International Student Handbook

Alberta

Effective October 22, 2024
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 Admission Representative for program offerings at specific locations or visit www.reevescollege.ca.

Program	Instructional Hours	Practicum Hours	Total Program Hours	Program Weeks	Tuition	Books/ Materials/ E-Resources	Extra Charges	Total
Accounting and Payroll Administration - International	760	100	860	43	$ 25,218.00	$ 1,424.00	$ -	$ 26,642.00
Accounting Technician - International	460	100	560	28	$ 17,620.00	$ 1,113.00	$ -	$ 18,733.00
Addictions & Community Services Worker - International	720	300	1020	44	$ 25,268.00	$ 2,067.00	$ -	$ 27,335.00
Business and Digital Marketing Management - International	720	100	820	41	$ 22,952.00	$ 2,247.00	$ -	$ 25,199.00
Child and Youth Services Worker - International	780	100	880	44	$ 23,538.00	$ 2,736.00	$ -	$ 26,274.00
Dental Office Administration - International	760	100	860	43	$ 21,336.00	$ 961.00	$ -	$ 22,297.00
Education Assistant - International	865	240	1105	45	$ 25,477.00	$ 1,286.00	$ -	$ 26,763.00
Event Specialist -International	1020	0	1020	51	$ 25,103.00	$ 1,479.00	$ -	$ 26,582.00
Graphic Design Technology - International	860	0	860	43	$ 23,187.00	$ 1,153.00	$ -	$ 24,340.00
Hospitality Business Management - International	760	100	860	43	$ 24,222.00	$ 1,198.00	$ -	$ 25,420.00
Human Resources and Payroll Coordinator - International	800	100	900	45	$ 22,519.00	$ 3,725.00	$ 50.00	$ 26,294.00
Logistics & Supply Chain Management - International	620	400	1020	47	$ 23,635.00	$ 2,028.00	$ -	$ 25,663.00
Medical Office Administration - International	760	100	860	43	$ 24,169.00	$ 1,356.00	$ -	$ 25,525.00
Office Administration - International	440	100	540	1	$ 15,791.00	$ 1,111.00	$ -	$ 16,902.00
Paralegal - International	880	100	980	49	$ 30,665.00	$ 1,538.00	$ -	$ 32,203.00
Sales Professional - International	460	0	460	23	$ 11,525.00	$ 1,219.00	$ -	$ 12,744.00
Social Media Specialist - International	600	0	600	30	$ 17,752.00	$ 1,203.00	$ -	$ 18,955.00
Social Media and Web Marketing - International	1200	100	1300	65	$ 31,097.00	$ 2,178.00	$ -	$ 33,275.00
Veterinary Health Care Assistant - International	745	120	865	43	$ 21,486.00	$ 828.00	$ -	$ 22,314.00
Warehouse and Distribution Management - International	600	140	740	37	$ 19,435.00	$ 1,584.00	$ -	$ 21,019.00

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. 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 fo r 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*

Learning Accommodations

The College has an institutional commitment to provide equal educational opportunities for qualified students with disabilities in accordance with provincial and federal laws and regulations, including the Human Rights legislation enacted federally and in each Province.

This process begins when a Student identifies a need for accommodation due to a disability, includes the student's request for accommodation and ends with the Director's acceptance or rejection of the student's request for accommodation. The College has an institutional commitment to provide equal educational opportunities for qualified students with disabilities in accordance with provincial and federal laws and regulations, including the Human Rights legislation enacted federally and in each Province.
To provide equality of access for students with disabilities, the College will provide accommodations and auxiliary aids and services to the extent necessary to comply with provincial and federal laws. For each student, these accommodations and services will specifically address the functional limitations of the disability that adversely affect equal educational opportunity.

The Campus Director shall be responsible for assisting qualified students with disabilities in securing appropriate accommodations, auxiliary aids and services, with the guidance and support of Student Relations.

The student bears the responsibility of notifying the Campus Director of a disability upon admission. Once the student identifies the specific academic accommodations, auxiliary aids and/or services and discusses them with the Campus Director, the student will be asked to provide the Director with appropriate documentation to support the request. This documentation from an appropriate professional, should reflect the student's present level of disability and how the disability reflects the student's needs in the school's setting.

The Director has discretion to determine what type of professional documentation is necessary, and this may vary depending on the nature and extent of the disability and the accommodation, auxiliary aid and/or services requested. In the event the Director or designee thinks it is appropriate to obtain a second professional opinion concerning the nature and extent of the disability, the College will bear the cost of obtaining that second opinion not covered by the third party payer.

The Director will promptly evaluate the request for accommodation once the documentation is received. Appropriate accommodations, auxiliary aids and/or services are determined following an individualized assessment of each request and discussion between the student and the Campus Director.

The Director, in consultation with regional leadership, will consider the following factors in determining appropriate accommodations, auxiliary aids and/or services:

- The nature of the student's disability.
- Accommodations, auxiliary aids and/or services that have worked for that student in the past.
- Whether the requested accommodations, auxiliary aid and/or services will allow the student effectively to access and participate in the course or program.

- Whether the requested accommodation, auxiliary aids and/or services will alter the essential requirements of the course or program.
- The College is not required to alter or modify a course or program to the extent that it changes the fundamental nature of that course or program.

The Campus Director receiving the request for an accommodation, auxiliary aid or service shall provide the student who made the request with written notification of the determination of the request (along with the effective date of any accommodation, auxiliary aid and/or service) within a reasonable time period.

If a situation should arise where the Campus Director needs additional time to assess a request or in providing accommodation, auxiliary aid and/or service, he or she will provide the student with written notification of the status of the request and the proposed date of determination.

Prior Learning and Advanced Standing Policy

DEFINITIONS
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. Course credit for up to 50% of a program of study can be credited by way of advanced standing. Some programs may have a different maximum course credit. See below for program specific exceptions.

Prior Learning
Prior Learning is based on skills acquired through self-study or work experience. High school work experience programs are not eligible. Advanced courses cannot be challenged. Course credit for up to 50% of a program of study can be credited by way of Prior Learning. Some programs may have a different maximum course credit. See below for program specific exceptions.

RESPONSIBILITIES
Admissions Representative:
Assesses whether the applicant can apply for prior learning or advanced standing unless indicated otherwise in the program outlines (e.g. Practical Nursing).

Instructor/ Internal Subject Matter Expert:
- Assesses transcripts for advance standing credit and records assessment outcomes.
- Administers and assesses challenge exams for prior learning credit.
- Communicates challenge outcome to applicant or student.
- Reviews supporting evidence and confirms Advance Standing course equivalency.
- Communicates results with Admissions Representative and Campus Director.

Campus Director:
- Ensures that prior learning or advance standing policies and procedures are followed.
- Signs off on successful challenges.
- Signs off on changes to Enrolment Agreement (including pricing or schedule changes).

ASSESSMENT
Advanced Standing: Students who believe they have taken a course with at least the equivalent course competencies, may be awarded credit transfer by meeting the following:

- Advanced Standing must be transcript based (original institution or university transcripts or certified copy) and supporting documentation must be provided (course description, course outlines, etc.). See 2.a under Procedure for exceptions.
- The transcript submitted must be no more than 12 months old.
- Course equivalency must have been authenticated and signed off by an Instructor/ Internal Subject Matter Expert who has taught the course at the college and who has reviewed the submitted course description. An interview with the applicant may be required.
- Prior Learning: 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 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 certifications may be acceptable as credit for prior learning.
- The student must receive a passing grade 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.

PROCEDURE:

1. The student must apply for advanced standing/prior learning as part of the application process. Credit must be approved before the program/module start date.
2. To receive advanced standing, the student must provide an official (original) post- secondary transcript of marks, showing successful completion of an equivalent course, and have been awarded a passing grade, unless otherwise stated in the program outline. It is the student's responsibility to submit the appropriate supporting documents.
    a. If the student has previously taken modules with the College into which they are enrolling and they wish to be exempt from re-taking these modules, please refer to and follow Number 2 above. No fee assessment fee should be collected.
    b. If, due to extenuating circumstances, a student is not able to provide the supporting evidence required for the academic standing assessment review, they will be referred to the Campus Director or designate, who will determine a method of assessment.
3. To receive prior learning credit a student must have successfully completed the challenge exam for the course or courses being challenged and have been awarded a passing grade on each challenge exam. It is the student's responsibility to submit the appropriate documents.
    a. If a student requests credit for prior learning for more than one course, the exams must be written in the order that the courses are presented in the program of study.
    b. If a student does not meet the required grade on the challenge exam for a course, no prior learning for subsequent courses may be claimed.
    c. If a student does not meet the required grade on the challenge exam on the first attempt, the student cannot rewrite the exam.
4. Any course for which a student is given prior learning credit will show as a CR on the student's transcripts.
5. The Credit by Challenge Form (previously, Credit for Prior Learning) must be completed and signed by the student before the Prior Learning or Advanced Standing assessments is made.
    a. There is a $50 ($100 for courses requiring a practical assessment) assessment fee for each course for which prior learning is requested. Payment must be made before the assessment will be administered.
6. All Prior Learning must be approved by the Campus Director (except for the regulated programs. Please see below). Only non-senior courses can be challenged unless otherwise approved by the Campus Director upon consultation with the Program Coordinator or Program Head (if applicable).
    a. For externally regulated programs, other policies and/or conditions may apply.

The administration reserves the right to deny any request that does not meet the educational requirements of the College.

REGULATED PROGRAM EXCEPTIONS

Dental Assisting

When a student applies to the Dental Assisting Program requesting Transfer Credits or Prior Learning for courses taken, the application and transcripts are to be forwarded directly to the Dental Assisting Coordinator or program lead in order to make a decision regarding which courses qualify. The following guidelines must be followed in order to allow for the transfer of credit.

- The transfer student has come from a CDAC-accredited Dental Assisting program
- The transfer student submits an official transcript with courses equivalent to the Reeves Dental Assisting curriculum
- The transfer student may be admitted only into the appropriate semester (Phase I or Phase 2)

Student wishing to transfer from another Dental Assisting program whose passing requirement is below 75% will be required to write the Reeves Dental Assisting Challenge Exam and must receive a minimum passing mark of 75% to be admitted.

TRANSFER OF CREDITS TO OTHER PUBLIC OR PRIVATE INSTITUTIONS

The mission of the College is to help students prepare for entry-level employment in the students' chosen field of study. The value of programs is their deliberate focus on marketable skills and occupational outcomes. Credits earned for programs at the College are not designed as stepping stones for transfer to another institution.

In the Canadian higher education system, transferability of credit is determined by the receiving institution taking into account that school's own policies such as factors as course content, grades, accreditation and licensing. The College does not imply, promise, or guarantee transferability of credits from any of its programs to any other institution. It is the student's responsibility to determine whether other schools will accept credits acquired from the College. Applicants should be encouraged to make this determination as early as possible.

ACADEMIC POLICIES

Attendance

The College expects regular and punctual class attendance. Punctuality is as important as good attendance. Students are expected to attend every class session, in accordance with their contractual agreement. Student absences will be recorded from the first day the class meets. In case of an absence, it is the student's responsibility to notify the College before the start of classes on the day of absence. The student is also responsible for notifying the third party funder, if applicable, of the absence.

Online students are required to sign in to the MyCampus LMS for at least 30 minutes on the first scheduled day of each course to fully activate your access to the course content and confirm your presence. In addition, online students must complete the hours of work per week as outlined in your program outline and complete courses as scheduled.

Online Students that are unable to complete the required hours per week must contact your student services immediately. If a student is going to be delayed in their academic progress or (if applicable) absent from the required amount of attendance, they must inform Student Services via email; this email can be found in your course session, and is provided to you at orientation. Supporting documents (doctor's note, travel documents, etc.) may be required.

If a student is going to be absent for any class, they must inform the instructor and Student Services via email. Supporting documents (doctor's note travel documents, etc.) may be required.

Students are reminded to pay attention to their Reeves College email accounts for any attendance and/ or academic progress messages.

Attendance Requirements - What does this mean to you as an international student?

As an international student, you will be withdrawn/dismissed from studies 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.

When a student is unable to attend class, he or she must demonstrate that there have been unanticipated, extenuating, and mitigating circumstances which prevented his or her attendance. Excused absences include personal illness or illness of a close family member where the attention of the student is required, death of an immediate family member, accident, or other unforeseen circumstances making it impossible for a student to attend class, funeral, personal appointments for acute or preventative health care, and court appearances. Excused absences must be accompanied by written proof. All absences are recorded regardless of the reason for the absence.

Please note: This excuse must be presented before the absences or during the 5 consecutive class days missed.

Some externally regulated programs have their own set of attendance criteria.

Note: Students are required to attend all scheduled classes regularly, including make-up sessions. From time to time, class or practicum/clinical placement schedules may be adjusted to address changing or unexpected circumstances including the temporary interruption of service. In order to ensure students have achieved the required hours of instruction, outcomes, and/or to address an unexpected interruption of studies, the end date of a program may be adjusted accordingly or other schedule accommodation may be made to ensure students receive the required program

and contract hours.

Attendance Warnings
Students whose absences exceed 10% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be warned in writing.

Students whose absences exceed 15% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be placed on probation and will be subject to conditions if they wish to continue study.

Students whose absences exceed 20% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be withdrawn from the College.

The College will place a student on probation should there be a regular routine of poor attendance, particularly where poor attendance is coupled with poor academic performance and/or failure to maintain course completion dates.

Students cannot miss clinical time. Please refer to the applicable Health Care Handbook for additional attendance requirements.

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.

Re-admittance to the College
Students who have interrupted their studies must re-apply for admission and meet the current admission requirements in place for that program

Students should make an appointment for a formal interview with the Campus Director or designee to initiate the re-admittance process. Students must be in good financial and academics standing in in order to be re-admitted to the College.

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.

Academic Integrity
Academic Integrity and Honesty are fundamental for the growth and acquisition of knowledge, teaching, and the open and unfettered circulation of ideas. They are the cornerstone of the academic community.

Academic Dishonesty disregards the source of information and ideas and calls into question the accuracy and integrity of educational works. It compromises the values of the College and is unfair to students who pursue their education with honesty and integrity. Academic dishonesty will not be tolerated.

Definitions of Academic Dishonesty

Cheating is any act of academic dishonesty. Cheating includes, but is not limited to:

- Any use of aids such as calculators, phones, crib notes, notes, books, electronic devices, photocopied materials, and AI-generated materials, which have not been expressly permitted during exams or projects;
- Copying for the purpose of providing an advantage to yourself or another student;
- Submitting another person's work as your own or providing work for another person to submit as their own;
- Falsifying or misrepresenting academic records;
- Intentionally helping or attempting to help another student to commit any act of academic dishonesty (including unauthorized communication with another student in a test or exam);
- Presenting oneself as another student for a class or exam;
- Submitting the same work or part of the same work for credit in two different courses without the prior agreement of the instructors involved;
- Gaining, or attempting to gain access to an examination or test, or a part thereof, without permission from the instructor.

Plagiarism is the act of representing someone else's work as your own. Plagiarism 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 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 the Internet, including AI-generated materials;
- 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);
- Using another person's essential style and manner of expression;
- Submitting homework, written papers, exams, lab assignments, published work, circuit design, software, or copyrighted material as your own material without reference to the original creator of the material.

Note: Plagiarism ranges from an entire assignment that is not the student's own work to specific passages within an assignment taken from a source without acknowledgement.

Students have access to the College's **Citation Referencing Style Guide**, which prepares them to properly cite and reference other works and avoid plagiarism. This guide can be found in the Resources section of MyCampus and the Student Success course.

Other Acts of Academic Dishonesty. Other examples of academic dishonesty include but are not limited to:

- Collaboration between two or more students working jointly on any assignment when the Instructor has not permitted collaboration. This includes collaboration on projects outside of school that are to be submitted for marking as solo projects;
- Changing a score or a record of an examination result.

Students must always respect academic integrity. Any form of deception in completing assigned work is considered academic dishonesty.

Disciplinary Process for Cheating and Other Acts of Academic Dishonesty:
Violations that threaten the academic integrity of the College are subject to one or more of the following:

- Receiving zero marks for the piece of work or examination, with or without the opportunity to redeem the piece of work;
- Receiving a failing grade for the whole topic or course of which the piece of work or examination concerned is a part;
- Academic Probation;
- Suspension;
- Expulsion.

The **Academic Integrity Policy** corresponds to the overall **Student Code of Conduct** and follows the College's overall disciplinary process for violations of the Student Code of Conduct.

All violations of the **Student Code of Conduct—Academic Integrity** are documented and recorded in the student's record.

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 College's policies, rules or regulations.

1. **Warning** – A written notice 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 regulations 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 enrolment and expulsion from the College or any campus within the College.

Student Appeals
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. <u>All conditions must be met</u>:

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.

Test and Exam Rewrites
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.

If the student successfully passes the re-write exam, the highest grade will be recorded as the rewrite mark. If the exam is provided by an external certifying agency, the exam rewrite policy of the external certifying agency will apply. If the student scores below the minimum passing mark, the higher grade will be kept.

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.
If the student fails the rewrite, no other rewrites will be allowed. There may be an exam cost associated with rewrites in some programs.

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

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.

Note: E-book(s) for each course will be made available on the first day of class after attendance has been taken. If you have trouble accessing your e-book(s) please contact your campus Student Services.

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.

Student access to licensed software and services, including email, Adobe cloud, MS Office etc. provided for program studies will expire upon conclusion of studies as follows:

- Graduated - 6 months after graduation date
- Terminated - immediately upon termination
- Withdrawn - 30 days past the date of withdrawal
- Cancelled – accounts will be deleted for students who do not commence studies

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 10 or newer recommended!
Hardware: Intel Celeron Processor N3060 or equivalent, 32 GB of free Hard Drive space, 4GB RAM, Keyboard, Mouse or trackpad
Software: MS Office 2013 or newer

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

Note: Google Chrome devices do not support courses taken online through the National Payroll Institute.

AWS Applications:

Users can access AWS applications through an HTML5- capable web browser, including the following:

- Google Chrome
- Mozilla Firefox
- Safari
- Microsoft Edge
- Microsoft Internet Explorer version 11 or later

No browser extensions or plug-ins are required to access AWS
AWS is not supported on devices that have screen resolutions smaller than 1024 x 768

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

Note: For online student technical assistance please contact your Student Services Administrator. The Student Services Administrator will assist with e-textbook access, LMS MyCampus login, and other online course resource assistance. *The Student Service Administrator does not provide assistance for issues relating to student devices or internet connection.*

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/online 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
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 take 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.

On campus 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.

Online students should be prepared to participate in the following ways:
1. Sign into the MyCampus LMS for at least 30 minutes on the first scheduled day of each course
2. Complete all projects, homework, tests, quizzes and exams as assigned and on time.
3. Participate in and contribute to online discussions and live sessions.
4. Be pro-active and responsible for their success and seek help when it is required (i.e. academic, financial, budgeting, guidance, etc.).

5. Demonstrate a commitment to their studies.
6. 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 governing accommodations 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.

Note: All online live sessions are recorded by the instructor and may posted to the MyCampus LMS.

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, 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 eleven (11) years. After 11 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 as long as the College remains in operation under the current ownership. 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 *Transcript* upon graduation with their Diploma/Certificate. This official copy is at no charge to the student. Additional copies of official Transcripts will be provided upon request at a cost of **$25 per transcript**. Transcripts required for admission to other institutions will be sent directly to the admitting institution at a cost of **$25 per transcript**. International destinations (where applicable) will be sent via courier. The student is responsible for courier charges.

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 vary by location; therefore, students should check with their campus for specific hours of operation.

Instructional Hours
Classes are normally scheduled in four or five hour blocks - morning, afternoon and evening (where available).

Each class day, regardless of what percentage of the class is in attendance, will start at the scheduled time. Students arriving late may not be admitted to class until after the morning break, unless Student Services or the Instructor has given permission. Check with your Campus Director or designate.

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.

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.

Children on Campus
From time to time, children accompany parents to campus. If students are conducting a short visit when they are not attending class, they may bring children as long as they are supervising them at all times. Please be mindful, however, that children are not permitted in the classrooms or labs at any time, and are not permitted to use the computer resources.

COLLEGE POLICIES

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
Please refer to Appendix 1 - Sexual Misconduct Policy

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.

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.

- Warning – A notice in writing to the student that the student is violating or has violated the College regulations
- Loss of Privileges – Denial of specific privileges (such as Internet access) on a permanent basis or for a designated period of time
- 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.)
- 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.)
- 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

Netiquette Guideline for Online Learners
Netiquette refers to Internet etiquette, or manners and good conduct to respect when communicating both in writing and in person on the Internet. These etiquette rules apply to online communication such as e-mail, chat, forums, discussion boards, live classes, and social networking sites. It is especially important to follow Netiquette guidelines when online communication is non-verbal.

General Guidelines for Online Communication:
The basic rules of courtesy, politeness and good conduct to be observed on the Internet include:

1. **Use careful spelling and formatting that make reading easier**. The use of capital letters is considered a shouted word. Their use is therefore to be avoided at any time. For highlighting, it is best to use bold or italics. Spelling errors, and mixed up sentences reflect on you; correct spelling and grammatical construction are necessary, so keep in mind to read your posts before you submit them.
2. **Use proper English language**. It is generally frowned upon to write in texting language. Moreover, try to avoid slang words as much as possible, as this is also an online education environment and slang is considered neither academic nor professional.
3. **Be precise**. Being misunderstood is quite common in online interactions; escape the miscommunication trap by double checking that what appears perfectly clear to you is not confusing your readers. The best way to test your messages for clarity is to read them aloud before you send them; this way, you will be able to see if they make sense.

4. **Avoid overuse of emoticons.** Use emoticons sparingly to express emotion when you feel the message may need the extra signifier to the reader.
5. **Avoid speaking/ writing about confidential data**, since the majority of electronic devices can be subject to failures, eavesdropping or recording. It is also mandatory to respect privacy and confidentiality laws.
6. **Tone down your language.** Because written language lacks the support of facial or voice communication clues, it can be easily misinterpreted. A great way to deal with this is to tone down your language; avoid the use of strong words and, again, read aloud everything you want to post before you send it. Moreover, try to avoid humor and sarcasm completely, as they can both easily create misunderstandings and tension.
7. **Recognize and respect diversity**. One of the great beauties of eLearning courses is that you can meet people from all parts of the world, as the internet is a global medium. This means that while participating in an online discussion you and your virtual classmates may use the same language to communicate with each other, but the truth is that cultural backgrounds, linguistic terminology, and abilities to express oneself in written language may vary significantly in an online learning environment. If your virtual classroom is a typical one, it will be ethnically rich and multicultural. This is why it is important to respect diversity and opinions different from yours, no matter where they come from. It is OK to disagree with a point of view, but it is definitely inappropriate to disrespect and be offensive towards others.
8. **Take your posts seriously.** Participation is the number one rule for online discussions, but posting for the sake of posting wastes other people's time. Always remember to add something new to the conversation and not repeat something that someone else has already said, unless you are posting in agreement with a previous post. Most importantly, stay on topic; make sure that every comment you post stays within the scope of the online course material.
9. **Be credible.** Finally, be careful not to mislead people when replying to a question. If you are uncertain about your answer, say so. And if you are using the intellectual property of others, e.g. websites, books, blogs, journal articles, etc. to support your argument, always cite your sources. Assigning proper credits when referencing other sources is a sign of being a respectful, responsible, and trustworthy online discussion participant.
10. **Use Discretion.** All in all, never say online what you wouldn't say in real life and to another person's face. Keep these netiquette tips for online discussions in mind, and you will be able to expand your knowledge base and share insights and perspectives with your virtual classmates, enhancing your e-Learning experience.

Specific Guidelines – E-mail

The particular rules of courtesy, politeness and good conduct to be observed when using e-mail include:

1. Use the blank carbon copy function ("bcc") to send an e-mail while ensuring the confidentiality of several people who do not know each other.
2. Purge the body of the message of all the previous addresses when "forwarding" a message to ensure the confidentiality of the persons from to the initial distribution list.
3. Make proper use of the "subject" field to facilitate subsequent searches or the filing of messages.
4. Begin and end the message by greeting the sender.
5. Get to the heart of the matter quickly. Write clear, brief and precise messages.
6. Never respond emotionally. It is best to wait and express your opinion calmly or speak to the person directly.
7. Reply to a message by citing only, if applicable, the specific parts to which it pertains and, if necessary, elements of context before or after. The answer may be presented in another color to facilitate reading.
8. Judge the relevance of responding to all members of the mailing list or only to the sender of the initial message.
9. Never excessively increase the size of the characters. Such a message could be considered aggressive by the recipient.
10. Never modify the content of a message received and forwarded to someone else. Either ask for permission or shorten the document to cite only the interesting parts by assigning the message to its original author.

Specific Guidelines – Discussion Forums

The particular rules of courtesy, politeness and good conduct to be observed on discussion forums include:

1. Be explanatory. Justify your opinion. Points can be easily missed if hidden in a flood of text; when making a thorough comment, be as brief as possible. If you have several points you want to develop, prefer to post them individually in more than one focused messages, rather than in a long, overly wordy paragraph. However, avoid posting messages that contain only a few words and generic statements, such as "I agree with you".
2. Read each specific forum's rules to find out what is allowed and prohibited.
3. Respond to a post by citing only the gist of the original message and placing the response after the original message.
4. Know how to apologize if a term, a sentence or a message may have shocked a participant.
5. Use emoticons sparsely.
6. Never respond emotionally. It is best to wait and express your opinion calmly or speak to the person directly.
7. Avoid responding to aggressive messages in order to prevent an escalation of exchanges.

8. Read all comments before hitting “submit”. What you need to remember when participating in an online discussion is that once you send your comment, there is no way to take it back. This is why you should always think about the content of your message before contributing it.
9. Before replying to a question, read carefully all comments that your peers have already posted, no matter how many they are. If you don’t, it is very likely that you will end up repeating things others have already said.
10. Never disclose personal information.

It is generally prohibited to use forums for:

1. Advertising or sending commercial messages.
2. Political or religious messages.
3. Reproduction or redistribution of a work subject to copyright.
4. Messages invading the privacy of a person or a group of people.
5. Messages denouncing the practices of a company or an organization, indicating their name.
6. Insulting, defamatory, threatening messages.
7. Racist or homophobic messages.
8. Adding degrading photos to a message.
9. Repetitive messages aimed at cluttering a site.

Finally, it is important to pay special attention to the right of everybody to control use of their image and to maintain their privacy (right to the image). Indeed, it is prohibited by the law of several countries to photograph a person to then publish the photo on the Internet without their agreement.

Specific Guidelines – Participation in Live Classes
The particular rules of courtesy, politeness and good conduct to be observed in live classes include:

1. Be on time for the session with your camera on (if your instructor has made it mandatory) and ready to participate
2. Double check your sound and microphone settings beforehand
3. Keep your microphone on mute when not speaking
4. Only use the live chat function for relevant communication (see guidelines above)
5. Wait for your turn to speak without interrupting others
6. Show respect for other classmates’ opinions by learning to ‘agree to disagree’
7. Speak slowly, loudly and articulate clearly

VIOLATION OF THE NETIQUETTE GUIDELINES
In the event of a serious violation of these Netiquette Guidelines (an offence that breaks the Student Code of Conduct or Workplace Conduct policies) the College reserves the right to enforce appropriate administrative or disciplinary measures. Disciplinary action will follow the Student Code of Conduct Policy and Workplace Conduct policies found in this Student Handbook.

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.

5. Warning – A notice in writing to the student that the student is violating or has violated the College regulations
6. 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
7. 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
8. 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.

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. Colleges 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. Colleges use 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.

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.

Complaints should be filed 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. Complaints submitted beyond one calendar year from date of graduation or withdrawal will not be accepted.

- Anonymous complaints will not be accepted.
- A student complaint must be made in writing.
    - The student making the complaint will be given the opportunity to make oral submissions.
    - The student making a complaint will have the opportunity to have a person present with the student at all stages of the proceedings; and the right to have that person make an oral submission on his or her behalf.
- The student making a complaint may be represented by an agent or lawyer.
- The dispute resolution process, including written reasons for the determination and any reconsideration (if any), must be completed no later than 30 calendar days of the date on which the student submitted the complaint.
- A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time for making the complaint.
- A copy of the student complaint record will be provided to the student.
- CDI College will maintain a record of the complaint, any submissions filed, and decisions, for at least 3 years from the date of decision.

Students are strongly encouraged to discuss any conflicts, disputes, or concerns via informal discussion at the earliest opportunity.

Procedure:

Campus Director Resolution:

1. In the event that the attempt to resolve issues via informal discussion has not been successful, the student shall provide their concerns or complaint in writing (e-mail, letter, or Student Concern Outline Report) to the **Campus Director**. The student must provide their full name and student ID number, set out the areas of concern or complaint, their suggested remedy, and what steps they have taken to date to address or resolve the issue.
2. The Campus Director must fully investigate the student's concerns or complaint and whenever necessary meet with the student as soon as is practicable and normally within 5 days to seek resolution and/or seek additional information about the concerns or complaint from the student or any other parties involved.
3. After careful consideration, the Campus Director will provide a written decision to the student including explanations, no later than **10 calendar days** after the receipt of the concerns, or complaint with the best possible resolution for the student. The decision will be in letter form, delivered via email and CC to the student file and Dispute Resolution File.
    - Decision letter must include the pathway of appeal or next steps relative to the campus in which the program exists, including the relevant contact information for the Regional Director of Operations (Provincial Student Relations Email).
4. Following the delivery of the Campus Director Level-1 decision, if there is a non-response from the student the Campus Director is required to follow up daily.
    - If the student continues to be unresponsive for 5 days, then the Campus Director will force the escalation to Level-2, Regional Director of Operations (Provincial Student Relations Email).

<u>Provincial Student Relations Emails:</u>

- AB: ABStudentRelations@Campus-support.ca

*Note - If a student initially accepts the Level-1 decision and then appeals after 30 days from the original complaint, the institution must provide evidence that a delay was caused by the student.

Campus Support Resolution:

1. If a resolution cannot be found through the Campus Director, then the complaint will automatically be moved over to Regional Level-2 by the Campus Director.
    a. The communication to the regional level must include the student's concern, actions taken to date and the desired outcome or resolution.
    b. Must be sent within **5 calendar days** of the Campus Director's decision

2. The Regional Director of Operations will contact all relevant parties to gather information regarding the complaint for review. They will conduct an investigation, with the support of the Regional Compliance Manager, review the complaint/concern, and inform all parties of the progress of the investigation and review.
3. Once the investigation is complete, the Regional Director of Operations will respond to the student in writing, no later than **15 calendar days** after the receipt of the concerns, or complaint.
    a. Decision letter must include the pathway of appeal or next steps relative to the province in which the program exists, including the relevant URL links to the location (see below).
4. The total elapsed time for a Campus Director Resolution and Campus Support Resolution **must not exceed 30 calendar days**.

If a student is dissatisfied with the determination and feels they have been misled by the institution regarding any significant aspect of their program, they may file a complaint with the Private Career Colleges (PCC) Branch of Alberta Advanced Education at https://www.alberta.ca/private-career-colleges.aspx. The time limit for filing a complaint is 6 months from the last day the student attended the program.

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.

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 complying with the terms of their enrolment contract and payment schedule. Students are required to speak to the Financial Administrator/Planner and/or International Admissions Advisor in 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 parties and to refund tuition fees in accordance with the stated refund policy.

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 as described below..

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 Early Learning and Child Care 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:

- 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
    - Calgary: http://www.calgary.ca/CSPS/CNS/Pages/Immigrants-newcomers-and-refugees/Helping-newcomers-get-started-in-Calgary.aspx
    - Red Deer: http://immigrant-centre.ca/our-services/connecting-newcomers/

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.caprent.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.

APPENDIX 1 – Sexual Misconduct Policy

The College is committed to providing its students with an educational environment free from sexual misconduct, and treating its students who report incidents of sexual misconduct with dignity and respect. The purpose of this policy is to ensure that the rights of those affected by sexual assault/sexual misconduct are respected and appropriately accommodated and ensures the College has a process of investigation that protects the rights of individuals and holds individuals who have committed an act of sexual assault/sexual misconduct accountable.

Sexual misconduct prevention:
Sexual misconduct involving staff or students is unacceptable and will not be tolerated. The College is committed to challenging and preventing sexual assault/sexual misconduct and creating a safe space for anyone in our College community who has been affected by sexual assault/sexual violence. The College is expected to be a safe and positive space where members of the College community feel able to work, learn and express themselves in an environment free from sexual misconduct.

Definition of Sexual Misconduct
Sexual misconduct means any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent, and includes:

- sexual exploitation
- sexual assault
- sexual harassment
- stalking
- indecent exposure
- voyeurism
- the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video
- the attempt to commit an act of sexual misconduct
- the threat to commit an act of sexual misconduct

Disclosures/Complaints of Sexual Misconduct
A report of sexual misconduct may be filed under the policy by any member of the campus community. All members of the College are expected to report incidents of sexual misconduct they witness or have knowledge of, or they have reason to believe has occurred or may occur, to the Campus Director. Members who have been affected by sexual misconduct are encouraged to come forward to report the incident as soon as they are able to do so.

A person may choose to disclose sexual misconduct without making a formal report. In these circumstances, a disclosure/complaint may not result in a report being made and, therefore, may not initiate a formal process. In such circumstances, appropriate support will be provided on the basis of availability. An individual who discloses an allegation of sexual misconduct should be made aware that there are a range of reporting options available to them and that they may choose any of the options or any combination of the options, including:

a) Disclosure Only – a victim/survivor may wish to tell someone about the incident in order to seek support but may not want to make a report to police or campus authorities.
b) Police – a victim/survivor may wish to make a formal report of a sexual assault or other criminal incident of sexual misconduct to police Victims/ survivors should be offered the services of a campus based sexual assault response worker (where they exist) or a community-based support worker to accompany them and to provide emotional support

For the purposes of this document, a report is a formal notification of an incident of sexual misconduct to someone at the post-secondary institution accompanied by a request for action. The actual process/procedures may vary in relation to the nature of the disclosure/complaint or report (for example, whether or not there has also been a report to law enforcement).

To make a formal complaint to the College, the student should follow the Dispute Resolution Policy in the Student Handbook.

It is contrary to the policy for anyone to retaliate, engage in reprisals, or threaten to retaliate in relation to a report.

Investigating and Responding to Disclosures/ Complaints and Reports of Sexual Misconduct:
Where a complaint of sexual misconduct has been reported to the College, the College will exercise care to protect and respect the rights and confidentiality and privacy of both the complainant and the respondent. Persons in a position of authority, including persons directing the activities of others, shall take immediate action to respond to or to prevent sexual assault/sexual misconduct from occurring. The College understands that individuals who have experienced or been affected by sexual misconduct may wish to control whether and how their experience will be dealt with by the police and/or the College. In most circumstances, the person will retain this control. However, in certain circumstances, the College may be required to initiate an internal investigation and/or inform the police of the need for a criminal investigation, even without the survivor's consent, if the College believes that the safety of other members of the College community is at risk.
All reported incidents of sexual misconduct will be investigated in a manner that ensures due process as outlined in the procedures below.

1. Under this Sexual Misconduct Policy, any student of the College may file a report of an incident or a complaint to the Campus Director in writing. The other officials, offices or departments that will be involved in the investigation are the HR Director, Regional Director and Compliance Director as necessary.

2. Upon receipt of a report of an incident or a complaint of alleged sexual misconduct being made, the Campus Director will respond promptly and:
   - determine whether an investigation should proceed and if the Complainant wishes to participate in an investigation;
   - determine who should conduct the investigation having regard to the seriousness of the allegation and the parties involved;
   - determine whether the incident should be referred immediately to the police.

3. Once an investigation is initiated, the following will occur:
   a. The Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation;
   b. The Complainant will be interviewed to ensure a complete understanding of the allegation and gathering additional information that may not have been included in the written complaint such as the date and time of the incident, the persons involved, the names of any person who witnessed the incident and a complete description of what occurred;
   c. The Respondent will be informed of the complaint and interviewed, providing details of the allegations and giving the Respondent an opportunity to respond to those allegations and to provide any witnesses the Respondent feels are essential to the investigation;
   d. Interviews will be conducted with any person involved or who has, or may have, knowledge of the incident and any identified witnesses;
   e. Reasonable updates will be provided to the Complainant and the Respondent about the status of the investigation.

4. Following the investigation, the Campus Director will:
   a. Review all of the evidence collected during the investigation;
   b. Determine whether sexual misconduct occurred; and if so
   c. Determine what disciplinary action, if any, should be taken.

Disciplinary Measures
If it is determined by the College that the Respondent did engage in sexual violence, immediate disciplinary or corrective action will be taken.
- Where the Respondent is a Student - Sexual misconduct is a violation of the Student Code of Conduct. It is considered a serious offence and will be addressed in a manner which is consistent with other serious offences.
- Where the Respondent is an Employee - Sexual misconduct is a violation of the HR Employee Policy WI 1800 Workplace Conduct Allegations against employees will be addressed in accordance with the procedures set out in this Policy, and/or other College policies.

If the complaint is sustained following an investigation, the College will decide on the appropriate disciplinary actions. This may include:
- disciplinary action up to and including termination of employment of instructors or staff; or
- expulsion of a student; and /or
- the placement of certain restrictions on the Respondent's ability to access certain premises or facilities; and/or
- any other actions that may be appropriate in the circumstances., including additional training as required

Appeal
Should the Complainant or the Respondent not agree with the decision resulting from the investigation, he or she may appeal the decision to the Regional Director within 10 days by submitting a letter addressed to Regional Director advising of the person's intent to appeal the decision. An external reviewer may be engaged if necessary.

Making False Statements
It is a violation of this Sexual Misconduct Policy for anyone to knowingly make a false complaint of sexual Misconduct or to provide false information about a complaint.

Reprisal
It is a violation of this Sexual Misconduct Policy to retaliate or threaten to retaliate against a complainant who has brought forward a complaint of sexual violence, provided information related to a complaint, or otherwise been involved in the complaint investigation process.

Confidentiality and Further Support
The College's ability to investigate anonymous disclosures is hampered by the anonymous nature of the report. The College cannot investigate or follow up on an anonymous disclosure. It is this policy's intention to make individuals feel comfortable about making a report in good faith about sexual assault/sexual Misconduct that they have been affected by or witnessed.

Confidentiality is particularly important to those who have disclosed sexual assault/sexual violence. The confidentiality of all persons involved in a report of sexual assault/sexual Misconduct or in subsequent disciplinary proceedings must be strictly observed, and the College does its best to respect the confidentiality of all persons, including the complainant, respondent, and witnesses.

The College will regard all information as unique and private and ensure it is maintained in a secured, controlled environment, following the College's file storage policy.
To the extent it is possible, the College will attempt to keep all personal information of persons involved in the investigation confidential except in those circumstances where it believes an individual is at imminent risk of self-harm, or of harming another, or there are reasonable grounds to believe that others on its campus or the broader community are at risk. This will be done by:

- Ensuring that all complaints/reports and information gathered as a result of the complaint/reports will be only available to those who need to know for purposes of investigation, implementing safety measures and other circumstances that arise from any given case; and
- Ensuring that the documentation is kept in a separate file from that of the Complainant/student or the Respondent.
  the College recognizes the right of the Complainant not to report an incident of or make a complaint about sexual misconduct or not request an investigation and not to participate in any investigation that may occur.
- In certain circumstances, the College may be required by law or its internal policies to initiate an internal investigation and/or inform police without the complainant's consent if it believes the safety of members of its campus or the broader community is at risk.

In all cases, the College will appropriately accommodate the needs of its students who are affected by sexual violence Students who have been affected by sexual violence, as well as members of the college community to whom a student has disclosed an incident of sexual violence, are encouraged to access information and support from the Campus Director.

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: _____

If under 18 in AB or under 19 out-of-province

Parent/Guardian Name: _____

Parent/Guardian 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? (select one)

☐ NO

☐ YES Please specify:

Are you currently taking medication? (select one)

☐ NO

☐ YES Please specify:

CONSENT TO USE OF IMAGE AGREEMENT

I consent to the use of my name, portrait, picture, video, voice recording, or photograph as part of the school's website, print collateral such as brochures and pamphlets, print ads, radio or television commercials, social media, and/or online marketing initiatives slated for release within 3 years from the date of enrollment.

These publications will be used with the intention of increasing student engagement as well as enrollment for the upcoming fiscal year. It will serve the following purpose(s): to provide prospective students with a glimpse of the school's curriculum, training, and/or campus life; engage existing students through various online and social media platforms; and promote school events.

I understand that these publications, ads, and other collateral will be made available online on Reeves College's website, social media, and other related online, print, and media platforms.

I agree that I shall have no claim against Reeves College, Reeves Education (Alberta) Inc., or its employees, its contractors, it subsidiaries, or its agents or against anyone accessing this communications product, whether online, in print, or by any other means.

I confirm that I am over 18 years of age or under 19 out-of-province and that I have not given anyone the exclusive right to use my name, portrait, picture, or photograph.

School: _____

Program: _____

Home Phone: _____ Cell Phone: _____

E-Mail Address: _____

Student's Name: _____

Student's Signature: _____ Date: _____

If under 18 in AB or under 19 out-of-province

Parent/Guardian Name: _____

Parent/Guardian Signature: _____ Date: _____

DISCLAIMER FOR INTERNATIONAL STUDENTS

Student Name: _____ Student ID: _____

1 - YOUR CONDITIONS AS A TEMPORARY RESIDENT IN CANADA

As a temporary resident, there are a few conditions you need to meet. If you don't meet these conditions, you may put your temporary status at risk of non-compliance and applicable consequences will apply.

☐ Student Initials ☐ ADOA Initials

A study permit holder is allowed to work off-campus up to 20 hours a week when enrolled in a full time program. If the program is part-time, or you have concluded your attendance, you are not permitted to work off-campus. Study Permit holders are not permitted to attend online-only programs (distance learning) as their primary activity in Canada.

☐ Student Initials ☐ ADOA Initials

A Coop Work permit is required for programs with a work experience component such as practicum, clinical placement, co-operative placement. I*f your co-op work permit application is delayed due to IRCC processing times, you may complete your work experience component with the allowed 20 hours a week as a study permit holder until a decision is made on your application.*

☐ Student Initials ☐ ADOA Initials

You cannot leave your studies unless you're taking an authorized leave approved by the College. The College is obligated to report your unauthorized absence to IRCC immediately.
On the IRCC website you can see more information about these conditions: https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/prepare-arrival/study-permit-conditions.html

2 – POST-GRADUATION WORK PERMIT (PGWP) ELIGIBILITY

☐ Student Initials ☐ ADOA Initials

Our schools in British Columbia, Alberta, Ontario, and Manitoba as private institutions are **NOT** eligible for the Post-Graduation Work Permit (PGWP).

3 – WORK OPPORTUNITIES AND IMMIGRATION

☐ Student Initials ☐ ADOA Initials

The school does not **guarantee employment or matters related to immigration**.

4 – VISITORS AND WORK PERMIT HOLDERS ELIGIBILITY

☐ Student Initials ☐ ADOA Initials

Only valid study permit holders can enroll and complete in-campus (50%+) programs that are more than 6 months in length. If you are a visitor or a work permit holder, you must apply and receive your new study permit before you can commence your program of study at our schools across Canada.

5 – LEGAL ADVICE

☐ Student Initials ☐ ADOA Initials

Any legal advice with respect to study or work permit applications as well as the immigration process must be addressed with IRCC directly or an immigration consultant and/or lawyer registered with The College of Immigration and Citizenship Consultants (CICC).

Acknowledgment:

Student: _____ Date: _____

Admissions Representative: _____ Date: _____

If under 18 in AB or under 19 out-of-province

Parent/Guardian Name: _____

Parent/Guardian Signature: _____ Date: _____