in academic activities, necessitating sustained accommodations to ensure equitable access to education.

Disability

A disability is a physical, mental, intellectual, cognitive, sensory, or developmental condition or a combination thereof that significantly impairs an individual's ability to perform one or more essential activities of daily living or to participate fully and equally in educational, professional, or social environments. Disabilities may be temporary, chronic, or permanent and can manifest as visible or non-visible conditions.

Procedure for Acute Conditions and Non-Medical Extenuating Circumstances

- Students must submit their accommodation requests to the Academic Department in writing **within three days** of the incident.
- Student Services will assess the request and determine the appropriate range of accommodations, which may include:
 - Remedial Assessments
 - Adjusted assignments or deadlines
 - Retakes without penalty
 - Other academic accommodations deemed necessary by the Senior Educational Administrator

Accommodations will be applied promptly; within due time, to address the immediate needs of the student within reason of CCTB's duty to accommodate.

Procedure for Chronic Conditions

- Students must submit their accommodation requests in writing **at least one academic term** prior to the program start date.
- The College will review the request and, where necessary, request additional information or documentation to fully assess the accommodation.
- Depending on the condition, accommodations may include:
 - Licensing or access to specialized software or assistive technology
 - Modifications to infrastructure or learning environments
 - Adjustments to academic requirements or timelines
 - Other academic accommodations deemed necessary by the Manager, Accessibility Services

Accommodations will be established and maintained to support the student throughout their academic journey within reason of CCTB's duty to accommodate.

Procedure for Disability Needs:

- Students seeking accommodations for disability-related needs must submit their requests in writing to the College **at least one academic term** prior to the program start date. This timeline ensures adequate review and implementation of the necessary support.
- Upon receiving the request, the College will conduct a comprehensive review of the documentation provided to determine whether the student's needs are temporary or chronic. Additional information or documentation may be requested if necessary to fully assess the nature of the disability and the appropriate accommodations required.
- Depending on the reported disability and the findings of the review, accessibility will be provided through the development of an individualized accommodation plan. This plan may include:
 - Licensing or access to specialized software or assistive technology.
 - Modifications to infrastructure or learning environments to enhance accessibility.
 - Adjustments to academic requirements or timelines to facilitate equitable participation.
 - Other accommodations deemed necessary to support the student's ability to engage in their academic program effectively as mandated by the Manager, Accessibility Services
- The finalized accommodation plan will be communicated to the student, and its implementation will be coordinated with relevant departments and instructors to ensure the required accessibility measures are applied. The College remains committed to providing equitable access and fostering an inclusive learning environment for all students within its reasonable duty to accommodate.

General Provisions

- The College will determine the range of appropriate accommodations in a post-secondary setting based on the information provided.
- In exceptional circumstances, the College may provide temporary accommodations pending the receipt of satisfactory medical documentation.
- The College may take no further action if accommodations are deemed unnecessary or if, after consultation with the Director, Student Services and/or the Senior Educational Administrator (or designate), it is determined that the accommodation would impose undue hardship on the College.

Once accommodations are approved, the appropriate instructor(s) will be notified, and they are expected to implement the accommodations as outlined.

Privacy and Confidentiality

The College is committed to maintaining the privacy and confidentiality of students' information and documentation in accordance with the British Columbia Freedom of Information and Protection of Privacy Act.

By requesting an academic accommodation through the Accessibility Services Department, the student understands and gives permission for the department to disclose the minimum necessary information to ensure the provision of services.

Instructors approached by a student seeking accommodation should refer the student to the Academic Department and maintain confidentiality regarding any related information.

Accessibility information will not be published on a transcript or program credentials, ensuring fairness and equal access for students with accessibility needs. This policy helps uphold the College's commitment to creating an inclusive learning environment for all students.

Student Appeals

If a student is not satisfied with the accommodation decision, the student must notify the Director, Student Services and/or the Senior Educational Administrator (or designate) in writing, outlining their concerns. The Director, Student Services (or designate), and/or the Senior Educational Administrator will review the student's concerns, the documentation on file, and any relevant information from the program area. A determination on the accommodation will be made, and the student will receive written reasons for the decision.

If the student remains dissatisfied with the decision, they may file a final appeal to the Campus Director (or designate). The student must submit the appeal in writing, describing the accommodation that was determined, stating the accommodation being requested, and providing reasons for the appeal.

The Campus Director (or designate) will review the materials provided by the student, request any relevant materials from the program area, and seek additional advice if necessary. The Campus Director (or designate) will make a final determination and provide written reasons for the decision. The decision of the Campus Director (or designate) is final.

The College reserves the right to determine the appropriate policies, processes, and procedures to follow when addressing an appeal within its reasonable duty to accommodate.

Document History

Date	Approval/Review/Key Change(s)
10 Jan 2025	Significant changes on policy purpose, scope and limitations, established appeal process
22 Dec 2025	Changed policy name to Academic Accommodation, Special Requests, and Accessibility to reflect broader nature of policy
22 Dec 2025	Added non-medical grounds and other extenuating circumstances to be reviewed on a case-by-case basis. Added Duty to Accommodate clause in compliance with the BC Human Rights Code.