



# International Student Handbook

Alberta

Effective Dec 1, 2020  
Replaces all previous versions

## **Welcome!**

From our admission process right through to our employment support after graduation, we strive to provide our students with a meaningful experience. It is this dedication that gives our graduates the competitive edge in the workplace.

Once you begin your studies, you will become aware of how our learning process will stimulate, involve, and challenge you to succeed. You will build an impressive skill set in your area of study and gain the interpersonal expertise that will help make you successful.

Our programs are designed to reflect the requirements of the employers in your chosen career field. Throughout your studies, you will work in ways that will mirror what you will find in the workplace. When you complete your program, you will be ready to begin your career.

At Reeves College, you have access to a strong support team that is dedicated to helping you every step of the way. This team consists of your Faculty, International Admission Representative, Campus Director, Financial Representatives, Student Services, Employment Services Personnel, and Administrative Staff.

Please contact one of our International Admission Representatives for more information. Calgary and Edmonton based International Admission Representatives are available by calling 1.800.675.4392.

**Mission Statement  
Reeves College**

*We Change Lives through Education*

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## PROGRAM INFORMATION

Please contact an International Admission Representative for program offerings at specific locations or visit [www.reevescollege.ca](http://www.reevescollege.ca).

Program	Program Hours	Program Weeks	Tuition	Books/ Materials/ E- Resources	Extra Charges	Total
Accounting and Payroll Administration - International	860	43	\$23,375.30	\$1,203.00		\$24,578.30
Accounting Technician - International	560	28	\$14,705.60	\$834.00		\$15,539.60
Addictions & Community Services Worker - International	1020	44	\$22,421.33	\$2,448.00		\$24,869.33
Business and Digital Marketing Management - International	820	41	\$22,071.27	\$2,928.00		\$24,999.27
Child and Youth Services Worker - International	880	44	\$22,288.73	\$2,690.00		\$24,978.73
Dental Office Administration - International	840	42	\$19,890.00	\$1,035.00		\$20,925.00
Education Assistant - International	1105	45	\$21,792.81	\$1,763.00		\$23,555.81
Event Specialist - International	1020	51	\$24,265.80	\$1,755.00		\$26,020.80
Graphic Design Technology - International	840	42	\$21,613.80	\$1,023.00		\$22,636.80
Hospitality Business Management - International	860	43	\$22,722.34	\$1,463.00		\$24,185.34
Human Resources and Payroll Coordinator - International	900	45	\$21,450.00	\$3,601.00	\$50.00	\$25,101.00
Paralegal - International	980	49	\$23,569.00	\$1,680.00		\$25,249.00
Logistics & Supply Chain Management - International	1020	47	\$21,150.68	\$1,874.00		\$23,024.68
Medical Office Administration - International	860	43	\$22,057.10	\$1,540.00		\$23,597.10
Office Administration - International	540	27	\$14,851.20	\$981.00		\$15,832.20
Sales Professional - International	460	23	\$11,005.80	\$1,334.00		\$12,339.80
Social Media Specialist - International	600	30	\$14,300.00	\$1,036.00		\$15,336.00
Social Media and Web Marketing - International	1300	65	\$29,900.00	\$2,019.00		\$31,919.00
Veterinary Health Care Assistant - International	845	42	\$19,024.20	\$891.00		\$19,915.20

## ADMISSION REQUIREMENTS

### Admission Policy

Admission to programs at Colleges requires applicants to follow a formal application procedure. The application and admissions process includes an interview with an International Admission Representative; meeting with a financial administrator or financial planner; validating that the applicant meets the program admission requirements; signing a formal enrolment agreement.

At all times the College is responsible for providing prospective students with accurate information about the programs it offers so that the student can make informed decisions. Admission is based upon applicants meeting the prescribed program admissions requirements. Admission to programs must be approved by the Campus Director.

Prospective students are required to provide all the required documentation including proof of age, high school completion, Canadian equivalencies and language requirements etc. to confirm the student meets the admissions requirements.

### English Language Requirements – All Programs

In addition to each program's admission requirements, all international applicants must demonstrate that they are proficient in the English language in order to be successful in their training.

Unless specifically stated in the program admission requirements, English language proficiency requirement can be satisfied if the applicant has earned a high school diploma from secondary school (or above) in a system in which English is the official language of instruction. If English was not the applicant's first language, the applicant will need to meet the minimum English Language Proficiency standard. English test scores are valid only if dated within two years of application. Acceptable evidence of ELP may be one of the following:

- CLBA 7 in each strand
- TOEFL Internet-based test score 71 (overall score) PBT: 560
- IELTS Academic 6.0, with no band score below 5.0
- CAEL score of 60

### International Program Admission Prerequisites

Students applying for all programs must meet the below individual program criteria in addition to successfully interviewing with an International Admission Representative. Full program content and information can be found at [www.reevescollege.ca](http://www.reevescollege.ca). Transcript and educational credential equivalencies may be required to undergo assessment through the International Qualifications Assessment Service (IQAS) or World Education Services (WES).

## ACCOUNTING AND PAYROLL ADMINISTRATION ADMISSIONS PREREQUISITES

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

#### Standard Admission

- Alberta high school diploma or equivalent verified by transcript or DAR.

#### Mature Admission

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **ACCOUNTING TECHNICIAN ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **ADDICTIONS AND COMMUNITY SERVICES WORKER ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

Students must meet ALL of the following criteria:

- Provide a signed sobriety declaration (form provided by the College); and
- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Successfully interview with the Campus Director, program coordinator, or designate;
- Provide a signed sobriety declaration (form provided by the College);
- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

*Note: The existence of a criminal record may result in a candidate being denied acceptance by a work experience site.*

## **BUSINESS AND DIGITAL MARKETING MANAGEMENT ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **CHILD AND YOUTH SERVICES WORKER ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

Students must meet ALL of the following criteria:

- Provide a CRC/Immunization disclaimer (form provided by the college);
- Provide a signed sobriety declaration (form provided by the College); and
- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Provide a CRC/Immunization disclaimer (form provided by the college);
- Provide a signed sobriety declaration (form provided by the College);
- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **PRACTICUM PREREQUISITES**

- Provide a negative criminal record check with vulnerable sector search

## **DENTAL OFFICE ADMINISTRATION**

## **ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR; and
- Provide a CRC/Immunization disclaimer (form provided by the college).

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province);
- Provide a CRC/Immunization disclaimer (form provided by the college); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **PRACTICUM PREREQUISITES**

- Provide a negative criminal record check
- Provide completed immunization report showing current immunization and free of communicable diseases

## **EDUCATION ASSISTANT ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

Students must meet ALL of the following criteria:

- Provide a CRC/Immunization disclaimer (form provided by the college); and
- Alberta high school diploma or equivalent\* verified by transcript or DAR (\*from an English language institution).

### **Mature Admission**

Students must meet ALL of the following criteria:

- Interview with the Campus Director, program coordinator, or designate;
- Provide a CRC/Immunization disclaimer (form provided by the college);
- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

Note: It is an asset for students who have volunteer or paid work experience with children who have required support in school or a related setting.

## **PRACTICUM PREREQUISITES**

- Provide a negative criminal record check with vulnerable sector search; and
- Provide completed immunization report showing current immunization and free of communicable diseases, including Negative TB skin test or chest x ray (form provided by college).

## **EVENT SPECIALIST ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **GRAPHIC DESIGN TECHNOLOGY ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **HOSPITALITY BUSINESS MANAGEMENT**



## **ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **HUMAN RESOURCES AND PAYROLL COORDINATOR ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **LOGISTICS & SUPPLY CHAIN MANAGEMENT ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the REEVES College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **MEDICAL OFFICE ADMINISTRATION ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR; and
- Provide a CRC/Immunization disclaimer (form provided by the college);

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province);
- Provide a CRC/Immunization disclaimer (form provided by the college); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **PRACTICUM PREREQUISITES**

- Provide completed immunization report showing current immunization and free of communicable diseases, including Negative TB skin test or chest x ray (form provided by college).

*Note: Some hosts require a Criminal Record Check and the existence of a criminal record may result in a candidate being denied acceptance by a work experience site*

## **OFFICE ADMINISTRATION**

## **ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **PARALEGAL**

### **ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **SALES PROFESSIONAL**

### **ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **SOCIAL MEDIA SPECIALIST**

### **ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **SOCIAL MEDIA AND WEB MARKETING**

### **ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## **VETERINARY HEALTH CARE ASSISTANT**

## **ADMISSIONS PREREQUISITES**

All applicants must meet with an admissions representative in addition to ONE of the following criteria:

### **Standard Admission**

- Alberta high school diploma or equivalent verified by transcript or DAR.

### **Mature Admission**

Students must meet ALL of the following criteria:

- Be at least 18 years of age prior to admission (19 for out of province); and
- Successful completion of the Reeves College Admissions Test.
- *\*Manitoba applicants must also have been out of school for one year in addition to the above*

## ACADEMIC POLICIES

### Attendance

The College expects regular and punctual class attendance. Punctuality is as important as good attendance. As a student, you are expected to attend classes, including any make-up sessions, on a regular basis and notify the campus immediately of any absences or lateness in accordance with your contractual agreement. Student absences will be recorded from the first day the class meets. The student is also responsible for notifying the third party funder, if applicable, of the absence.

### Interruption of Studies

If for any reason a student interrupts his or her studies by being absent from scheduled classes for more than five (5) consecutive days or by missing a scheduled examination, he or she must meet with the Campus Director or Designee. Non-attendance does not constitute notice of withdrawal. The College will consider only two reasons as valid for interruption of studies:

1. Medical Reasons - The student must provide a physician's note attesting to the illness and stating the dates that the student was required to be away from college.
2. Compassionate Reasons - The student must provide a letter explaining the circumstances surrounding the absence. A compassionate reason for absence must meet the definition "a suddenly-arising situation beyond the control of the student."

Re-admission will be considered on a case-by-case basis. Students must submit a written letter to the Campus Director or designee requesting re-admission. The student will be responsible for payment of all fees relating to the College up to and including the date of termination in accordance with the Refund Policy. Students may not be able to resume their program where they left. The student's scheduling and/or completion dates may also be changed as a result.

### Resumption of Studies

Students who have interrupted their studies by an absence of 5 or more consecutive days, or by missing a scheduled examination, must obtain permission to resume classes. Students should make an appointment for a formal interview with the Campus Director or designee as soon as they are sure of their return date.

Students must be in good financial and academic standing in order to be re-admitted. If proper notice was not given of the absence, a student may be re-admitted under probationary terms. An exception may be made if the student has a valid reason for the absence.

### Cheating and Plagiarism

Cheating is the purposeful, willful, and concealed use of unauthorized sources for a test, exam, or other forms of academic work. The College enforces a zero-tolerance cheating and plagiarism policy. Any student who cheats or plagiarizes material for academic grading will be penalized. This generally means that they will be expelled from the College.

Cheating is any act of academic dishonesty.

Plagiarism is the act of representing someone else's work as your own.

Acts or behaviours which constitute cheating include but are not limited to the definitions listed below:

1. Submitting the same work or part of the same work for credit in two different courses without the prior agreement of the instructor(s) involved

2. Bringing (and using) unauthorized and/or concealed materials/aids into a test or exam situation. (Aids include, but are not limited to, calculators, electronic organizers, cell phones, cameras, crib notes, notes, books, electronic recording devices, photocopied materials, etc.)
3. Presenting oneself as another student for a class, test, or exam
4. Unauthorized sharing of material (copying, or allowing others to copy) during a test or exam
5. Unauthorized communication with another student in a test or exam
6. Submitting another person's work as your own or providing work for another person to submit as his or her own
7. Falsifying or misrepresenting academic records
8. Gaining or attempting to gain access to an examination or test, or a part thereof, without permission from the instructor
9. Deliberately preventing or attempting to prevent the fair access by other students to all types of learning resources
10. The act of copying for the purpose of providing advantage to yourself or another student will not be tolerated. (Copying is defined as any act of duplicating or reproducing information from another student by any means to obtain advantage for you. The methods used could be visual, oral, notes, printed matter, or electronic means.)
11. Plagiarism includes using another person's essential style and manner of expression. Any act of representing others' work as your own is a dishonest act. This includes, but is not limited to, homework, written papers, exams, lab assignments, published work, circuit design, software, etc. This includes copyrighted materials. Students should give credit explicitly and clearly, as well as provide appropriate reference to ideas, thoughts, and writings of another, whether the source is oral, from a written source such as books or journal articles, or from the Internet. By not placing direct quotes in quotation marks and footnoting the source, and by not footnoting indirect reference to another's ideas, a student has disguised the fact that the ideas and thoughts, or even exact words, come from another source first. (When in doubt, consult with the Instructor for the course.)
12. Collaboration is the act of two or more students working jointly on any assignment when the Instructor has not permitted this act. This may include, but is not limited to, homework, papers completed outside of class hours, in-class assignments, lab exercises, or reports. Collaboration also includes writing an assignment or paper for another student
13. Theft or solicitation of another student's assignment or paper, grade books, un-administered tests, or other academic work/material will result in immediate expulsion
14. Intentionally helping or attempting to help another student to commit any act of academic dishonesty will also result in immediate expulsion

Violations that threaten the academic integrity of the College may be subject to disciplinary action as described in the Disciplinary Process. Sanctions may include but are not limited to:

- Award of zero marks for the piece of work or examination
- Award of a fail grade for the whole course
- Academic Probation
- Suspension
- Expulsion

Student appeals can be made in writing in accordance with the Dispute Resolution Policy.

## Copyright

Campuses comply with the copyright laws as applied to educational institutions. The use of and/or photocopying of copyrighted material in violation of the copyright laws by instructors, students, alumni, and staff is prohibited. This standard applies to printed, software, audio, video materials, and web-based information.

Canadian copyright legislation states that only the creator or rights-holder has the right to reproduce his or her own work. Copyrighted works include but are not limited to: Documents, graphics, sounds, video, software on company computer systems, or information from the Internet.

## Course Drops/Withdrawals

The College's policy on withdrawals and refunds adheres to the guidelines provided by the regulatory bodies governing within the province. Students wishing to withdraw from study must either meet with the Campus Director, and complete a Student Activity Form OR submit a letter of withdrawal delivered personally or by registered mail to the Campus Director stating the reason for withdrawal and withdrawal date. A copy of the letter will be retained in the student's administrative file.

If a student ceases to attend the College without providing written notice of withdrawal, the College will consider the student absent. In accordance with Student Loans and funding agency requirements, the student's absence will be reported as "withdrawn".

## Course Repeat Procedure

It is important to note that each course/module within a program of study must be successfully completed in order to achieve graduation. For some students it may be necessary to repeat a course/module during their program. Not all programs allow students to repeat a course/module. Students are allowed to repeat a failed course twice to a maximum of three (3) attempts per course. Externally regulated programs may have different requirements. Should the student fail a course/module, he or she may receive the first repeat at no cost. Subsequent attempts will be charged the full cost of the course/module, as well as any other incidental cost. The Campus Director will make a determination based on the circumstances.

Students may only repeat a course if class space is available; courses requiring an outside examination are excluded. All repeated courses will appear on the student's academic transcript however, only the most recent attempt will count towards the program average. Please remember that repeating a course/module is a privilege that the student must earn. The repeating of a course/module is permitted if a student meets the conditions outlined below. All conditions must be met:

1. The student has completed an interview with the Campus Director, or designee.
2. The student has demonstrated good attendance.
3. The student has been punctual for class.
4. The student has demonstrated significant effort.
5. The student has completed all the requirements for the course/module and simply was unable to achieve a passing score on the first attempt.
6. The student has met all other graduation requirements.

## **E-Resources and Materials**

Students will be granted an access license to e-resources, which includes e-books that are subject to an expiration date beyond program completion. Once any of the e-books have been accessed, the e-book will become non-refundable.

There may be elements of a program that may utilize or introduce on-line learning components, or blended learning modules of program delivery during the program.

The course materials, e-books and resources for students are accessible through the college's Learning Management System(LMS). Students are required to bring their own web enabled device (laptop or tablet) in order to access the course materials and resources. Students are responsible for ensuring that their devices are in proper working order and that they are fully charged before the start of each school day.

Students' programs may include the use of hard copy or e-copy textbooks and learning guides-as needed. The College reserves the right to make changes to the adopted text or to the text edition or version used at any time. As with any material, errors may occur in textbooks and learning guides used by the College. The College makes every effort to identify errors and provide errata to students. In the event that errors are discovered in internally generated textbooks or learning guides, the College has a protocol for correction. If errors are discovered, the instructor should be advised.

All students and instructors receive an organizational e-mail address. As part of class preparation, please ensure you have received your e-mail address, as well as access to the Learning Management System (LMS) and all related course e-resources. When communicating with other students or staff, please use the email address provided to you.

## **Device Requirements**

A device (tablet, notebook, or laptop) suitable to the student's curriculum is required to access LMS course materials and resources.

All devices must be able to connect to the Internet wirelessly via the campus Wi-Fi "*campusnet*" and be capable of fulfilling all curriculum IT requirements.

Students will also need an active, Campus supplied, 9 digit (XXX-XXXXXX) AD (Active Directory) user account and password in order to connect to the campus WiFi "*campusnet*" with their personal device. Printing functionality to campus printers will not be available to personal devices.

## Acceptable Use

- While a student, the use and operation of the devices will be governed by the College's Responsible Use of Technology Policy.
- Sharing of AD credentials is strictly prohibited and may result in IT privileges being revoked.

## Device

Student device must meet or exceed the corresponding specifications based on operating system (OS). All devices must support Microsoft Office 365 or Microsoft Office 2016. *If you are not using a Windows device, you are responsible for using a browser that can emulate a Windows device (i.e. Puffin or others).* The specifications noted here are only a guide and may change without notice.

### ***Microsoft Windows Devices (preferred)***

Operating System (OS): Windows 7/8/8.1/10 (32/64 Bit) – Windows 10 recommended!

Hardware: Intel Celeron Processor N3060 or equivalent, 32 GB HDD, 2GB RAM, Keyboard, Mouse or trackpad

Software: MS Office 2013 or newer

Examples: Dell Inspiron 11 3000, MS Surface 3, MS Surface Pro 4, MS Win 10 compatible notebook

### ***Google Chrome OS Devices:***

Operating System (OS): Chrome OS

Hardware: Minimum Quad-Core 1.6 GHz processor or equivalent, Minimum 4 GB RAM, Minimum 16 GB storage, speakers or headset jack, Keyboard, Mouse or trackpad

Software: MS Office 2013 or newer

Examples: Acer Chromebook 14, Toshiba Chromebook 2, Acer Chromebook 13

### **Support**

- Students are responsible for support on their own device
- Campus will supply wireless (Wi-Fi) Internet connection
- Campus bandwidth may vary depending on location

### **Risks/Liability/Disclaimer**

Campus maintains and controls the ownership of all Campus IP addresses.

Campus will not be responsible for:

- Student choice of hardware, peripherals, operating system, software, applications, or hardware configurations
- Student usernames or passwords as they apply to student hardware, peripherals, operating system, software, applications, or hardware configurations and consequences thereof if student cannot access the services
- Student warranties as it applies to student hardware, peripherals, operating system, software, applications, or hardware configurations
- Student or any third party actions that destroys student hardware, peripherals, operating system, software, applications, or hardware configurations
- Any loss of any data whatsoever and for whatever reason
- Any server-downtime
- Student possible actions in student use of student hardware, peripherals, operating system, software, applications, or hardware configurations in violating provincial or federal laws or international laws or conventions
- Troubleshooting or attempting to resolve connectivity issues related on the Student's Device.
- Viruses, Adware, Malware, Spyware mitigation
- Financial loss as a result of viewing non College approved websites
- Theft or damage of personal device while on campus
- Any potential hardware upgrades required due to changes in curriculum

Campus reserves the right to:

- Change or remove any IP address at its discretion
- Block websites that may not be deemed as appropriate content



## Grading

The College uses a letter and or percentage-grade to indicate academic performance. Students are given a letter and or percentage grade for each course/module, work experience, practicum, or preceptorship completed or attempted. Grading may be based on classroom performance, assignments, projects, and examinations. All grades are available for student review by request; however, we strongly encourage students to keep track of the grades they receive in order to resolve any discrepancies that may arise. Some externally regulated programs have their own set of grading/academic criteria. Individual courses may have different passing requirements. Make sure you understand what is required for each course. Course outlines will describe the course assessment model and the grading criteria.

Status	Grade
P	60-100%
F	< 60%
P	Pass
F	Fail
AUD	Audit
W	Withdrawal
I	Incomplete
IP	In Progress
E	Exempt
CR	Prior Learning Credit
CR	Advanced Standing

### *Pass (P)*

A “Pass” grade is given for students who successfully complete a course that is designated by only a pass or fail mark (i.e. Practicum). A “P” grade counts toward graduation.

### *Withdrawal (W)*

Students who withdraw before 33% of the course has elapsed will receive a grade of “W” (Withdrawal).

### *Fail (F)*

Students who do not complete all required components of a course, or who receive a cumulative score of less than 60% in a course will receive a fail. Students who withdraw beyond 33% of a course or who do not complete all of the required assignments in any course will be given an “F” or an “I” at the discretion of the Instructor.

### *Incomplete (I)*

An “Incomplete” grade does not remain on the student transcript provided all required assignments are satisfactorily completed within 30 days after the course has ended. Should an “Incomplete” be left unresolved past 30 days, it will automatically become an “F” and remain on the transcript.

### *In Progress (IP)*

An “In Progress” notation is given for students who are in the process of completing a module or program component at the time of the transcript issue.

### *Audit (AUD)*

An AUD notation is given where students takes a course not for credit.

### *Advanced Standing Credit (CR)*

A "CR" grade is given for students who successfully completed an accredited course that is transferrable to their program upon entry into the College

### *Credit for Prior Learning (CR)*

A "CR" is given where students' skills acquired through self-study or work experience have been approved for credit toward the program.

All final grades must be submitted by the instructor 5 business days after the last day of class.

**Please note that externally regulated programs may have their own grading scale.**

### **Grade Disputes**

A student in disagreement on an academic/education matter should attempt to resolve the issue first with their instructor. If a satisfactory resolution cannot be found with the instructor, the student can seek a resolution with the Campus Director or designee.

Students who feel they have received an erroneous grade must appeal that grade to their instructor and/or Campus Director a maximum of five (5) business days after the start of the following module/course or term. (Externally regulated programs and/or cohort based programs may have their own policy. Check with your Campus Director.) Only final grades may be appealed. If the student and instructor do not reach a resolution, the student may appeal to the Campus Director of the College. The Campus Director, after consultation with the instructor and student, will make a determination. The student, if still dissatisfied, may appeal by following the Dispute Resolution Policy found in this manual.

### **Appealing Academic Termination**

Any student wishing to appeal an academic termination may do so in writing to the Campus Director. The student must submit a letter to the Campus Director within ten (10) days of the dismissal letter. The written appeal must state the mitigating circumstances that contributed to the termination. The written appeal must be supported with appropriate documentation of the mitigating circumstances and an explanation on how the circumstances have been remedied or changed. The Campus Director will review a student's appeal and determine whether the student's circumstance(s) and academic status warrant consideration for reinstatement or some other determination. The Campus Director will report to the student by letter within five (5) - ten (10) days of receipt of the student's letter of appeal. The time necessary may be longer if the appeal is of a complex nature. Where the Campus Director upholds the decision to academically terminate a student, the student may request the Coordinator of Student Relations & Regulatory Affairs review the matter. The outcome of this appeal process is considered final.

Examples of mitigating circumstances include death in the immediate family, hospitalization of the student, documented medical problems, and other special circumstances such as independently documented work-related transfers, natural disasters, and family emergencies. Mitigating circumstances are generally events that are outside the student's control and are unavoidable.

A student who is granted an appeal may be reinstated and, if otherwise eligible, receive financial aid; however, the student will be placed on probation for that semester.

## **Re-entry after Academic Termination**

A student terminated for violating the policies must appeal in writing to the Campus Director for re-entry before the start of the term in which he or she wishes to return. In addition, any student who ceased attendance and whose grades in the last semester of attendance caused him or her to meet the minimum standards must go through the same appeal process. The appeal procedure described in the preceding section applies. There may be additional requirements depending on the program.

If the appeal is granted, the re-entering student will be placed on probation during the term of return. The student must meet the minimum standards required to continue in the program. The student must successfully retake courses previously failed so that the successful completion percentage meet or exceed the minimum requirements. Some form of academic evaluation must be conducted by the Campus Director to determine that the student has the desire and the academic ability to progress satisfactorily in the program. A student is allowed one and only one re-entry appeal after being academically terminated.

## **Honours**

The College wishes to acknowledge those students who achieve excellence in their schooling. Recognition of academic excellence is by way of an Honours diploma. Graduating students achieving a program overall average of 90% will earn an Honours distinction.

## **Graduation**

Graduation ceremonies are held at least annually, and semi-annually in some locations. In order to receive an invitation to participate in the Graduation Ceremony, students must:

- Complete all requirements of the academic program, as set out in the program outline, by the graduation cut-off date.
- Ensure that all borrowed resources have been returned in good condition, or that payment has been made to the College for the replacement of the borrowed resources.
- Ensure that all tuition and other fees have been paid in full.

## **Homework**

It is understandable that students will have other responsibilities, obligations, and commitments while in College. It is important, however, that students do not lose sight of their academic goals.

In addition to attending the College as scheduled, students are required to complete additional hours of personal study time.

As in any business environment, effective performance requires planning and consistent execution. Students are expected to make effective use of their time by preparing for their “workday” in advance. Homework may consist of reviewing course material completed that day, making notes, completing assignments, and preparing for the next day by reading ahead.

Excellent study habits lead to excellent work habits. We encourage students to continually improve their study habits while at the College.

### *Projects and Course Assignments*

Most courses require completion of one or more projects or other assignments. While the requirements for assignments vary widely, all students are expected to present projects and course assignments for marking in a format that would be acceptable in the workplace. All course requirements will be provided by your instructor.

## Participation

The College fosters an environment that closely resembles the work place. We believe that it is important to teach not only academics, but also the attitudes that are required for a successful career.

Students should be prepared to participate in the following ways:

1. Attend all class hours scheduled for each course within the program of study.
2. Complete all projects, homework, tests, quizzes and exams as assigned and on time.
3. Participate actively in classes, labs, and placements.
4. Contribute to all discussions, debates, and question periods.
5. Be punctual and remain in class for the full scheduled class time.
6. Be pro-active and responsible for their success and seek help when it is required (i.e. academic, financial, budgeting, guidance, etc.).
7. Demonstrate a commitment to their studies.
8. Progress at a satisfactory rate throughout the program.

## Recording in the Classroom

Students need the instructor's permission to record the lesson/lecture. Recording may be permitted solely if the student wishes to record the lesson and use it privately, i.e. not upload or share the recording.

If the student has a disability and needs to record the lesson because of the said disability, he or she has the right to do so according to the regulations agreed upon regarding the disability.

Any form of recording cannot take place until the student has completed the Permission to Record Agreement available from the Campus Director, Student Services Coordinator, or Director of Education.

## Prior Learning Policy

### *Advanced Standing*

Course credit for up to 50% of a program of study can be credited by way of advanced standing. Advanced standing is based on credit received for the completion of an equivalent course at another institution (transfer credit). High school courses are not eligible.

Advanced Standing may be awarded by meeting the following guidelines:

- Students must submit all transfer documentation pertaining to their program before the first day of class.
- Transfer must be transcript based (original transcripts or certified copy) and supporting documentation must be provided (course description, course outlines, etc.).
- The transcript the student is basing their challenge on must be no more than 12 months old.
- Course equivalency must have been authenticated and signed off by current Instructor who has reviewed the course description of the module.
- Courses that are used to apply for advanced standing must have been awarded a minimum grade of 65%.
- Only non-senior courses can be transferred unless otherwise approved by the Campus Director.
- It is the student's responsibility to submit the appropriate documents for course transfer.

There is a **\$50 assessment** fee for each course for which prior learning is requested. Payment must be made before the assessment will be administered. Externally related programs may have different requirements.

### *Credit for Prior Learning*

With approval of the Campus Director, up to 50% of a program of study can be credited by way of a Prior Learning Assessment (PLA) at the time of application to a program. Prior learning is defined as skills acquired through self-study or work experience. High school work experience programs are not eligible. Challenge exams must be administered by a College employee and the results returned to the student within two (2) business days of receiving the application.

Course challenges based on prior learning can only occur for those courses that have a comprehensive final exam. Students may be awarded credit by meeting the following guidelines:

- Students must submit all challenge requests pertaining to their program before the first day of class.
- Advanced level courses cannot be challenged, unless otherwise approved by the Campus Director after consultation with the Program Coordinator or Program Head (if applicable).
- A student may only attempt a challenge examination once per course per program.
- Current industry certification may be acceptable as credit for prior learning.
- The student must receive a grade of 65% or better for a successful challenge.
- Challenge exams must be administered by a College employee and the results returned to the student within two (2) business days of receiving the application.

### **Standards of Academic Progress**

Students are expected to maintain satisfactory academic progress throughout their program. Programs and courses have minimum passing requirements. Course outlines indicate minimum passing requirements. Be sure you review your course outlines thoroughly.

In addition, externally regulated programs have their own requirements that dictate academic success.

In the event that a student is not meeting academic or other program requirements, the College uses a process of increased engagement. This process includes, at a minimum, the following four steps:

1. Meeting with the Instructor or other staff member. At this step, the staff member will discuss his or her concerns. The outcome of this discussion will be recorded and the notes placed in the student's file. It is expected that the student will implement agreed upon changes necessary to ensure that all academic and other program requirements are met. If no change is seen, the staff member will proceed to the next step.
2. Commit to Success Plan or other written action plan. At this step, the Instructor meets with the student to specifically identify the issues that keep the student from meeting academic or other requirements. These issues may include poor attendance, unsatisfactorily completed projects or assignments, and so on. Once these issues are identified, the Instructor will work with the student to create an action plan for addressing each of these issues and will set a date for a review of progress. A copy of the document is given to the student with an original retained in the student's file. The Campus Director is notified that the plan is in place. The student is expected to have adhered to the action plan for improvement and to have shown significant improvement by the scheduled review date. If no change is seen, the College may choose to proceed to the next step.

3. **Probation.** At this step, the student must meet with the Campus Director or designee. The Campus Director or designee will set out the terms and conditions of probation and will set a review date. A copy of the probation document will be given to the student with an original document retained in the student's file. On the scheduled date, the student must again meet with the Campus Director or designee to review his or her progress in meeting the terms of probation.
4. **Dismissal.** In the event that the student has not met all of the terms of probation, the Campus Director may choose to allow the student to continue on probation or withdraw the student from the program. In the case of withdrawal, a student's study privileges at the College will immediately cease. Refund Policy would apply.

## Student Records

Student records will be maintained on campus. Besides "hard" paper copies, the College retains electronic information containing student enrolment and account information. Student records must include the Enrolment Agreement, enrolment application, the students' transcripts, financial records including payment records, student loan documents, and any refund, student dispute, and/or dismissal information. A record management system is in place and includes a secure off-site back up.

Colleges maintain complete student records allowing students legislated and reasonable access to these records. Copies of student records are made available to current and former students at a reasonable cost. Full student records are kept for seven (7) years. After 7 years, these records are reduced to include only the Enrolment Agreement, transcript, and a copy of the Diploma/Certificate, if issued, and are retained for a period of 55 years. Only authorized individuals have access to the files in each department on a "need-to-know" basis.

Colleges apply and comply with privacy policies, and student record management, use, and retention policies are consistent with the applicable provincial and federal protection of privacy legislation, as well as with registration and/or accreditation obligations. These policies apply to the collection, storage, and disclosure of students' private information, as well as to ongoing business and operational record keeping and analytics. Colleges maintain student records and provide for their safe storage, with final records accessible for future reference.

### *Official Transcripts*

Students will receive one official copy of their *Diploma or Certificate* upon graduation. This official copy is at no charge to the student. Additional copies of official College Diplomas or Certificates will be provided upon request at a cost of **\$25 per transcript**. Diplomas and Certificates required for admission to other institutions will be sent directly to the admitting institution at a cost of **\$25 per transcript**. International Diplomas & Certificates (where applicable) will be sent via courier. The student is responsible for courier charges.

## Test and Exam Rewrites

The passing mark for an exam or test is 60% unless otherwise specified.

Upon appeal to the instructor, a student may rewrite a test, exam, or project when he or she has received a mark below the mark required on an exam or project, unless specifically barred from doing so by the curriculum. The instructor meets with the student and reviews the material, the student's study habits, motivation, time management, and sets a date to rewrite the evaluation. The student must wait a minimum of 24 hours and no more than 3 days before rewriting an exam or project. The minimum passing score will be recorded as the re-write mark regardless of the score actually achieved unless the exam is an exam provided by an external certifying agency. In this case, the

exam rewrite policy of the external certifying agency will apply. Only one rewrite attempt will be permitted. In the event that a student is unsuccessful on the re-write, he or she must meet with the Campus Director or designee to discuss the options available for continuing in the program of study.

A maximum of two (2) re-writes will be allowed throughout the course of the program. There may be an exam cost associated with rewrites in some programs.

**Please note that externally regulated programs may have their own rewrite policy.**

### **Work Experience/Field Placement Policy**

For most programs, students are required to participate in and complete one or more work experience placements in order to meet program and graduation requirements.

If the program requires the completion of a work experience, this will be indicated in the program outline. Students enrolled in these programs are required to successfully complete these experiences in order to graduate and receive a diploma/certificate.

For each program, work experience coordinators will clearly convey the requirements to students. All students will receive required supporting documentation to complete and submit before and during the practicum experience.

Work experience occurs through practicum placements, clinical placements, preceptorships, and field studies arranged by the College. These work experiences are on-the-job training provided by a training host. The student is covered by liability insurance and by the provincial Worker's Compensation Insurance, paid for by the College, while the student is on site.

The work experience duration will vary in length depending on the program, and will be a non-paid 'work study' experience.

If a student declines a work experience placement, the student must indicate and sign the Practicum Placement Agreement acknowledging their refusal. The signed document will be placed in the student's administrative file. Students who do not choose to attend the work experience portion of their program will not be eligible to receive their diploma and/or certificate; instead, they will receive only a copy of their transcript of marks with the work experience(s) indicated as 'incomplete'. If the student is funded by student loans or another agency, the financial administrator will inform the agency of the change in end date and that the student did not complete the program as they had enrolled.

The College makes every effort to assure timely and appropriate placements for all qualifying students. In the event that a work experience is not secured in the projected time frame, the practicum coordinator will work to find a placement as quickly as possible.

Students must have met the all of the following requirements in order to be scheduled into a practicum/internship/preceptorship/clinical placement or work related experience. Please note that externally regulated programs may have additional requirements.

- Successfully passed all modules/courses prior to be considered for placement
- Attendance record must not have fallen below an average of 80%
- Demonstrated English language competency as required by the profession and/or regulator
- Satisfied all financial obligations to the College

- Submitted and have approved all required documentation for the placement by the indicated due date
- International students must have the required study permits and related documents in hand, to participate (and have the responsibility to remain current with respect to any changes in Citizenship and Immigration Canada policy).

Students can decline to participate by completing the appropriate documents, and as a result will not be eligible to graduate from the program.



# CAMPUS REGULATIONS

## Hours of Operation

Campus hours of operation are generally from 8:00 a.m. to 6:00 p.m., Monday through Friday.

Students should check with their campus for specific hours of operation.

Except where otherwise indicated, classes generally begin at 8:00 A.M. each class day regardless of what percentage of the class is in attendance. Students arriving late should not be admitted to class until after the morning break, unless Student Services or the Instructor has given permission. Check with your Campus Director.

Breaks should last no longer than 10 minutes. Under no circumstances should a class be ended prior to its official ending time. We are required by Regulators to provide all of the instructional hours indicated in a course or program outline.

Most colleges have at least one large computer lab for independent learning, scheduled lab sessions, and independent study. Lab sessions are used by students to do their class assignments and to practice their skill sets. They are not instructor-led, and are generally scheduled as follows:

Afternoon:	12:00 p.m. - 1:00 p.m.
	5:00 p.m. - 6:00 p.m.
Evening:	9:00 p.m. - 10:00 p.m. (where available)

## *Instructional Hours*

Classes are scheduled in three four hour blocks - morning, afternoon and evening (where available)

Morning:	8:00 a.m. - 12:00 p.m.
Afternoon:	12:30 p.m. - 4:30 p.m.
Evening:	6:00 pm – 10:00 pm (where available)

## Food and Beverages

Students shall not take food and beverages into the classroom. In some instances, approved containers may be permitted.

Computer keyboards and medical equipment are extremely sensitive to moisture and are easily destroyed by spills. Some locations have a student lounge with vending machines that has been provided for the students' convenience. Please note that change is not available through the administrative offices.

## Parking

The College does not provide student parking. Students are responsible for making their own arrangements for transportation and parking for classes and practicum.

## Personal Appearance

As a College, we expect students to behave and dress as they would in a professional work environment, following accepted norms of appropriateness.

Some examples of inappropriate attire for both men and women include torn or soiled clothing, see-through, bare-midriff shirts/blouses, low-cut, open-back clothing and extremely short dresses, skirts,

or shorts. Students enrolled in business programs are asked to wear proper business attire. We encourage students to dress for their professional success.

## **Security**

The College takes every step possible to provide a secure learning environment. Students must also take steps to ensure the security of their work and property. Please follow these simple guidelines:

- Always carry your Student Identification.
- Never give out your password or other personal information that would allow someone to log into the College network using your identity.
- Never leave a “logged in” computer unattended.
- Always keep personal belongings with you.
- Report any suspicious or unsafe activity to a staff member.
- During an emergency, follow the instructions of a staff member.

Students may not allow access to our buildings to unauthorized personal visitors. Common areas, like lobbies, may be open to visitors. We advise our employees to only permit visitors in those areas for a short time and for specific reasons. Students are responsible for accompanying any of their underage visitors at all times.

## **Smoking**

**AT ALL TIMES**, smoking in any form (including, but not limited to e-cigarettes, rolled tobacco or cannabis) on all college property or at any college function, or any college class, or college class time, or at any function sponsored or supervised by the college is strictly prohibited.

**AT ALL TIMES**, smokers (including, but not limited to e-cigarettes, rolled tobacco or cannabis) shall not congregate at the front of the college buildings and smoke, or leave any cigarette butts or smoking litter in front of the college buildings.

**AT ALL TIMES**, all students shall ensure that the grounds outside the college buildings are kept neat and tidy.

## **Statutory Holidays**

The College observes statutory holidays as noted below. Colleges are closed on these days. Please be aware that some statutory holidays fall on weekends, which means that the following working day is taken as the holiday.

- New Year’s Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

## **Severe Weather Conditions**

In cases of severe weather conditions, e.g. snowstorm, heavy snowfall, and windstorms which cause serious damage, all schools will follow the actions taken by the local public School Board. Staff and students may check the College website to find out whether or not the Campus will be closed. Listen to local news stations to receive information on school closures.

## **Student Identification**

The College's Student Identification Card contains your student number and program information. It is important for you to carry your Student Identification Card with you so that it is available at all times when onsite at the campus.

You may be required to produce it as identification for the following:

- Obtaining student loan documents
- Signing out resource materials
- Proof of identification while onsite (e.g. at work experience, field trips etc.)
- Obtaining tuition receipts, transcripts, and other College documents
- At some locations, you may be required to wear your student identification so that it is visible when onsite at the campus

There is a \$10.00 replacement fee for lost or stolen Student Identification Cards.

## **Student Printing and Photocopying**

Administration office photocopiers are not available for student use. Students are required to make their own arrangements for photocopying. Where possible, coin/card operated machines are made available to students.

## **Telephones**

Administration office phones are not available for student use. Some **may** have a courtesy (local line only) available for student use. Any student carrying a cell phone must turn it off when entering a classroom, lab, or study area. As a consideration for your fellow students, no cell phone calls (either incoming, outgoing, or text messages) are permitted in the learning areas.

# **COLLEGE POLICIES**

## **Disciplinary Process**

One or more of the following sanctions may be imposed on any student found to have violated the Student Code of Conduct or any of the policies, rules, or regulations of the College.

1. Warning – A notice in writing to the student that the student is violating or has violated the College regulations
2. Probation – A written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the College. Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation
3. Suspension – Separation of the student from the College for a designated period of time, after which the student is eligible to return. Conditions for re-admission may be specified
4. College or Campus Expulsion – Termination of the enrolment and expulsion from the campus or from any campus within the College

This list is not meant to be progressive or exhaustive, and the College reserves the right to impose the sanction it deems appropriate.

Other than expulsion, disciplinary sanctions will not form part of the student's permanent academic file. Documentation of disciplinary sanctions will, however, form part of the student's confidential administrative file. If deemed appropriate, depending on the sanction, sponsoring agencies and the Student Loans Branch will be notified of the sanctions.

During a suspension, a student shall be denied access to all areas of the College premises and any campus that falls under the College's jurisdiction.

## **DISPUTE RESOLUTION POLICY**

Due to the size of the organization and diversity of individuals operating in close proximity to one another, the College realizes there may be disputes and conflicts that arise from time to time. The College is committed to ensuring a safe, comfortable, equal, and responsive learning environment for everyone. The College is committed to the prompt and equitable resolution of student concerns to the satisfaction of both the student and the College.

Addressing concerns can follow either an informal or formal dispute resolution process as described below.

It is understood that a student has an obligation to promptly bring concerns or complaints about their program. The College does not want minor problems to develop into major issues. This is to provide the student and the College the best opportunity to address, respond to, and if necessary, remediate the issue as soon as possible. In general, if a student has any problems or concerns during their training period, the College encourages students to discuss them promptly with the staff member directly involved. Should the concern require further investigation and involvement, the staff member will arrange a meeting with the appropriate personnel, up to and including the Campus Director.

If a satisfactory resolution is not reached, the student will be asked to document, in a letter, their concern, the actions taken to date by the campus in an effort to resolve the issue, and the desired resolution. Written signed complaints in which the complainant's identity is disclosed are preferred; however, e-mail complaints may be accepted with telephone confirmation. The student may be required to complete an official Student Concern Outline Report in order to ensure the student's concern is appropriately documented and as part of the investigation and/or resolution process. The Campus Director will investigate the student's concern and meet with the student to seek a resolution.

The Campus Director will respond to the student upon receiving the student's letter or Student Concern Outline Report. The Director's written response will include a summary of the investigation findings and the proposed resolution.

The student is given the original response letter. A copy of the response letter will be retained in the student's administrative file, and a copy will be placed in the Campus Conflict Binder.

If the student is not satisfied with the resolution at a Campus level, he or she can then contact the Regional Vice President of Operations or Regional Director and submit their documentation as described.

If the concern is not resolved at the campus and then regional level, the student can contact the Student Relations Office. The Student Relations Office will not address the concern unless the student has first attempted to address the issue at the campus level and with the Campus Director.

A complaint must be filed with the Student Relations Office within 90 calendar days of the occurrence of the incident or from the date upon which the student should reasonably have known about the matter(s) they are complaining about. Anonymous complaints will not be accepted. At each level, complaints must be in writing; however, e-mail complaints may be accepted with telephone confirmation. The Student Relations Office becomes directly involved in student concern/complaint only when the complaint has not been resolved at the regional level.

## Procedures

### Informal Resolution Process

#### Local Resolution (Campus Based)

1. If a student has a concern about another student, the course/module, an assignment, an examination, or any other classroom related matter, the student should meet with the instructor. In most cases it is best to address the concern directly and with the person involved. If the matter cannot be resolved, the student is directed to the Campus Director.
2. If the concern involves an instructor, the College, the facilities, financial matters, a College employee, health related matters, or a concern of a serious nature, the student should meet with the Campus Director. The Campus Director may refer the student to a designee for further discussion or exploration of the issue. The campus-based process involves meeting with the student, discussing the student's concern, and recording the concern and the student's desired resolution on the Student Activity Form. Relevant parties may be contacted during this process.
3. A Student Activity Form is completed and signed by both the student and the Campus Director or designee as a means of capturing the content of the conversation, concerns, agreements, and/or action to be taken, if any. The Student Activity Form is given to the student and a copy is filed in the student's administrative file.
4. If the Campus Director or designee and the student come to a satisfactory resolution during the meeting, the resolution plan is implemented, and the Campus Director or designee will follow up to ensure the resolution plan satisfactorily resolves the concern.

### Formal Resolution Process

#### Local Resolution (Campus Based):

In order to facilitate a timely and accurate resolution, students must initiate the Formal Resolution Process within ten (10) days of the date the events that gave rise to the complaint.

1. In the event that a student's concern has not been resolved through the Informal Resolution Process, the student may initiate a formal complaint or expression of concern through the Formal Resolution Process.
2. In order for the Formal Resolution Process to begin, the student must put his or her concern or complaint in writing in the form of a letter and/or the Student Concern Outline Report. The student must set out the areas of concern/complaint, their intention that they follow the formal dispute resolution process, their recommendation for resolution, and what steps they have taken to date to address or resolve the issue. This will initiate the Formal Resolution Process. Additional comments can be attached to the Student Concern Outline Report as necessary.
3. The Campus Director or designee will investigate the student's concern/complaint and meet with the student to seek resolution and/or seek additional information around the concern/complaint from the student as soon as is practicable and normally within 5 business days.
4. The Campus Director or the designee will investigate the student's concern/complaint and within 10 business days of receipt of the complaint letter will respond in writing stating the outcome of the investigation with recommendations.
5. If the student accepts the conclusions/recommendations for resolution, the matter is deemed resolved and the agreement is set out in a Student Activity Report signed by the student and the Campus Director. A copy of the student's complaint/letter, together with the response will be retained in the student's file. The student will receive a copy of this report.
6. All correspondence regarding the dispute will ordinarily be under the Campus Director's signature.

#### Regional Resolution:

1. If a resolution is not forthcoming at the campus level, the student may contact the Regional Vice President/Regional Director or designate.

2. The student must submit a written signed letter to the Regional Vice President/Regional Director or designate detailing the events that have happened to date, efforts made to resolve the concern, and their desired resolution.
3. If possible, the Regional Vice President/Regional Director or designate may meet with the student to discuss options for resolution. The Regional Vice President/Regional Director or designate will investigate the student's concern/complaint and within 10 business days of receipt of the complaint letter, unless the circumstances of the investigation dictate otherwise, will respond in writing stating the outcome of the investigation with recommendations. If so, the Regional Vice President/Regional Director will keep the student informed. The Student Relations Office will conduct an investigation and review of the complaint/concern and inform all parties of the progress of the investigation and review. The time necessary to complete an investigation will be dependent on the complexity of the matter.
4. If the student accepts the conclusions/recommendations for resolution, the matter is deemed resolved and a copy of the student's complaint/letter, together with the response, will be retained in the student's file, with a letter sent to the student describing the agreed to outcome.

### **Campus Support Resolution:**

1. If a resolution cannot be found at the campus level or through the Regional Vice President/Regional Director, the student may pursue the matter further by submitting a written signed letter to the Student Relations Office. The letter must include their concern, the actions taken to date, including any informal or campus based efforts to resolve the complaint or concern. The student must set out what they consider as the desired outcome or resolution. The Student Relations Office becomes directly involved in student conflict only when the complaint has not been resolved at the regional level.
2. Normally, Campus Support will not act on a complaint or student concern where the student has not first explored resolution of the complaint/concern at the campus and regional levels. A contact email [ABStudentRelations@campus-support.ca](mailto:ABStudentRelations@campus-support.ca) is published for students wishing to contact Student Relations; however, the primary and most important contact for the student is the Campus Director.
3. The Student Relations Office will contact all relevant parties to gather information regarding the concern.
4. The Student Relations Office will conduct an investigation and review of the complaint/concern and inform all parties of the progress of the investigation and review. Campus support investigations usually take 15 business days. The time necessary to complete an investigation will be dependent on the complexity of the matter.
2. Once the investigation is complete, the Student Relations Office will respond to the student in writing setting out the investigation conclusions and, where appropriate, make recommendations for resolution.
3. If the matter is deemed resolved, the Student Relations Office will document the resolution process and advise all concerned parties in writing of the resolution. The student may be required to sign a release form. A copy of the student's complaint/letter, together with the response will be retained by the Student Relations Office.

### **External Resolution:**

1. Once all of the above processes have been exhausted, and if no resolution is reached, the student will have exhausted the College's Internal Complaint/Dispute Resolution Process.
2. If the concern cannot be resolved and the student wishes to take the matter further, the student and College agree that the complaint can only be advanced further by way of third party arbitration. Unless otherwise agreed, or decided by the arbitrator, each party will bear the equal cost for the arbitration.

3. If the student is not satisfied with the College's decision after the review process, he or she can file a complaint with Alberta Advanced Education, Private Career Colleges at [advancededucation.alberta.ca](http://advancededucation.alberta.ca).

### **Harassment and Non-Discrimination**

The College is committed to providing a positive learning environment where the individual differences of all students and staff are valued and respected. The College neither condones nor tolerates any discrimination or harassing behaviour that undermines the dignity, self-esteem, and productivity of any student or staff member.

The College considers harassment and/or discrimination by any student or staff member to be a serious breach of human rights that requires immediate resolution. Such resolution may include disciplinary measures up to and including dismissal or expulsion.

#### *Discrimination and Intimidation*

Discrimination and intimidation as it applies to the College is defined as refusing to participate in classroom and/or other activities because of the race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age, or criminal conviction of any person.

#### *Harassment*

Harassment for the purposes of this policy is defined as any unwelcome remarks, behaviours, or communications based on race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age, or criminal conviction which causes offence or humiliation to any person.

#### *Sexual Harassment*

Sexual harassment is unwelcome sexually oriented conduct which may be verbal, physical, or by innuendo.

#### *Personal Harassment*

Personal harassment is defined as unwelcome remarks, behaviours or communications directed toward an individual or group of individuals which misuses authority or abuses the power one individual or a group of individuals has over another individual or group of individuals, and has the effect or purpose of seriously abusing, threatening, demeaning, or intimidating the individual or group of individuals.

#### *Unwelcome Conduct*

Harassment and/or discrimination are unwelcome conduct where:

1. Submission to such conduct becomes explicitly or implicitly a term or condition of the learning environment; or
2. Submission or rejection of such conduct is used as a basis for educational decisions; or
3. Such conduct has the purpose or effect of interfering with educational performance; or
4. Such conduct creates an intimidating, hostile, or offending educational environment.

### **Health and Safety**

The College is committed to creating a healthy and safe environment. All students, employees, and contractors are required to work safely and know and follow guidelines for safe work procedures. Students and staff have a duty to comply with the safety rules, assist in maintaining the hazard free environment, report any accidents or injuries, including any breaches of safety, and report any unsafe

equipment, working conditions, process, or procedure at once to an instructor, supervisor, or Campus Director.

### **Privacy and Access to Information**

Students have a right to have their private information protected. All staff shall take steps to protect the privacy of students' personal information that may be provided to colleges in the course of our business. It is everyone's responsibility to ensure the confidentiality and security of students' personal information under our custody and control. This commitment applies to current, past, and prospective students.

#### *Disclosure of Records*

All information, ideas, or documents disclosed or submitted by the student as part of his/her education program at the College is disclosed or submitted upon the understanding that the only obligation that the recipient has with respect to such information, ideas, or documents, and any use of the same is limited solely to claims for infringement of valid patents or failure to comply with copyright laws.

The College may disclose student information and provide notice/confirmation to authorized funding and sponsorship agencies for students receiving student assistance. This information may include, but is not limited to, the student's continued enrolment, withdrawal, attendance, and/or graduation from the program for which he or she was granted student assistance. In the case of International students (where applicable), the College will disclose to Citizenship and Immigration Canada information related to the student's withdrawal/dismissal and attendance.

The College uses student information for research analyses, employment assistance, student satisfaction reports, institutional effectiveness and student follow-up, account payment, and/or contacting students to inform them about additional educational or alumni opportunities. In addition, students' names and personal identification information, the name of their program, and the tuition paid may be forwarded to regulatory bodies. This information has to be collected by accrediting and regulatory bodies in compliance with, and in the manner authorized under relevant *Freedom of Information and Protection of Privacy Legislation*. Colleges may disclose information from the student's academic file on a need-to-know basis. Any disclosure of information to third parties can only be made with the written consent of the student or as authorized by provincial or federal law.

#### *Inspection of Records*

The College respects privacy and protection of personal information and do not disclose personally identifiable information about students or employees to unauthorized third parties without consent consistent with Provincial personal information protection legislation. Student records may also be reviewed on a confidential basis by authorized third party authorities such as accreditation, student assistance, or authorized government officials, and/or part of compliance or operational requirements.

Students who wish to inspect and review their education records should submit a written request to the Campus Director. The request should identify as precisely as possible the records he or she wishes to inspect. If the requested records are subject to inspection and review by the student, the Campus Director will make the necessary arrangements for access within a reasonable period of time, but in no case more than ten (10) business days after the request was made, and will notify the student of the time and place where the records may be inspected. The Campus Director will ensure the presence of a college official during the inspection and review of a student's records.

When a record contains personally identifiable information about more than one student, the student may inspect and review only those records which relate to him/her personally.



### *Correction of Records*

Students have the right to correct their record when they believe it is inaccurate, misleading, or constitutes a violation of their privacy rights. Students who wish to correct or modify their records must confer with their Campus Director. As part of the request, the student should identify the specific part to be changed, and indicate why it is inaccurate, misleading, or constitutes a violation of his/her privacy rights. The Campus Director will determine if the claim to change the information is legitimate and notify the student in writing that the record has been amended, with a summary of the specified modifications.

### **Responsible Use of Technology**

Information technology facilities include computers and associated peripherals, communications (namely the Internet) and related equipment, facsimile machines, scanners, copiers, telephones, video and other multimedia devices, and all forms of software. Such resources and tools are made available to students in support of their training objectives and academic requirements. Their use is covered by codes such as the Criminal Code of Canada.

Every user of this technology assumes the primary responsibility for the material he or she chooses to access, send, receive, or display. The facilities may not be used in any manner to create, send, or display material which contravenes the College's policies and/or any federal or provincial statute governing the use of information technology. Where the devices, such as personal computers, are the personal property of the user, the appropriate use expectations still apply when the devices are used on College property.

Failure to adhere to these guidelines above may result in the suspension of access privileges as well as other action as deemed appropriate by the Instructor and/or Campus Director. Inappropriate use of information technology includes, but is not limited to the following:

1. Unauthorized access, alteration, destruction, removal and/or disclosure of data, information, equipment, software, or systems
2. Deliberate interference with the processing of a system or deliberate vandalism of the equipment and software
3. Use of College facilities and resources for commercial or non-academic related purposes
4. Propagation of hate literature
5. Harassment, including sexual harassment (includes accessing, displaying, downloading, and installing pornographic materials from the Internet and/or personal media)
6. Theft of resources
7. Use the Internet to slander or disparage the College or their instructors or classmates
8. Malicious or unethical use
9. Use that violates provincial or federal laws

After-class use of classroom facilities and equipment is at the discretion of the College. The student will be held responsible for both the hardware and software in his or her possession during this period.

The College reserves the right to inspect at any time the computer display, hard drives, and removable media students bring into the facility. Such inspections take place only if there is reason to suspect an infraction of the rules.

The appropriate officials of the College will investigate the matter and, if circumstances warrant, proceed to investigate all work and files of the student.

## **Student Code of Conduct**

The College community is composed of individuals with varied interests and diverse opinions. A student, by voluntarily joining the College, assumes responsibility for abiding by the standards that have been instituted pursuant to our mission, processes, functions, goals, and as expressed in this policy. To function properly, members must exhibit a respect for the individual and collective rights of all those within the community. Students who violate these principles or the rights of others are subject to disciplinary action in accordance with the Disciplinary Process. The College reserves the right to discipline any student it deems necessary to protect the safety and/or the integrity of the learning environment of the College.

**ANY AND ALL STUDENTS** in violation of federal, provincial, or other regulations, including this Student Code of Conduct may face both criminal prosecution and disciplinary sanction including, but not limited to, immediate expulsion from college, or college classroom, or college building.

**IN ALL CASES** of drug use for medical purposes, the student has an obligation to inform and provide their instructor(s) applicable written medical documents from their doctor prior to consuming it at the college.

### *Respect For and Fair Treatment - Student Conduct Policy*

The College recognizes its students as responsible and dedicated individuals who are preparing for career employment. An integral part of their career and professional development is the expectation that they conduct themselves during the education process in the same manner as will be expected in all employment situations. As members of the College, students have responsibilities and duties commensurate with their rights and privileges. Any student who is found to have violated the Student Conduct Policy is subject to disciplinary sanctions up to and including suspension or permanent dismissal, as described in the Disciplinary Process. The College applies the principles of procedural fairness in the application of these policies.

### *Elements/Violations*

Violations that threaten the health, safety, or educational environment of the College will result in immediate dismissal. Such dismissal will forgo the formal disciplinary process as outlined in this handbook. Behaviours that violate the Student Code of Conduct include, but are not limited to:

1. Persistent or gross acts of willful disobedience or defiance toward college personnel
2. Assault, battery, or any other form of physical abuse of a student or college employee
3. Fighting
4. Verbal abuse of a student or college employee
5. Conveyance of threats by any means of communication including, but not limited to, threats of physical abuse and threats to damage or destroy college property or the property of other students or college employees
6. Any conduct that threatens the health or safety of one's own self or another individual (Threats to commit self-harm and/or actual incidents of self-harm by any student are a violation of this code.)
7. Harassment by any means of any individual, including coercion and personal abuse (Harassment includes but is not limited to written or verbal acts or uses of technology, which have the effect of harassing or intimidating a person.)
8. Any form of unwanted sexual attention or unwanted sexual contact
9. Violations by guest of a student on college property (Students are responsible for the actions of their guests.)

10. Theft, attempted theft, vandalism/damage, or defacing of college property or the property of another student, faculty or staff member
11. Interference with the normal operations of the college (i.e. disruption of teaching and administrative functions, disciplinary procedures, pedestrian or vehicular traffic, or other college activities)
12. Use of cell phones and pagers during scheduled classroom times
13. Unauthorized entry into, or use of, college facilities
14. Forgery, falsification, alteration or misuse of college documents, records or identification
15. Dishonesty, including but not limited to cheating, plagiarism, or knowingly supplying false information or deceiving the college and/or its officials
16. Disorderly, lewd, indecent, or obscene conduct (This would include but is not limited to any type of clothing or materials worn or brought onto the premises by any student or guest deemed to be lewd, indecent or obscene as determined by college officials.)
17. Extortion
18. Violation of college safety regulations, including but not limited to setting fires, tampering with fire safety and/or firefighting equipment, failure to exit during fire drill, turning in false fire alarms and bomb threats
19. Breach of peace on college property or at any college sponsored or supervised program
20. **AT ALL TIMES**, any use or being under the influence of illegal or controlled substances (including, but not limited to cannabis and alcohol) on college property, or at any college function, or any college class or college class time, or at any function sponsored or supervised by the college is strictly prohibited.
21. **AT ALL TIMES** use, sale, possession, or distribution of illegal or controlled substances (including, but not limited to cannabis or alcohol), or any drug paraphernalia on all college property, or at any college function, or any college class or college class time, or at any function sponsored or supervised by the college is strictly prohibited.
22. Possession or use of firearms, explosives, dangerous chemicals, or other weapons on college property or at college sponsored functions
23. **AT ALL TIMES** smoking in any form (including, but not limited to e-cigarettes, rolled tobacco or cannabis) on all college property or at any college function, or any college class, or college class time, or at any function sponsored or supervised by the college is strictly prohibited.
24. Failure to satisfy college financial obligations
25. Failure to comply with direction of college officials, faculty, staff or security officers who are acting in the performance of their duties
26. Failure to identify oneself when on college property or at college-sponsored or supervised functions, upon request of college official acting in the performance of his/her duties
27. Violation of federal, provincial, or local laws and college rules and regulations on college property, or at college sanctioned or college sponsored functions
28. Any form of “hazing” and any act that endangers the safety of a student, or that destroys or removes public or private property for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or organization (“Hazing” includes any method of initiation or pre-initiation into a student club or any pastime or amusement engaged in with respect to such a club that causes, or is likely to cause, bodily danger, physical harm, or personal degradation or disgrace resulting in physical or mental harm to any student or other person attending the college.)
29. Any in-college or off-campus act considered inappropriate or as an example of misconduct that adversely affects the interests of the College and/or its reputation
30. Any violation of the institutions’ policies on the responsible use of technology including but not limited to:
  - The theft or abuse of computer, e-mail, Internet or Intranet Resources

- Unauthorized entry into a file to use, read, or change the contents of for any other purpose
  - Unauthorized Transfer of a file
  - Unauthorized downloading of copyrighted materials in violation of law
  - Unauthorized use of another individual's identification and/or password
  - Use of computing facilities to interfere with the work of another student, faculty member, or college official
  - Use of computing facilities to send obscene or abusive messages
  - Use of computing facilities to interfere with normal operation of the college's computing system
31. Abuse of the College's disciplinary system, including but not limited to:
- Failure to obey the summons of a disciplinary body or college official
  - Falsification, distortion, or misrepresentation of information before a disciplinary body or college official
  - Disruption or interference with the orderly conduct of a disciplinary proceeding
  - Attempting to influence the impartiality of a member of a disciplinary body prior to and/or during the course of the disciplinary proceeding
  - Verbal or physical harassment and/or intimidation of a member of a disciplinary body prior to, during, and/or after the disciplinary proceeding
  - Failure to comply with the sanction(s) imposed under the student conduct policy
  - Influencing or attempting to influence another person to commit an abuse of the disciplinary system
  - Harassment based on sex, race, colour, national origin, religion, sexual orientation, age, disability or any other criteria protected by state, federal or local law
  - Conduct disruptive to the positive learning environment at any of the colleges that fall under the College
32. Acts of dishonesty, including but not limited to:
- Giving false information to any official, Instructor, or staff member
  - Forgery, alteration, or misuse of any College document, record, or instrument of identification
  - Computer piracies—copying software, copyright infringement, and unauthorized computer entry
  - Signing in to someone's account or gaining access to networks data or information to which you do not have explicit permission
33. Disruption of teaching, administration, disciplinary proceedings, and other College activities
34. Physical abuse, verbal abuse, threats, intimidation, harassment, including but not limited to, sexual harassment, coercion and/or other conduct, which threatens or endangers the health or safety of any person
35. Expressions of discrimination, bias, or racism such as certain jokes, even if people find them humorous, if these jokes are based on negative stereotyping that is, or could be, perceived as offensive and hurtful to someone
36. Attempted or actual theft of and/or damage to property of the College, a staff member, other students, or public property
37. Unauthorized possession, duplication, or use of keys to any College premises, or unauthorized entry to or use of College property
38. Violation of federal, provincial, or local law on College property or College-sponsored activity
39. Illegal or unauthorized possession of any weapon(s) on College premises or at College-sponsored activities
40. Conduct which is disorderly, lewd, or indecent; breach of peace; or aiding, or abetting, another person to violate the Student Code of Conduct
41. Aiding, encouraging, or inducing another to commit a violation to the Student Code of Conduct

42. The use of profane language, rowdiness, fighting, or other disturbances on College property or at College-sponsored activities

The possible consequences of any misconduct will depend on the nature and severity of the misconduct. If provincial or federal laws have been broken, charges will be laid.

## CONSEQUENCES OF MISCONDUCT

Except where noted above, one or more of the following sanctions may be imposed on any student found to have violated the *Student Code of Conduct* or any of the policies, rules, or regulations of the College.

1. Warning – A notice in writing to the student that the student is violating or has violated the College regulations
2. Loss of Privileges – Denial of specific privileges (such as Internet access) on a permanent basis or for a designated period of time
3. Probation – A written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the College. (Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation.)
4. Suspension – Separation of the student from the College for a designated period of time, after which the student is eligible to return. (Conditions for re-admission may be specified.)
5. College or Campus Expulsion – Termination and withdrawal from the student's program of study with loss of all campus privileges

The above list is not meant to be progressive or exhaustive, and the College reserves the right to impose the sanction it deems appropriate.

## FINANCIAL

### General Information

The College expects students to pay all balances according to arrangements made with the School's Finance Department. All fees are payable as specified in the student's payment plan. Students are also financially responsible for all charges incurred after the Enrollment Contract has been signed.

### Tuition Fees and Payment

Students are informed of all fees related to a program of study during the admission process. Students are responsible for repaying their loan(s) and complying with the terms of their enrolment contract and student loan agreement with student loan authorities. If a student withdraws from studies or ceases to be a full-time student, the student could be in an over-award situation with the student loan program. Students are required to speak to the Financial Administrator/Planner and/or student loan authorities in the case of withdrawal, dismissal, changing their course load, or undertaking any other major change in course of study.

In the event a student does withdraw or is dismissed from a program, the College is required to both report this to the appropriate student assistance office and to refund tuition fees in accordance with the stated refund policy. In the event there is a student tuition refund, the refund is applied to outstanding student loans with student loans authorities.

International students are required to pay a \$500 registration fee at enrollment, a minimum of 25% on first day of studies and 100% of tuition and other fees must be paid in full prior to the 5th month of studies or academic end date specified on the Enrollment Contract (whichever is earlier).

Students who do not pay fees as agreed or do not make satisfactory arrangement to pay tuition and other charges, will be suspended or dismissed from the College.

### **Refund Policy**

Refund entitlement is calculated on the total fees due under the contract, less non-refundable (registration/application) fees.

### **Registration fee**

14(1) Subject to subsection (2), a licensee may require a student to pay a registration fee of not more than \$500 before that person's vocational training begins.

(2) A licensee must not require or accept payment of

- (a) a registration fee in respect of a prospective student until that person has signed a student contract, or
- (b) any other tuition fee or any incidental fee in respect of a student or a prospective student before that person's vocational training begins.

(2.1) Despite subsection (2)(b), a licensee may accept a tuition fee referred to in that clause in respect of a student before that person's vocational training begins if the fee is paid by a third party approved by the Director.

(3) a licensee who receives a registration fee must credit the fee to unpaid tuition fees if the student commences the vocational training.

### **Cooling off period**

15 Notwithstanding anything in this Regulation, if a student terminates a student contract on or before the 4th business day after signing the contract, the licensee must refund all tuition fees paid by or on behalf of the student.

### **Refund and retention of fees before training begins**

16(1) If a student terminates a student contract before the vocational training begins, the licensee is entitled to retain any registration fee that has been paid, regardless of who paid it.

(2) The licensee shall refund any registration fees that have been paid if

- (a) a licensee terminates a student contract before the vocational training begins, or
- (b) subject to subsection (1), the vocational training does not begin on the commencement date set out in the student contract.

(3) The licensee shall refund any tuition fee that it has accepted pursuant to section 14(2.1) if the student contract is terminated before the vocational training begins.

### **Refund of tuition - after training begins**

17(1) If a student contract is terminated after the vocational training begins, the licensee is entitled to the following amounts of the tuition fees:

- (a) when 10% or less of the vocational training has been provided, 25% of the tuition fees;
- (b) when more than 10% but 50% or less of the vocational training has been provided, 60% of the tuition fees;
- (c) when more than 50% of the vocational training has been provided, 100% of the tuition fees.

(2) If a licensee has received tuition fees in excess of the amount that the licensee is entitled to under subsection (1), the licensee must refund the excess amount.

(3) For the purpose of this section, vocational training provided by correspondence is provided as lessons are supplied, marked and returned to the student.

### **Abandoning provision of vocational training**

18(1) A licensee abandons the provision of vocational training under its licence if the licensee stops providing the vocational training before it is complete and

- (a) there are student contracts for the vocational training that have not been terminated, or
- (b) all student contracts for the vocational training have been terminated but one or more of the contracts were, in the Director's opinion, terminated by the licensee so that the licensee would not be required to provide the vocational training.

(2) Notwithstanding sections 16 and 17, if a licensee abandons the provision of vocational training under its licence,

- (a) subject to subsection (5), the licensee must refund all tuition fees that have been paid in respect of the vocational training, and
- (b) section 11 applies if the licensee is unable or refuses to make the refund.

(3) A licensee is deemed to have abandoned the provisions of vocational training by correspondence if lessons cease to be supplied, marked and returned to the student.

(4) A licensee is not considered to have abandoned the provision of vocational training if the Director is of the opinion that the licensee is providing a means to enable a student to complete the vocational training without any disadvantage.

(5) This section does not require the refund of any tuition fees in respect of a student whose student contract is terminated

(a) by the student before the licensee abandons the provision of vocational training, or

(b) by the licensee before the licensee abandons the provision of vocational training where the termination was made because the student was expelled or for non-payment of fees.

### **Payment of refunds**

21(1) Subject to subsection (2), a refund of a student's tuition fees or incidental fees must be paid

(a) to the student, or

(b) in the case of a student who has an outstanding student loan in respect of the vocational training for which the refund is being provided, to the lender that made the student loan.

(2) If a licensee received payment of a student's tuition fees from a government, agency or person other than the student, any refund of those tuition fees must be paid to the government, agency or other person.

(2.1) A refund under section 16(2)(a) must be paid to the third party referred to in section 14(2.1) to the extent that that party paid the tuition fees.

(3) If a licensee is required to refund any tuition fee or incidental fee, the refund must be paid not later than the earlier of the following:

(a) 30 days from the day the student contract is terminated;

(b) the time period specified in an order of the Director.

(4) Where a licensee is required by or under the Act or this Regulation to refund any tuition fee, the Director may in writing order a refund by the licensee of any incidental fee within the time specified in the order.

## INTERNATIONAL STUDENT SERVICES

### On-Campus Student Services

REEVES College has several designated staff to assist students while attending college. Aside from the International Admission Representative, students can seek assistance from the following individuals:

- Campus Director: manages and oversees campus operations
- Student Services and/ or Academic Manager: assists students with academic progression
- Financial Administrator: manages student account receivables and payables
- Financial Planner: assists students with budgeting and funding
- Practicum Coordinator: assists students with securing practicums
- Career Services: assists graduates with seeking employment
- Program Coordinator (where applicable): externally regulated programs such as Dental Assisting, Pharmacy Technician and Acupuncture have a Program Coordinator to assist with program specific questions

### Services Available to International Students

REEVES College provides several types of assistance and resources to international students. These include resources and information on accessing:

- Community cultural services;
- Accommodation and transportation;
- Banking;
- Community Counselling services;
- College life and expectations.
- Newcomer community supports
  - Edmonton: [https://www.edmonton.ca/programs\\_services/for\\_new\\_residents/newcomers-guide.aspx](https://www.edmonton.ca/programs_services/for_new_residents/newcomers-guide.aspx)
  - Calgary: <http://www.calgary.ca/CSPS/CNS/Pages/Immigrants-newcomers-and-refugees/Helping-newcomers-get-started-in-Calgary.aspx>
  - Lethbridge: <https://lethbridgeimmigration.ca/newcomers>
  - Lloydminster: <https://www.lloydminster.ca/en/living-in-lloydminster/social-services-road-map.aspx> .

### Health and Safety

The College is committed to creating a healthy and safe environment. All students, employees, and contractors are required to work safely and know and follow guidelines for safe work procedures. Students and staff have a duty to comply with the safety rules, assist in maintaining the hazard free environment, report any accidents or injuries, including any breaches of safety, and report any unsafe equipment, working conditions, process, or procedure at once to an instructor, supervisor, or Campus Director.



## STUDYING IN ALBERTA

### Study Permit

As an international student, you will need to apply for a study permit through Citizenship and Immigration Canada. For complete information regarding Study Permits, please contact an International Admission Representative or visit <http://www.cic.gc.ca/english/study/index.asp>.

### Work Permit

As an international student or graduate with a study permit, you and your spouse or common-law partner may be eligible to work while in Canada. For complete information regarding work permits, please contact an International Admission Representative or visit <http://www.cic.gc.ca/english/study/work.asp>. Please note that Students graduating from a private institution are not eligible for a Post-Graduate Work Permit (PGWP)

### Health Care Insurance

International students studying in Canada for more than twelve months are eligible to register for the Alberta Health Care Insurance Plan (AHCIP). Students with Study Permits valid for more than 3 months, but less than 12 months, may be eligible for AHCIP coverage if their application is accompanied by a letter from the student confirming their intent to reside in Alberta for at least 12 months. Please visit <http://www.health.alberta.ca/AHCIP/register-for-AHCIP.html> or <http://www.health.alberta.ca/AHCIP/temporary-residents.html> for complete information and application eligibility.

Students enrolled in programs under twelve months who may not be eligible for the Alberta Health Care Insurance Plan are still required to purchase health insurance through a private health insurance plan. REEVES College does not recommend a particular plan or agent, however can assist in researching available private health insurance companies that would suit the particular needs of a student.

Alberta offers a great and accessible health care system more information on hospitals and access to health and wellness service can be found at <http://www.albertahealthservices.ca/>.

### Housing

As an international student you will need to locate appropriate rental accommodations. Reeves College does not offer student housing. For information on accommodation please refer to the \*list below or contact an International Admission Representative for further information or resources.

(\*Please note that Reeves College is not affiliated with any of the below and cannot guarantee quality or service)

Canada Homestay International <http://canadahomestaynetwork.ca/for-students/>

CAPREIT <https://www.capreit.com/>

Rent Faster <https://www.rentfaster.ca/>

RentSpot <https://rentspot.com/>

Renting Spaces <https://www.rentingspaces.ca>

Rentseeker <http://www.rentseeker.ca/>

Search4StudentHousing <https://www.search4studenthousing.com>

## **COLLEGE POLICY AND PROCEDURE CHANGES AND REVISIONS**

The policies, procedures, rules and regulations outlined in this Student Handbook are currently in effect at the College at the time of this publication.

The College reserves the right to revise and/or change these policies, procedures, rules and regulations, either individually or collectively, at any time when it deems such revision to be in the best interest of the College and its students.

Students will be notified of changes via postings at the campus. All such revisions and/or changes to policies, procedures, rules and regulations, either individually or collectively, supersedes those outlined in this handbook.

## ATTENDANCE POLICIES AND STUDENT HANDBOOK AGREEMENT

As a student, you are expected to attend classes on a regular basis and notify the campus immediately of any absences or lateness.

### **What does this mean to you as a student?**

You will be subject to withdrawal based on the following external and internal policies:

- As a student, you must contact the college and provide documentation either before or during the absence detailing the reason for the absence. If you miss 5 consecutive days without contacting the College with a reasonable excuse, you will be withdrawn from studies.
- If for any reason a student interrupts their studies by being absent from scheduled classes for more than five (5) consecutive days or by missing a scheduled examination, they must meet with the Campus Director or Designee to determine continuance.
- During your time as a student, should you have excess absences that prevent you from successfully completing your program within the scheduled study period (by the contractual end date), they must meet with the Campus Director or Designee to determine continuance.

### **What is a reasonable excuse?**

Illness, family emergencies, or other extenuating circumstances that prevent you from attending classes are examples of reasonable excuses. Please note: The excuse must be presented before the absence(s) or during the 5 consecutive days missed.

**By my signature below, I acknowledge receipt of the Attendance Policies and Student Handbook, and I understand, accept and agree to comply with the information contained therein. I understand and agree that I am obliged to act in accordance with these policies and procedures and at all times conduct myself in a professional manner that contributes to creating a positive learning environment.**

Student's Name: \_\_\_\_\_

Student's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Emergency Contact & Medical Information

**NAME:** \_\_\_\_\_  
(LAST) (First)

Please fill in the information below. It will be kept in confidence in your file. If any of the information should change during your course of studies, please be sure to inform Student Services.

### EMERGENCY CONTACT 1

Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Relationship: \_\_\_\_\_

### EMERGENCY CONTACT 2

Name: \_\_\_\_\_  
Phone Number: \_\_\_\_\_  
Relationship: \_\_\_\_\_

Do you have any illnesses or medical conditions? (circle one)

NO

YES

Please specify:

Are you currently taking medication? (circle one)

NO

YES

Please specify: