



Policy Title:	STUDENT ACCESSIBILITY AND ACADEMIC ACCOMMODATION	Area of Responsibility: SENIOR VICE PRESIDENT, INTERNATIONAL RELATIONS & STUDENT EXPERIENCE
Policy Section:	STUDENT SERVICES	
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7.4 STUDENT ACCESSIBILITY AND ACADEMIC ACCOMMODATION

Statement of Commitment:

St. Clair College is committed to the full participation of students with disabilities in the educational environment.

Purpose:

1. This policy aims to set out a framework for providing individualized accommodation to students with disabilities in support of inclusive and accessible learning opportunities.

Guiding Principles:

2. The guiding principles of this policy are as follows:
 - a. Educational services should be built or adapted to accommodate students with disabilities in a way that promotes barrier-free access. The College will aim to remove barriers to education and services for students by designing facilities, systems, services, and curricula to enhance accessibility.
 - b. Accommodation is a means by which to prevent and remove barriers that impede students with disabilities from participating fully in the educational environment.
 - c. Accommodation involves the principle of dignity, individualization, inclusion, and full participation.
 - d. The accommodation process involves multiple stakeholders and is a shared responsibility between the student requesting the accommodation and the College.
 - e. Once a disability-related need has been identified, St. Clair College has a duty to accommodate the needs of the student, unless to do so would cause undue hardship.

Application and Scope:

3. This policy applies to academic and placement accommodations for St. Clair College students with disabilities who self-disclose and register with Student Services.

Related Policies:

- 1.1.7 Confidentiality of Student Records
- 1.1.10 Student Placement Procedure
- 1.3.13 Examination Regulations
- 1.4.2 Grade Appeal Policy
- 2.2 Accessibility Policy
- 7.1 Code of Student Rights and Responsibilities

Definitions:

4. Terms used in this policy are defined as follows:

Academic Accommodation: educational practices, interventions, systems, services, and supports designed to create access and reduce or eliminate disability-related functional limitations that impact learning, academic participation, and/or the demonstration of knowledge and skills.

Academic Accommodation Plan: a formal, detailed plan about a student's academic accommodation prepared by the Student Services Counsellor.

Accommodation: a means of preventing, reducing, or removing barriers that impede students with disabilities from participating fully in the educational environment in a way that is responsive to their unique circumstances. The principle of accommodation involves three factors: dignity, individualization, and inclusion.

Accommodation Plan: a plan prepared by the Student Services Counsellor setting out academic or placement accommodations.

Accessibility: the design of products, devices, services, or environments for people who experience disabilities.

Adaptive technologies: products that help people (primarily people with vision, hearing, mobility, or other disabilities) who cannot use regular versions of products.

Assistive device: devices to help people – primarily people with disabilities – to perform a task.

Barrier: anything that prevents a student with a disability from fully taking part.

Counsellor: a St. Clair College Student Services Counsellor.

Director: where it appears in this policy, "Director" refers to the Director of Student Services at St. Clair College or their designate.

Disability: a broad range and degree of conditions, including physical and learning disabilities, hearing or vision disabilities, epilepsy, mental health disabilities and addictions, environmental sensitivities, and other conditions. For the purpose of this policy, the College will refer to and apply the definition of "disability" as outlined by the *Ontario Human Rights Code (OHRC)* which includes an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act.

Equitable: characterized by fairness or equity. Equitable treatment can at times differ from the same treatment.

Equity: fairness, impartiality, even-handedness. A distinct process of recognizing differences within groups of individuals and using this understanding to achieve substantive equality in all aspects of a person's life.

Functional limitations: identified areas of limitations caused by a disability that affect performance and are used to identify reasonable accommodation.

Inclusion: appreciating and using our unique differences - strengths, talents, limitations - in a way that shows respect for the individual and ultimately creates a dynamic multi-dimensional organization.

Interim accommodation: academic accommodation provided while Student Services works with a student to determine reasonable and necessary disability accommodations.

OHRC: the *Ontario Human Rights Code*

On-Site Supervisor: the person who directs and supervises the student's placement with the Placement Employer.

Placement Accommodation Plan: a formal, detailed plan, outlining a student's accommodation prepared by a Student Services Counsellor for students participating in work-integrated learning opportunities. The term "placement" in this policy includes all work-integrated learning, including but not limited to co-op, clinical placement, field placement, community placement, and internship, and includes placement whether paid or unpaid.

Placement Employer: a party that has entered into an agreement with St. Clair College to host a student on placement.

Placement Facilitator: a St. Clair College employee assigned to oversee a student's work-integrated learning or experiential learning opportunity.

Program Chair: the Chair of the program that the student is registered in.

Retroactive accommodation: accommodation for permanent or temporary disabilities where the request was made after the fact because of a barrier that prevented a student from communicating their need for accommodation.

Retroactive Academic Accommodation Plan: a formal, detailed plan, prepared by the Student Services Counsellor that sets out academic accommodations to be applied retroactively.

Self-identification: the process of registering with Student Services for accommodation or accessibility services by a student.

Student Services: the department at St. Clair College that is responsible for accessibility services such as Accessibility Counselling, Assistive Technology, Deaf and Interpreting Services, Testing Services, and Learning Strategies, with offices on the Main Campus in Windsor, Downtown Windsor Campus, and the Chatham Campus. Visit <https://stclaircollege.ca/student-services/> for locations and hours of operation.

Temporary accommodation: accommodation provided for temporary disabilities.

Temporary disability: medical and/or mental health condition(s) that temporarily cause functional limitations.

Undue hardship: the outer limit of an accommodation obligation; the three factors for consideration in determining undue hardship are prescribed in the OHRC: cost, availability of outside resources or funding, and health and safety requirements.

VPA: where it appears in this policy, VPA refers to the Senior Vice President, Academic & Career Supports at St. Clair College or their designate.

Legislative Compliance

5. The College will adhere to and implement practices consistent with the provisions of the [Ontario Human Rights Code](#), [Accessibility for Ontarians with Disabilities Act](#), [Freedom of Information and Protection of Privacy Act](#), and [Personal Health Information Protection Act](#).

Essential Requirements of Program and Course Learning Outcomes

6. Students are expected to meet the published learning outcomes and essential requirements of their academic programs and courses for accreditation.
7. Accommodation cannot modify the learning outcomes or essential requirements of academic programs or courses.
8. In some circumstances, the nature or degree of a student's disability may preclude the student from being able to perform the essential skills or demonstrate the essential knowledge required for a College program or course. However, a student with a disability shall not be found incapable of meeting these requirements unless appropriate measures have been implemented by the College to accommodate the needs of the student with a disability. The possibility that the student might not be successful in the program, or the possibility that the student might not find related employment, are not acceptable reasons for failure to accommodate.

Accommodations

9. The College is committed to ensuring that all stakeholders involved in the accommodation process receive services and support in a timely, respectful, and inclusive manner.
10. Students with disabilities are responsible for meeting program outcomes with reasonable accommodation and services. Accommodation plans do not modify course or program outcomes or lower program standards. Accommodation does not guarantee academic success.
11. The process for accommodation plans commences when a student self-identifies and requests services from Student Services.
12. The use of Student Services, including accommodation, is voluntary. It is the student's decision and responsibility to self-identify and access services through Student Services.
13. Accommodation is customized based on a student's functional limitations, and most commonly include in-class and/or testing accommodations and may include assistive devices and adaptive technologies. In-class accommodations may include the right to audio record lectures, take short breaks, priority seating, and extension on assignments. Testing accommodations may include extra time for tests and individualized space.
14. The College will provide support and services to all students with disabilities, both temporary and permanent, with valid supporting documentation, subject to undue hardship.
15. Interim accommodation requests will be received in good faith and interim accommodation can be provided pending receipt of medical or other required documentation in support of the request. Where warranted, and subject to its obligation to give due consideration to any request for interim accommodation, the College may require additional medical or psychological assessment before the student can be accommodated in the college setting.
16. Retroactive accommodation will be considered based on the unique circumstances of the individual matter. The College will give all accessibility-related requests for accommodation meaningful consideration.

Student Privacy and Information Confidentiality

17. The College is committed to safeguarding students' privacy and keeping their information confidential. Consent for the collection and release of information by Student Services shall be in accordance with the College's policies on privacy and confidentiality.
18. Registration with Student Services will not be identified on a student's official transcript or graduation documents.

Academic Accommodation Plans

19. The student is responsible for meeting with a Counsellor in Student Services to discuss their functional limitations and accommodation needs. Students are encouraged to meet with a Counsellor before a semester starts to provide information and arrange accommodation.
20. The student is responsible for providing Student Services with supporting documentation. Except for a learning disability, students are not required to disclose their disability diagnosis.
21. The Counsellor will assess the supporting documentation and accommodation needs in relation to the academic program and courses. The student and Counsellor consult regarding appropriate accommodations.
22. Appropriate learning accommodations will be provided using a detailed and written Academic Accommodation Plan to support the student as they work toward meeting the program's learning outcomes.
23. Student Services will distribute Academic Accommodation Plans to instructors, as appropriate. In the case of a TBA instructor, the Academic Accommodation Plan will be sent to the Program Chair for immediate distribution to the student's instructor(s). Academic Accommodation Plans shall be distributed directly to the instructor(s) by the Chair and shall not be re-routed to the administrative assistant or any other person for distribution.

Placement Accommodation Plans

24. It is the responsibility of the student to:
 - a. Self-identify with Student Services and submit appropriate documentation in support of a placement accommodation request.
 - b. Meet with Placement Facilitator to review placement requirements and learning outcomes.
 - c. Meet with the Counsellor to discuss the scope of potential barriers associated with placement.
 - d. Provide a copy of the Placement Accommodation Plan directly to the On-Site Supervisor.
 - e. Actively participate in the ongoing development of their Placement Accommodation Plan by providing regular feedback On-Site Supervisor, Placement Facilitator, and Counsellor, as appropriate.
 - f. Renew a Placement Accommodation Plan for each term, as required.
25. It is the responsibility of the Counsellor to:
 - a. Receive and file accommodation documentation from the student.
 - b. Collaborate with the student on the development of an appropriate Placement Accommodation Plan for each placement.
 - c. Consult with the Placement Facilitator as appropriate.
 - d. Provide a copy of the Placement Accommodation Plan to the student.
26. It is the responsibility of the Placement Facilitator to:
 - a. Support inclusion and full participation to ensure the student can meet the learning outcomes of the field placement.
 - b. Collaborate with Student Services, the student, and the On-Site Supervisor regarding appropriate accommodation.

- c. Update the Counsellor of any concerns regarding the accommodation implementation so that issues can be addressed and timely adjustments can be made.
- 27. The Placement Employer/On-Site Supervisor shall be required to:
 - a. Implement the Placement Accommodation Plan in good faith.
 - b. Actively seek out solutions and collaborate with the Placement Facilitator and student regarding accommodations.
 - c. Promptly advise the Placement Facilitator of any concerns.

Undue Hardship

- 28. **Academic Accommodations and Undue Hardship:** The College may deny an academic accommodation based on undue hardship. Undue hardship must be considered individually, in the full context of an accommodation request.
- 29. **Assessing Risk to Health & Safety:** Where the provision of an Academic Accommodation Plan could involve an adjustment to a health or safety practice, the College shall assess the resulting risk to the student and others. The presence of a disability alone is not sufficient to determine risk. Assessing risk leading to undue hardship requires the gathering of objective evidence of the nature, severity, probability, and scope of the risk.
- 30. **Placement Accommodations:** Where undue hardship is claimed by a Placement Employer about Placement Accommodation, the Counsellor and Placement Facilitator will support the student in finding a resolution or pursuing other placement opportunities.
- 31. Where a student with a disability cannot be accommodated following these principles, or where a student is found incapable of performing the essential requirements of a program, course, or placement, alternatives can be explored with the student and their Counsellor. Any arrangements regarding withdrawal without academic penalty and issues related to fees or possible fee refunds must be approved by the VPA.

Academic and Placement Accommodation Plans: Appeal by Student

- 32. Where a student disagrees with an Academic or Placement Accommodation Plan, or deems it inadequate, the student shall first attempt to resolve this with their Counsellor.
- 33. **Academic or Placement Accommodation Review:** If a resolution is not reached between the student and the Counsellor, the student may request a review of the decision:
 - a. The student must complete the Student Request for Accommodation Review Form (Appendix A) and submit it to the Director.
 - b. The Director will provide the student with written confirmation that they have received this form within 3 business days.
 - c. The Director will investigate and respond to the student in writing with their decision and/or recommendations, within 5 business days.
- 34. **Accommodation Appeal:** If the student disagrees with the Director, Student Services' decision following the review, the student may appeal the decision to the VPA within 5 business days of the Director's decision:
 - a. The appeal is initiated when the student forwards a copy of the Student Accommodation Review Form and the Director's response to the VPA (Appendix B).

- b. The VPA will schedule a meeting with the student to review the grounds for appeal and may request further information from Student Services, the Placement Facilitator, and/or the relevant academic department.
- c. The VPA shall notify the student in writing of their decision within 5 business days of the meeting. A copy of the decision will be provided to the Director. The decision of the VPA is final.
- d. The Director will provide any decision impacting on the student's Accommodation Plan to the student's Counsellor who will meet with the student, inform them of any changes, and offer support.

Academic Accommodation Plans: Faculty Responsibilities

- 35. Faculty shall follow the student's Academic Accommodation Plan as required.
- 36. Faculty may seek clarification about the provision of accommodation with the Counsellor listed on the student's Academic Accommodation Plan.
- 37. Faculty with concerns about an Academic Accommodation Plan may file a formal appeal but must first discuss their concerns with the Counsellor listed on the Academic Accommodation Plan.

Academic Accommodation Plans: Compliance Review Request by Student.

- 38. Students have the right to raise a complaint or concern regarding the implementation of specific accommodation (or lack thereof).
- 39. Where a student believes that an instructor is not complying with their Academic Accommodation Plan, the student may request a formal review:
 - a. In the case of an instructor's compliance with the Academic Accommodation Plan, students are always encouraged to attempt to find resolutions to accommodation concerns by initiating conversation with their instructor.
 - b. If unable to resolve the concern, the student should inform their Counsellor of any accommodation they believe is not being provided. The Counsellor will consult with the instructor to gather information and attempt to find a resolution.
 - c. If a resolution cannot be found, the student may request a Compliance Review by filling out the Compliance Review Form (Appendix C) and submitting it to the Director.
 - d. The Director will investigate the complaint and bring the concerns forward to the Program Chair.
 - e. The Program Chair will investigate and respond in writing to the Director within 3 business days to confirm that the accommodation will be provided or to advise whether the faculty intends to file a Faculty Academic Accommodation Appeal.

Academic Accommodation Appeals (by Faculty):

- 40. Following discussions with the student's Counsellor, faculty may appeal an Academic Accommodation Plan on the grounds that they believe:
 - a. the accommodation creates undue hardship, or
 - b. the accommodation creates significant health/safety risks, or
 - c. the accommodation conflicts with the learning outcomes of the course.

41. Timelines for filing Faculty Academic Accommodation Appeals:
- a. Faculty Academic Accommodation Appeals must be filed within two weeks of receiving the Academic Accommodation Plan.
 - b. Where the appeal arises from a Compliance Review filed by a student where no resolution has been reached, the faculty member shall file the Faculty Academic Accommodation Appeal within 5 business days of notification of the complaint from their Program Chair.
42. Academic accommodations are to be implemented in the classroom as per the Academic Accommodation Plan during the appeal process until a resolution is reached or a decision is made.
43. The process for appealing an accommodation by faculty is as follows:
- a. The faculty member completes a Faculty Academic Accommodations Appeal Form (Appendix D) and submits it to their Program Chair.
 - b. If the Program Chair is in support of the appeal, they will sign the form and submit it to the Director, Student Services. The Director will meet with the Program Chair in an attempt to find a resolution within 5 business days of receiving the form.
 - c. If the situation is not resolved, the Director will forward the appeal form and relevant documentation to the VPA.
 - d. The VPA will schedule a meeting with the Faculty member, the Program Chair, and the Director, at which each shall make submissions regarding any unresolved issues concerning the proposed accommodation(s).
 - e. The VPA will inform the Faculty Appellant, the Program Chair, and the Director of their decision in writing within 3 business days of the meeting. The VPA's decision is final.
 - f. The Director will provide any decision impacting the student's Academic Accommodation Plan to the student's Counsellor who will meet with the student, inform them of any changes, and offer support.

Academic Accommodations: Retroactive Accommodations

44. Retroactive Academic Accommodations may be granted where a student is experiencing a disability-related disruption in their functioning but may not be able to follow the College's process for arranging accommodation. Retroactive Accommodation requests will be received and reviewed on a case-by-case basis considering the unique circumstances of each request.
45. When requesting Retroactive Academic Accommodations, students should submit this request to Student Services at their "next best" opportunity following the disruption in their academic performance due to their disability.
46. Students requesting Retroactive Academic Accommodations must meet with a Counsellor to provide information and supporting documentation for the request.
47. Where a retroactive accommodation request requires adjusting timelines in the evaluation or assessment of student work in a course, the Counsellor shall consult with the course instructor.
48. Retroactive Academic Accommodations must be approved by the Director.
49. **Retroactive Academic Accommodation Review:** If retroactive academic accommodations are not provided, or the student disagrees that the accommodations offered are appropriate, the student may fill out a formal Retroactive Academic Accommodation Request Form (Appendix E). This form is to be submitted to the Director. The Director will respond to the student in writing that the request has been received within 3 days of receipt. The Director will meet with the appropriate college department within 5 days and provide the student with a decision/recommendation.

50. **Retroactive Accommodation Appeal:** If accommodations are not provided following a review by the Director, or the student disagrees that the accommodations offered are appropriate, the student may appeal the decision to the VPA within 5 business days of the Director's decision:

- a. The appeal is initiated when the student forwards a copy of the Retroactive Academic Accommodation Request Form and the Director's response to the VPA.
- b. The VPA will schedule a meeting with the student to review the grounds for appeal and may request further information from Student Services or the relevant academic department.
- c. The VPA shall notify the student in writing of their decision within 5 business days of the meeting. A copy of the decision will be provided to the Director. The decision of the VPA is final.
- d. Where the VPA's decision impacts the student's Accommodation Plan, the Director will provide the decision to the student's Counsellor who will take the appropriate steps to support the implementation of the changes.

Form: Placement Accommodation Responsibilities

It is the responsibility of the STUDENT to:

- a. Self-identify with Student Services and submit appropriate documentation in support of a placement accommodation request.
- b. Meet with Placement Facilitator to review placement requirements and learning outcomes.
- c. Meet with the Counsellor to discuss the scope of potential barriers associated with placement.
- d. Provide a copy of the Placement Accommodation Plan directly to the On-Site Supervisor.
- e. Actively participate in the ongoing development of their Placement Accommodation Plan by providing regular feedback On-Site Supervisor, Placement Facilitator, and Counsellor, as appropriate.
- f. Renew a Placement Accommodation Plan for each term, as required.

I have read and understand my responsibilities as a student regarding my placement accommodation plan.

Student Name: _____ **Student Number:** _____

Student Signature: _____ **Date:** _____

It is the responsibility of the COUNSELLOR to:

- a. Receive and file accommodation documentation from the student.
- b. Collaborate with the student on the development of an appropriate Placement Accommodation Plan for each placement.
- c. Consult with the Placement Facilitator as appropriate.
- d. Provide a copy of the Placement Accommodation Plan to the student.

It is the responsibility of the PLACEMENT FACILITATOR to:

- a. Support inclusion and full participation to ensure the student can meet the learning outcomes of the field placement.
- b. Collaborate with Student Services, the student, and the On-Site Supervisor regarding appropriate accommodation.
- c. Update the Counsellor of any concerns regarding the accommodation implementation so that issues can be addressed and timely adjustments can be made.

The Placement Employer/On-Site Supervisor shall be required to:

- a. Implement the Placement Accommodation Plan in good faith.
- b. Actively seek out solutions and collaborate with the Placement Facilitator and student regarding accommodations.
- c. Promptly advise the Placement Facilitator of any concerns.

Appendix A: Student Request for Accommodation Review

To be completed by a student who disagrees with their Accommodation Plan and where the issue remains unresolved following an informal process to address it with their Counsellor.

Student Name: _____

Student Number: _____

Counsellor: _____

Academic Program: _____

This appeal is filed concerning:

- ☐ An Academic Accommodation Plan
- ☐ A Placement Accommodation Plan
 - ☐ Placement Facilitator's Name: _____

Provide information in support of your appeal:

Student Signature: _____

Date: _____

Please submit this form and any additional supporting documentation to the Director of Student Services.

Appendix B: Student Appeal of Accommodation Plan

To be completed by the student/appellant when they disagree with the decision of the Director of Student Services following a Student Request for Accommodation Review (Appendix A).

Student Name: _____

Student Number: _____

Counsellor: _____

Academic Program: _____

This appeal is filed concerning:

- ☐ An Academic Accommodation Plan
- ☐ A Placement Accommodation Plan
 - ☐ Placement Facilitator's Name: _____

Provide information in support of your appeal:

Student Signature: _____

Date: _____

Please submit this form, a copy of the Director of Student Services' decision following the request for review, along with any other supporting documentation to the Office of the Vice President, Academic.

Appendix C: Student Accommodation Compliance Complaint

To be completed by a student when an Accommodation Plan is not being followed and where the issue remains unresolved following an informal process to address it with their instructor or placement facilitator.

Student Name: _____

Student Number: _____

Counsellor: _____

Academic Program: _____

I am filing a compliance complaint because the accommodations are not being implemented per my:

☐ Accommodation Plan

- ☐ Course Name: _____
- ☐ Course Code: _____
- ☐ Instructor: _____

☐ Placement Plan:

- ☐ Placement Facilitator: _____
- ☐ Placement Employer: _____

Provide details of your complaint:

Student Signature: _____

Date: _____

Please submit this form and any additional supporting documentation to the Director of Student Services.

Appendix D: Faculty Academic Accommodation Appeal

To be completed by the instructor when the informal process is unsuccessful in reaching a resolution.

Please Note: **Academic accommodations are to be implemented in the classroom as per the Academic Accommodation Plan during the appeal process until a decision is made.**

Instructor's Name: _____

Program: _____

Course: _____

Student Name: _____

Student Number: _____

Counsellor listed on the Accommodation Plan: _____

I am appealing the academic accommodation because:

- ☐ Providing the accommodation will create undue hardship, including but not limited to health/safety risk, and/or
- ☐ Providing the accommodation will create a direct conflict with the learning outcomes of the course/program

Please provide the details of your appeal:

Note: All information provided must be related to the academic accommodations and not the student or their disability.

Instructor's Signature: _____

Date: _____

Please submit this form and any additional supporting documentation to the Director of Student Services.

Appendix E: Request for Retroactive Accommodation

To be completed by the student requesting a retroactive accommodation.

Student Name: _____

Student Number: _____

Counsellor: _____

I am requesting retroactive accommodations for the term:

Year: _____ Semester: _____

Complete the following information:

- ☐ Program: _____
- ☐ Course: _____
- ☐ Instructor: _____

Provide information in support of your request:

Student Signature: _____ Date: _____

Please submit this form and any additional supporting documentation to the Director of Student Services.

Policy 7.4

Appendix F: Process Flowcharts

- Academic and Placement Accommodations Process
- Academic Accommodations: Appeal by Student
- Academic Accommodations: Compliance Review Request by Student
- Academic Accommodation Appeal by Faculty

Academic and Placement Accommodations Process

Students with temporary or permanent disabilities must self-identify to request services from Student Services

South Windsor Campus:

email: studentservices@stclaircollege.ca | phone: 519-972-2727 ext. 4226

St. Clair Centre for the Arts (SCCA, Downtown)

email: downtownstudentservices@stclaircollege.ca | phone: 519-972-2727 ext. 4348

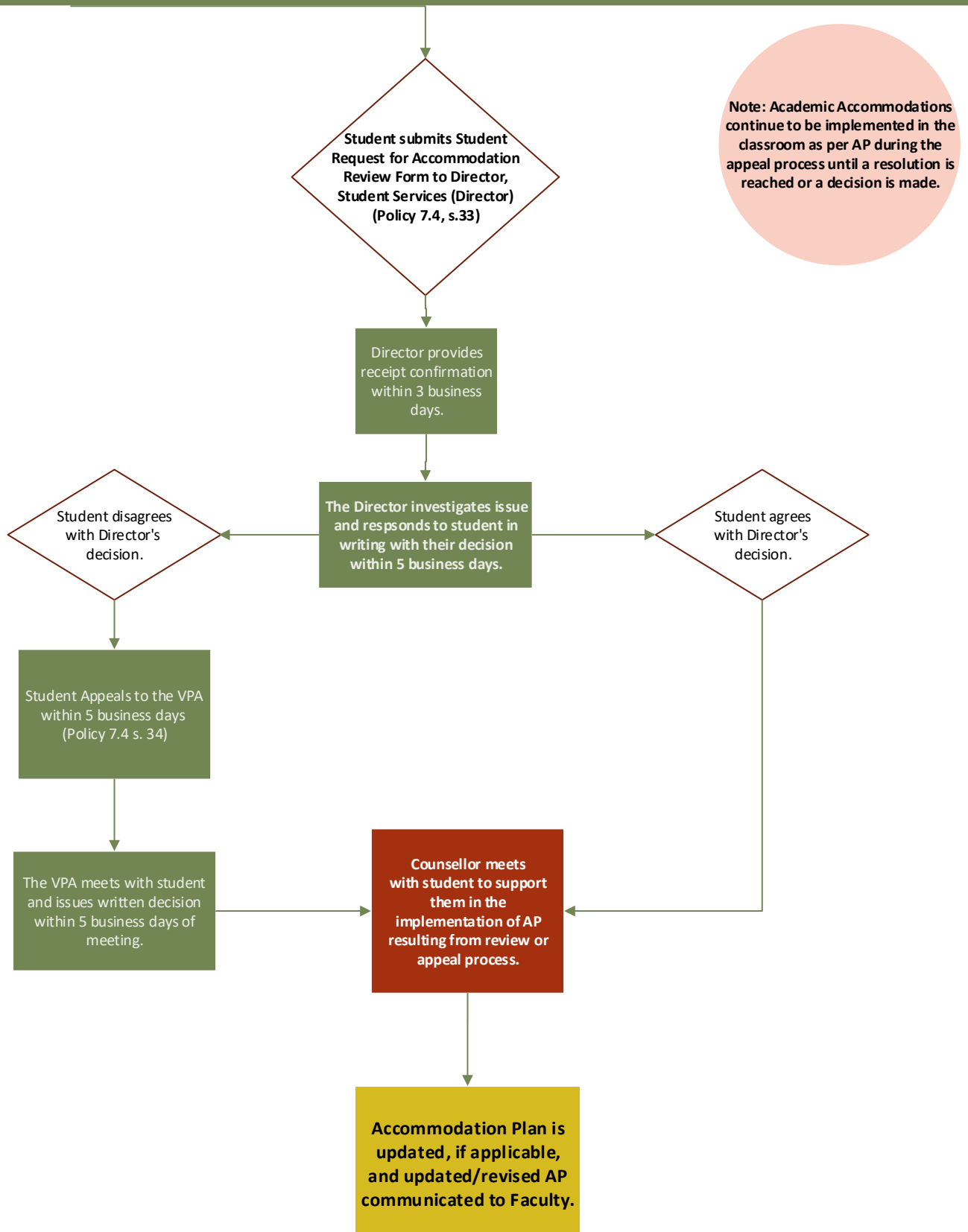
Chatham Campus:

email: chathamstudentservices@stclaircollege.ca | phone: 519-354-9100 ext. 3306



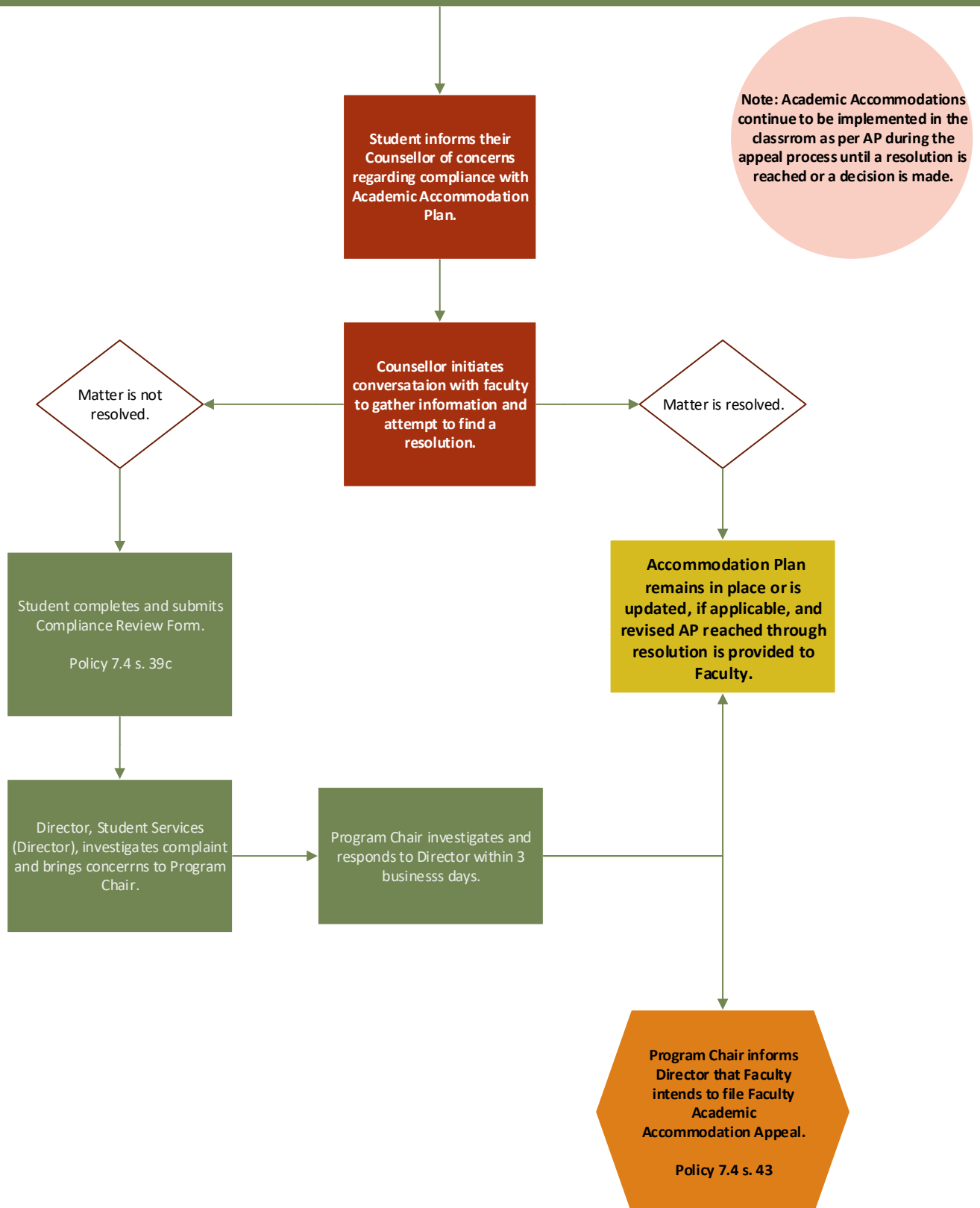
Academic Accommodations: Appeal By Student

Where a student disagrees with an Academic or Placement Accommodation Plan (AP), or deems it inadequate, the student shall first attempt to resolve this with their Student Services Counsellor. If matters remains unresolved, process below applies.



Academic Accommodations: Compliance Review Request by Student

This process applies when a student believes that an instructor is not complying with their Academic Accommodation Plan. Students are encouraged to attempt to find resolutions by first initiating conversation with their instructor.



Academic Accommodation Appeal by Faculty

Following discussions with the student's Counsellor, Faculty may appeal an Academic Accommodation Plan (AP) on the grounds that the AP (a) creates undue hardship, or (b) creates significant health/safety risks, or (c) conflicts with the learning outcomes of the course.

