

International Student Handbook

Eminent College

Effective December 18, 2024

Welcome!

From the moment you apply to the support you receive after graduation; we are committed to giving our students valuable experience. This dedication helps our graduates stand out in the job market.

As you begin your studies, you will see how our learning process engages, involves, and challenges you to succeed. You'll develop a strong skill set in your field and gain the interpersonal skills needed for success.

Our programs are tailored to meet the demands of employers in your chosen career. Throughout your education, you'll engage in work that mirrors real-world scenarios. By the end of your program, you'll be ready to start your career.

At Eminent College, you have access to a dedicated support team, including your Faculty, International Admission Representative, Campus Director, Financial Representatives, Student Services, Employment Services Personnel, and Administrative Staff.

For more information, please contact one of our International Admission Representatives. Edmonton-based representatives can be reached by calling or sending a WhatsApp message at +1-587-686-8348

CONTENTS

PROGRAM INFORMATION	5
ADMISSION REQUIREMENTS	6
• Admission Policy	6
• English Language Requirements – All Programs	6
• International Program Admission Prerequisites	6
ACADEMIC POLICIES	8
• Attendance	8
• Interruption of Studies	10
• Re-admittance to the College	10
• Cheating and Plagiarism	11
• Course Drops / Withdrawals	13
• Course Repeat Procedure	13
• Test and Exam Rewrites	14
• E-Resources and Materials	14
• Device Requirements	15
• Grading	21
• Graduation	21
• Homework	21
• Participation	21
• Recording in the Classroom	21
• Standards of Academic Progress	23
• Student Records	24
• Work Experience / Field Placement Policy	24
CAMPUS REGULATIONS	26
• Hours of Operation	26
• Food and Beverages	26
• Parking	26
• Personal Appearance	26
• Security	26
• Smoking	26
• Statutory Holidays	26
• Severe Weather Conditions	27
• Student Identification	27
• Telephones	27
• Harassment and Non-Discrimination	28
• Student Code of Conduct	29
• Disciplinary Process	29
• Health and Safety	36
• Privacy and Access to Information	36
– Disclosure of Records	37
– Inspection of Records	37
– Correction of Records	38

DISPUTE RESOLUTION POLICY	39
• Dispute Resolution Process	39
• Procedure	39
• External Complaint	40
RESPONSIBLE USE OF TECHNOLOGY	41
ACADEMIC SUPPORT	42
• Mandatory Attendance Tracking.....	42
• Remedial Action Plan	42
• Exam Retakes	42
• Device Access	43
• Access Academic Support.....	43
CAMPUS DESIGNEE	44
• Definition	44
• Role in Dispute Resolution	44
• Escalation Protocol	44
FINANCIAL	45
• General Information.....	45
• Tuition Fees and Payment.....	45
• Refund Policy	47
INTERNATIONAL STUDENT SERVICES	50
• Services Available to International Students.....	50
• Health and Safety.....	51
STUDYING IN ALBERTA	52
• Study Permit	52
• Work Permit.....	52
• Health Care Insurance.....	52
COLLEGE POLICY AND PROCEDURE CHANGES AND REVISIONS.....	53
• Appendix 1: Sexual Misconduct	53
• Disciplinary Measures	56
• Appeal	56
• Confidentiality and Further Support.....	56
ATTENDANCE POLICY	58
EMERGENCY CONTACT & MEDICAL INFORMATION	59
CONSENT TO USE OF IMAGE AGREEMENT.....	60
DISCLAIMER FOR INTERNATIONAL STUDENTS.....	61

PROGRAM INFORMATION

Please contact an Admission Representative for program offerings or visit www.eminentcollege.ca or <https://alis.alberta.ca/occinfo/post-secondary-programs/>

Program Name	Hours	Weeks	Tuition	Books/Supplies/Instruments	Total Fees
Blended Hairstyling Makeup Esthetics Diploma	1,800	45	\$19,725	\$5,875	\$25,600
Hairstyling Certificate	1,400	40	\$12,845	\$3,632	\$16,477

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.

Admission Requirements – All Programs

- Alberta high school diploma, verified by transcript, or non-Alberta Canadian equivalent, verified by transcript assessed through International Qualifications Assessment Service (IQAS) or World Education Services (WES); OR
- Mature students should be at least 18 years of age. AND complete one of the following Alternative Admission Test with the minimum indicated cut score:

Adult Academic Achievement/Aptitude Test	Minimum Score for PCC Vocational Training
Canadian Adult Achievement Test (CAAT)	160
Test of Adult Basic Education (TABE)	627-800
Canadian Achievement Survey Test for Adults (CAST)	Level 3 - 50%
Wonderlic Scholastic Level Exam (SLE)	20

Please note that the student may choose either to complete the Wonderlic SLE or Wonderlic SLE/Q version

English Language Proficiency Requirements:

If English is not a student's first language, they must provide proof of English competency. English Language Proficiency Requirements are as per the table below or higher:

CLB 7 Test Scores						
Exam	CLB Level	Reading	Listening	Writing	Speaking	Overall Score (If Applicable)
IELTS	7	6.0	6.0	6.0	6.0	N/A
CELP - General	7	7	7	7	7	N/A
Pearson Academic (PTE-A)	7	53.5	48.1	62.2	46.2	51.6
CAEL	7	50	50	50	45	50
TOEFL iBT	7	13	12	21	18	60
Duolingo	7	N/A	N/A	N/A	N/A	105-115

International Students Requirements:

- Proof of Health Insurance Coverage; AND
- Appropriate student authorization or a Study Permit from Immigration, Refugees and Citizenship Canada (IRCC)

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 Eminent 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 emails 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 five (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 five (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 academic standing 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.

Cheating and Plagiarism

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

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

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

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

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

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

Copyright

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

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

Course Drops / Withdrawals

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

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

Course Repeat Procedure

It is important to note that each course/module within a program of study must be successfully completed in order to achieve graduation. For some students it may be necessary to repeat a course/module during their program. Not all programs allow students to repeat a course/module. Students are allowed to repeat a failed course twice to a maximum of three (3) attempts per course. Externally regulated programs may have different requirements.

Should the student fail a course/module, he or she may receive the first repeat at no cost. Subsequent attempts will be charged the full cost of the course/module, as well as any other incidental cost. The Campus Director will make a determination based on the circumstances. Students may only repeat a course if class space is available; courses requiring an outside examination are excluded. All repeated courses will appear on the student's academic transcript; however, only the most recent attempt will count towards the program average.

Please remember that repeating a course/module is a privilege that the student must earn. The repeating of a course/module is permitted if a student meets the conditions outlined below. All conditions must be met:

1. The student has completed an interview with the Campus Director or designee.
2. The student has demonstrated good attendance.
3. The student has been punctual for class.
4. The student has demonstrated significant effort.

5. The student has completed all the requirements for the course/module and simply was unable to achieve a passing score on the first attempt.
 6. The student has met all other graduation requirements.
-

Test and Exam Rewrites

Upon appeal to the instructor, a student may rewrite a test, exam, or project when they have 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 three (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 online learning components, or blended learning modules of program delivery during the program.

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

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

textbooks or learning guides, the College has a protocol for correction. If errors are discovered, the instructor should be advised.

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

Device Requirements

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

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

Students will also need an active, Campus-supplied user account and password in order to connect to the campus Wi-Fi 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 credentials is strictly prohibited and may result in IT privileges being revoked.
-

Device

Student devices 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, 4 GB 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 × 768 pixels.

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 the student cannot access the services
- Student warranties as they apply to student hardware, peripherals, operating system, software, applications, or hardware configurations
- Student or any third-party actions that destroy student hardware, peripherals, operating system, software, applications, or hardware configurations
- Any loss of any data whatsoever and for whatever reason
- Any server downtime
- Student actions in the use of student hardware, peripherals, operating system, software, applications, or hardware configurations in violation of provincial or federal laws or international laws or conventions
- Troubleshooting or attempting to resolve connectivity issues related to 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 devices 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 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 login, and other online course resource assistance. The Student Services Administrator does not provide assistance for issues relating to student devices or internet connections.

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.

Grade Status Table

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 five (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) to 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 occasions. 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 workplace. 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 proactive 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 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 proactive 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 be posted to the 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**, which 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, 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 backup.

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 applicable provincial and federal 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 at no charge. 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** 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 provincial Worker’s Compensation Insurance, paid for by the College, while on site.

The work experience duration will vary depending on the program and is 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 enrolled.

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

Students must meet all of the following requirements to be scheduled into a **practicum/internship/preceptorship/clinical placement or work-related experience**.

Externally regulated programs may have additional requirements:

- Successfully passed all modules/courses prior to 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, and remain current with any changes in Citizenship and Immigration Canada policy

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

Campus Regulations

Hours of Operation: Campus hours vary by location; students should check with their campus for specific hours.

Instructional Hours: Classes are normally scheduled in **four- or five-hour blocks** – morning, afternoon, and evening (where available). Each class day starts at the scheduled time. Late arrivals may not be admitted until after the morning break unless permission is granted by Student Services or the Instructor. Breaks should last no longer than **10 minutes**. Classes cannot end prior to the official ending time. Regulators require all instructional hours indicated in the course/program outline.

Food and Beverages: Students shall not take food or beverages into the classroom. In some instances, approved containers may be permitted. Computer keyboards and medical equipment are extremely sensitive to moisture and can be damaged by spills.

Parking: The College does not provide student parking. Students are responsible for their own transportation and parking arrangements.

Personal Appearance: Students are expected to behave and dress as they would in a professional work environment. Examples of inappropriate attire include torn or soiled clothing, see-through or bare-midriff shirts/blouses, low-cut or open-back clothing, and extremely short dresses, skirts, or shorts. Students in business programs should wear proper business attire.

Security

The College provides a secure learning environment. Students must take steps to protect their work and property. Guidelines:

- Always carry your Student Identification
- Never give out your password or personal login information
- Never leave a logged-in computer unattended
- Keep personal belongings with you
- Report any suspicious or unsafe activity to staff
- Follow staff instructions during emergencies

Students may not allow access to unauthorized visitors. Common areas may be accessed briefly. Students are responsible for underage visitors.

Smoking

Smoking in any form (including e-cigarettes, rolled tobacco, or cannabis) is strictly prohibited at all times on college property, during classes, or at college functions. Smokers must not congregate in front of buildings or leave cigarette litter. Grounds outside college buildings must be kept neat.

Statutory Holidays

The College observes the following statutory holidays:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day

- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

If a holiday falls on a weekend, the following working day is taken as the holiday.

Severe Weather Conditions: In cases of severe weather, the College follows actions of the local public School Board. Check the College website or local news for updates.

Student Identification: Student ID cards contain your student number and program information. Always carry your ID on campus. You may be required to show it for:

- Student loan documents
- Signing out resource materials
- Proof of identification on-site (work experience, field trips)
- Tuition receipts, transcripts, and other College documents

A **\$30 replacement fee** applies for lost or stolen IDs.

Student Printing and Photocopying: Administration office photocopiers are not available for student use. Students must make their own arrangements. Coin/card-operated machines may be available.

Telephones

Administration office phones are not available for student use. Courtesy phones (local line only) may be available. Cell phones must be turned off in classrooms, labs, or study areas. No calls or messages are allowed in learning areas.

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 group has over another, and has the effect or purpose of seriously abusing, threatening, demeaning, or intimidating the individual or group.

Unwelcome Conduct

Harassment and/or discrimination are considered 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 offensive 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 instituted pursuant to the College's mission, processes, functions, and goals.

To function properly, members must exhibit respect for the individual and collective rights of all within the community. Students who violate these principles or the rights of others are subject to disciplinary action in accordance with the Disciplinary Process.

Disciplinary Process. The College reserves the right to discipline any student it deems necessary to protect the safety and/or integrity of the learning environment.

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 sanctions**, including, but not limited to, **immediate expulsion** from college, classrooms, or buildings.

Drug Use for Medical Purposes: Students have an obligation to inform and provide their instructor(s) with applicable written medical documentation from their doctor prior to consuming any medication at the College.

Respect For and Fair Treatment – Student Conduct Policy

The College recognizes students as responsible and dedicated individuals preparing for career employment. As part of their professional development, students are expected to conduct themselves during their education as they would in employment.

Students have responsibilities commensurate with their rights and privileges. Any student 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 **procedural fairness** in the application of these policies.

Elements / Violations

Violations that threaten the health, safety, or educational environment of the College may result in **immediate dismissal**, forgoing the formal disciplinary process. Examples of violations 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, including threats of physical abuse or threats to damage/destroy college property or others' property
6. Any conduct threatening one's own or another's health or safety (including self-harm incidents)
7. Harassment by any means, including coercion and personal abuse (written, verbal, or via technology)
8. Any form of unwanted sexual attention or contact
9. Violations by guests on college property (students responsible for guest actions)

10. Theft, attempted theft, vandalism/damage, or defacing of college property or others' property
11. Interference with normal operations of the college (teaching, administration, disciplinary procedures, traffic, or other activities)
12. Use of cell phones/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 cheating, plagiarism, or supplying false information
16. Disorderly, lewd, indecent, or obscene conduct (including inappropriate clothing/materials)
17. Extortion
18. Violation of college safety regulations (fires, tampering with equipment, false alarms, etc.)
19. Breach of peace on college property or at college-sponsored events
20. Any use or being under the influence of illegal/controlled substances (including cannabis/alcohol) at any time on college property, classes, or functions
21. Use, sale, possession, or distribution of illegal/controlled substances or drug paraphernalia at all times on college property or at functions
22. Possession/use of firearms, explosives, dangerous chemicals, or weapons on college property or functions
23. Smoking in any form at all times on college property or during college activities
24. Failure to satisfy college financial obligations
25. Failure to comply with directions of college officials, staff, or security officers
26. Failure to identify oneself on college property or at functions when requested
27. Violation of federal, provincial, local laws, or college rules on property or at sponsored events
28. Any form of **hazing** or acts endangering students or property for group initiation or membership
29. In-college or off-campus acts that negatively affect College interests or reputation
30. Violations of responsible technology use policies, including:
 - Theft or abuse of computer, email, Internet, or Intranet resources
 - Unauthorized file access, transfer, or downloads
 - Unauthorized use of another's credentials
 - Using computing facilities to interfere with others or send obscene/abusive messages
31. Abuse of the disciplinary system, including:
 - Failure to obey summons
 - Falsifying or misrepresenting information
 - Disruption/interference with proceedings
 - Attempting to influence disciplinary impartiality
 - Harassment of disciplinary members
 - Failure to comply with imposed sanctions
 - Disruptive conduct in the College
32. Acts of dishonesty, including:
 - Providing false information to officials
 - Forgery or misuse of College documents
 - Computer piracy or unauthorized access
33. Disruption of teaching, administration, disciplinary proceedings, or other activities
34. Physical/ verbal abuse, threats, harassment, including sexual harassment or coercion

35. Expressions of discrimination, bias, or racism (e.g., offensive jokes)
36. Attempted or actual theft/damage of property belonging to the College, staff, students, or public
37. Unauthorized possession/duplication of keys or entry to College property
38. Violation of laws on College property or College-sponsored activities
39. Illegal/unauthorized possession of weapons on College premises or activities
40. Disorderly, lewd, indecent conduct; aiding/abetting violations of the Student Code of Conduct
41. Encouraging or inducing another to violate the Student Code of Conduct
42. Use of profane language, rowdiness, fighting, or other disturbances on College property or at College-sponsored activities

Note: Consequences of misconduct depend on its nature and severity. Provincial or federal law violations may result in criminal charges.

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 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 typical, it will be ethnically rich and multicultural. This is why it is important to respect diversity and opinions different from yours. It is OK to disagree with a point of view, but it is definitely inappropriate to disrespect or 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.** Be careful not to mislead people when replying to a question. If you are uncertain about your answer, say so. 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.** 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

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 the initial distribution list.
3. Make proper use of the "subject" field to facilitate subsequent searches or 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

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 to develop, prefer to post them individually in more than one focused message, 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.” Once you send your comment, there is no way to take it back. 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. If you don’t, you may end up repeating things others have already said.
10. Never disclose personal information.

It is generally prohibited to use forums for:

- Advertising or sending commercial messages
- Political or religious messages
- Reproduction or redistribution of a work subject to copyright
- Messages invading the privacy of a person or a group of people
- Messages denouncing the practices of a company or organization, indicating their name
- Insulting, defamatory, threatening messages
- Racist or homophobic messages
- Adding degrading photos to a message
- 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

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:

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

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

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

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

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 does 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 PROCESS

Eminent College is dedicated to fostering a safe, inclusive, and responsive environment for all students. The institution is committed to resolving concerns efficiently and fairly, ensuring satisfaction for both students and the organization.

Complaints should be submitted within a reasonable time period from the incident or when the individual reasonably became aware of the issue. Complaints submitted more than a year after the event or after the student's departure may not be accepted.

- All complaints must be submitted in writing.
 - The student submitting the complaint will have the opportunity to present their case in person.
 - The student may have a support person present during all stages of the process, and that person may also make oral statements on their behalf.
 - The student may also be represented by an agent or legal representative.
 - No individual will face retaliation for filing a complaint or being involved in the process.
 - The organization will keep a record of the complaint, related submissions, and outcomes for at least three years from the decision date.
-

Procedure

Students are encouraged to resolve conflicts informally. If unsuccessful or uncomfortable doing so, they should proceed to **Level 1 Resolution**.

Level 1 Resolution

1. The student must submit their concerns in writing (email or letter) to the Campus Designee, including:
 - Full name and student ID
 - Issue details, proposed solution, and prior resolution attempts
 2. The Campus Designee will investigate and, if needed, meet with the student within 5 days of receiving the complaint.
 3. A written decision will be provided within 10 days, with copies sent to the student file and the Dispute Resolution File.
 - The decision letter will outline appeal options and include the Director of Operations' contact information.
 4. The student must respond within 5 days of receiving the written decision. If they do not respond, the Campus Designee will escalate the issue to **Level 2 Resolution**.
 5. If the Campus Designee fails to escalate the complaint to the Director of Operations within 5 business days, the student may take direct action by submitting their complaint to the Director of Operations.
-

Level 2 Resolution

1. **Direct Access:** If the student does not receive timely updates or escalation from the Campus Designee, or if they remain dissatisfied after Level 1, they may directly contact the Director of Operations at:

Director of Operations Eminent College

Email: operations.manager@eminentcollege.ca

Phone: 587-686-8348

- The student should include their full name, student ID, prior communications, copies of responses received, and a summary of desired resolution.
 - This request should be made within 10 days of receiving (or expected to receive) the Level 1 decision.
2. Upon receiving the complaint, the Director of Operations will confirm acknowledgment within 3 business days, begin an investigation, and provide updates as necessary.
 3. A written decision outlining findings and further appeal options will be issued within 15 days of receipt of the complaint.
 4. The entire Level 2 resolution process must be completed within 30 days from the date the Director of Operations receives the complaint.

External Complaint (Final Option)

If the student remains dissatisfied and believes they were misled about their program, they may file a complaint with the Private Career Colleges (PCC) Branch of Alberta Advanced Education within 6 months of their last day of attendance:

<https://www.alberta.ca/private-career-colleges.aspx>

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 of 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.

Academic Support

Eminent College delivers robust academic support through personalized staff intervention, progressive monitoring, and regulatory-compliant processes to ensure students achieve 70% minimum grades and complete programs on time. Support includes mandatory attendance tracking, remedial action plans, exam retakes, and device access—no formal tutoring center, but direct meetings with Academic Manager, Campus Designee, or instructors. All services are free for enrolled students.

Mandatory Attendance Tracking

Comprehensive monitoring covers all class sessions from day one, per Enrollment Contract. Punctuality counts as attendance, and late arrivals are partial absences. Records separate excused absences, which require documentation like illness notes or family emergency proof, from unexcused ones. Daily instructor logs and automated LMS flags identify patterns.

- **Triggers:**
 - 5 (five) consecutive unexcused days → immediate withdrawal and Student Aid notification
 - 15 (fifteen) consecutive days of any reason including breaks → automatic dismissal and funding termination
 - Chronic excess absences → program delays

Students receive weekly reports if at risk, prompting early Academic Manager meetings to prevent escalation. Students with poor attendance will have in-person or virtual meetings scheduled with the college staff.

Remedial Action Plans

Personalized, documented strategies address students below 70% average or with attendance and engagement issues, triggered by mid-point reviews or instructor flags. A collaborative four-step process develops these plans:

1. **Step One:** Initial meeting
2. **Step Two:** Written plan with targets and review dates (weekly check-ins, skill drills)
3. **Step Three:** Sets probation conditions
4. **Step Four:** Leads to dismissal if unmet

Plans include study schedules, extra practice, and peer pairing, with copies provided to students and originals kept in files under Campus Designee oversight. Participation is free and mandatory.

Mid-Point Evaluation

At the mid-point of each program (48%-50%), all students undergo a mandatory Mid-Point Evaluation conducted by the Academic Manager and instructors. This formal review assesses cumulative progress against benchmarks: 70% average grades, progress requirements, and attendance compliance.

- **Process:** Individual 30-minute meeting + written report. Reviews marks, attendance records, instructor feedback, and self-assessment. Identifies strengths/gaps early.
- **Outcomes:**
 - **Clear to Continue:** No action needed
 - **Improvement Notice:** Verbal/written plan (study strategies, extra practice)

- **Early Probation:** If <70% or attendance issues → formal action plan (Step 2 of progress process)
 - **Timeline:** Scheduled within 5-10 business days of mid-point; results discussed same week
 - **Purpose:** Prevents late failures, aligns with PCC/Student Aid requirements for ongoing eligibility. Failure to attend evaluation = unexcused absence. Contact Academic Manager for reschedule: info@eminentcollege.ca
-

Exam Retakes

Flexible opportunities help achieve the 70% passing threshold on quizzes, classroom marks, practicals, and finals, preventing failure-based barriers.

- Quizzes and midterms allow unlimited retakes plus supplemental assignments
 - Practical exams permit two attempts before Campus Designee review for continuance
 - Finals offer two free retakes, with additional ones needing approval and possible fees
 - Scheduling conflicts go through the Campus Designee
 - Appeals follow instructor review within three days, then Designee, then Director within five days
 - Mid-point evaluations preview readiness, and results update averages immediately to reduce dismissal risk
-

Device Access

Required technology ensures equitable access to LMS course materials, assignments, and virtual components. Students supply laptops or tablets meeting specifications:

- **Windows:** Windows 10 or newer, Intel Celeron N3060 or equivalent, 4 GB RAM, 32 GB free space, Microsoft Office 2013 or newer
 - **Chrome OS:** Quad-core 1.6 GHz processor, 4 GB RAM, 16 GB storage
 - Devices connect via campus Wi-Fi "Eminent Students 2.4GHz"
 - No device bars participation in activities. Verification occurs at orientation and mid-point.
 - The college provides no tech support and disclaims liability for data loss, theft, or damage. Academic Manager assists with access issues, not hardware.
-

Access Academic Support

Contact Academic Manager or Campus Designee for progression/stress/course help:

- Email: info@eminentcollege.ca
 - Phone: 587-686-8348
 - Hours: Mon-Fri 9AM-5PM, Suite 201, 10125 109 St NW, Edmonton. Walk-ins OK
 - Track via student file; peer study groups encouraged by instructors
-

Campus Designee Definition

The Campus Designee is the designated Level-1 authority in Eminent College's Dispute Resolution Process, responsible for receiving initial written complaints, conducting investigations, meeting with students (including support persons or representatives), issuing decisions, and escalating to Level-2 if needed.

This role also oversees academic progression, attendance, probation, grade appeals, and returns from absence per handbook standards.

- **Name and Title:** Jasmine Arora, President
 - **Email:** president@eminentcollege.ca
 - **Phone:** 587-686-8348 (direct line)
 - **Office Hours:** Monday-Friday, 9:00 AM - 5:00 PM (walk-ins welcome; appointments preferred)
-

Role in Dispute Resolution Process

- **Level-1 Resolution:** Receives written complaints (name/ID, issue details, proposed solution, prior attempts). Investigates and meets within 5 days; provides written decision within 10 days (copies to student file/Dispute File, includes Director contact/appeal options). Escalates to Level-2 if no student response in 5 days.
 - If Designee fails to escalate within 5 business days, students access Director directly. Records kept 3 years; no retaliation
-

Escalation Protocol

Structured steps ensure fair, timely resolution:

1. **Level-1 (Campus Designee):** Submit writing to info@eminentcollege.ca. Decision in 10 days. Respond within 5 days or auto-escalate.
2. **Level-2 Direct Access:** If unsatisfied/no timely Designee action: Contact Director within 10 days of Level-1 decision/expectation. Include name/ID, prior communications, responses, desired resolution

Director of Operations:

- Name: Nav Virk
- Email: operations.manager@eminentcollege.ca
- Phone: 587-686-8348
- Acknowledgment in 3 business days; decision in 15 days; full process in 30 days
- 3. **External Final Option:** If misled about program, file with Private Career Colleges Branch within 6 months: <https://www.alberta.ca/private-career-colleges.aspx>

Start informally; escalate via writing. Support persons/representatives allowed at all stages.

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 provided full details of all fees associated with their program during the admission process. They are responsible for repaying any student loans and adhering to the terms of their enrollment contract and student loan agreement with the relevant loan authorities.

If a student withdraws from their program or ceases to be a full-time student, they may become subject to an over-award situation with the student loan program. In such cases, students must consult with the Financial Advisor and/or the student loan authorities to understand any financial implications related to withdrawal, dismissal, changes in course load, or other significant adjustments to their studies.

If a student withdraws or is dismissed, Eminent College must notify the appropriate student assistance office and process tuition refunds per the College's refund policy. Any applicable refund will be directed toward outstanding student loans with the loan authorities.

All tuition and related fees must be paid in full by the academic end date specified in the Enrollment Contract and in accordance with the agreed-upon payment schedule with Eminent College.

Failure to meet financial obligations or make satisfactory payment arrangements may result in suspension or dismissal from the College. Additionally, Eminent College reserves the right to withhold credentials and/or transcripts until all outstanding fees are paid in full.

Tuition and Fee Increment Policy

The tuition and related fees for all programs at Eminent College are locked in at the time of enrollment. Once a student signs their Enrollment Contract, all listed fees are fixed for the duration of their program and will not increase under any circumstances.

All fees outlined in the Enrollment Contract reflect the approved rates published on the Alberta Learning Information Service (ALIS) website at the time of the student's enrollment. In some cases, fees may be lower due to College approved promotions, scholarships, or discounts.

If any future fee adjustments are approved for newly enrolling students, such changes will not affect students who have already signed an Enrollment Contract. Current students are fully protected from tuition or fee increases once enrolled.

STUDENT DISCOUNTS AND REFERRALS

Eminent College provides the following benefits to students:

- Retail Products: 15% discount
- Student-Provided Services: 50% discount upon instructor approval
- Referral Program: Students referring a friend to any vocational program offered by the Eminent College will receive \$100 after the referred student has started classes and completed their first 60 days of the program

WITHDRAWING FROM YOUR STUDIES

Students must immediately notify the College in writing if they choose to withdraw from their studies. They are responsible for repaying any Student Aid or financial assistance received and for paying any outstanding tuition or fees owed to the College. Refunds are calculated according to Alberta regulations that set the maximum tuition a college may retain depending on how much of the program has been completed.

Cooling-Off Period (First 4 Business Days)

Students may cancel their Enrollment Contract without penalty during the first four business days after signing. Full tuition and fees, including registration, must be refunded.

Before Program Start Date

Students are entitled to a refund if:

- They terminate their contract before the program start date
- The College terminates the contract before the program start date
- The program does not commence by the agreed-upon start date

After Program Start Date (Tuition Retention Based on Completion)

Refunds are calculated based on program completion as follows:

- Less than 10% of the program completed: College may retain 25% of tuition, remaining tuition refunded
- Between 10% and 50% of the program completed: College may retain 60% of tuition, remaining tuition refunded
- More than 50% of the program completed: College may retain 100% of tuition, no refund due

Incidental fees, including textbooks, lesson materials, supplies, printing, parking, or equipment, are non-refundable. Refunds are issued to the party who made the payment, whether the student, loan provider, government agency, or sponsor.

Refunds must be processed within 30 days of contract termination.

PROGRAM DISCONTINUATION POLICY (Designated Learning Programs)

If Eminent College discontinues a Designated Learning Program before it is complete, due to license cancellation, institutional closure, or other factors beyond student control, this is considered abandoning the provision of vocational training under its license.

A program is deemed abandoned if the College stops providing the vocational training while:

- There are student contracts for the program that have not been terminated, or
- All student contracts have been terminated, but the Director determines that one or more terminations were made to avoid providing the training.

Compensation for Undelivered Portions:

In the event of program abandonment:

- The College must refund all tuition fees paid for the undelivered portion of the program (e.g., if 40% of program undelivered, full refund of that portion's cost), unless the student's contract was terminated before abandonment either by the student or by the College due to expulsion or non-payment of fees.
- If the College is unable or refuses to issue the refund, the Director of Private Career Colleges may intervene to ensure the refund is made.

The College is not considered to have abandoned a program if the Director determines that it is providing a means for students to complete the program without disadvantage, including offering alternative arrangements, transfers to equivalent programs, or remote/teach-out options.

Alternative Arrangements:

Students offered transfer to equivalent Eminent College program or location at no extra cost, ensuring completion without disadvantage (per Section 18(4)). If unavailable, referrals to other licensed Alberta PCCs via ALIS directory (<https://alis.alberta.ca/occinfo/schools-in-alberta/>). Remote/teach-out options arranged if viable. Protected by pending Student Tuition Protection Fund. Contact Director of Operations (hr@eminentcollege.ca, 587-686-8348) for personalized plan.

The College will notify students of their options, including transfer to another licensed Alberta PCC, continuation at a different location, or alternative program delivery methods.

Timelines for Refunds:

Refunds under this provision must be processed within 30 days of program discontinuation.

Students are protected under the Student Tuition Protection Fund, and the Director of Operations (hr@eminentcollege.ca, 587-686-8348) is available to assist with personalized arrangements.

INTERNATIONAL STUDENT SERVICES

On-Campus Student Services

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

- **Director of Operations:** manages and oversees campus operations
 - **Academic Manager:** assists students with academic progression
 - **Financial Administrator:** manages student account receivables and payables
 - **Financial Advisor:** assists students with budgeting and funding
 - **Employment Services:** assists graduates with seeking employment
-

Services Available to International Students

Eminent College provides several types of assistance and resources to international students, including:

Newcomer community supports: Edmonton: Edmonton Newcomers Guide

- Community cultural services
 - Accommodation and transportation
 - Banking
 - Community counselling services
 - College life and expectations
-

Community Counseling

- **211 Alberta (24/7 Mental Health Help Line):** Crisis support, anxiety/depression counseling for post-secondary students. Eligibility: All students. Free, confidential. Call 211 (Alberta) or 1-877-303-2642; text/chat at 211alberta.ca. Hours: 24/7
 - **United Cultures of Canada (Pro Bono for Newcomers):** Free psychological help for stress, trauma (in-person/online). Eligibility: Newcomers/all ages. Cost: Free. How to book: Call 211 or visit ab.211.ca/record/1135275. Hours: Mon-Fri 8 AM-4 PM
 - **Newcomer Centre Therapeutic Counseling:** Free individual/family therapy, resilience building. Eligibility: Newcomers/international students. Cost: Free. How to book: newcomercentre.com/program/therapeutic-counselling-services for in-person/virtual/home visits. Hours: Flexible
 - **Cornerstone Counselling:** Affordable/sliding-scale therapy (anxiety, depression; first session free). Eligibility: Open to all. Cost: \$20+ for interns. How to book: cornerstonecounselling.com. Hours: Mon-Fri daytime
-

Health and Social Services

Eminent College facilitates access to health insurance guidance and community social supports—no on-campus clinic exists. Staff assist with referrals. All services listed are free unless noted.

- **Health Insurance Support (On-Campus):** Guidance on AHCIP eligibility and private plans. Access: Contact Financial Advisor (info@eminentcollege.ca). Cost: Free assistance
- **AHCIP Registration:** Provincial coverage for students staying 12+ months. Access: health.alberta.ca/AHCIP or Temporary Residents. Cost: Free
- **Private Health Insurance Research:** For programs <12 months. Access: Email International Advisor for options. Cost: Varies by provider
- **Alberta Health Services:** Hospitals/wellness info. Access: albertahealthservices.ca. Cost: Covered by insurance
- **Social/Community Supports:** Newcomer counseling, cultural integration. Access: Edmonton Newcomers Guide link above or 211 Alberta (dial 211). Cost: Free

Health and Safety

The College is dedicated to maintaining a healthy and safe environment for all. Students, employees, and contractors are expected to work safely and adhere to established safe work procedures. Everyone shares the responsibility of following safety protocols, helping to maintain a hazard-free environment, and promptly reporting any accidents, injuries, safety breaches, or concerns related to unsafe equipment, conditions, processes, or procedures to an instructor or designated campus representative.

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, contact an International Admission Advisor or visit: [CIC Study Permits](#)

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, contact an International Admission Advisor or visit: [CIC Work Permits](#)

Note: 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 confirming intent to reside in Alberta for at least 12 months.
- For complete information and application eligibility, visit: AHCIP Registration or [Temporary Residents](#)
- Students enrolled in programs under twelve months who may not be eligible for AHCIP are still required to purchase private health insurance. Eminent College does not recommend a particular plan or agent but can assist with research.

Alberta Health Care System Info: [Alberta Health Services](#)

Housing

International students are responsible for securing their own rental accommodations. Eminent College **does not provide student housing**. No institutional housing or homestay is provided.

Guidance/Resources:

- [Places4students.com](#) – Search off-campus housing with photos, floor plans, and Google Maps integration
- [Canada Homestay Network](#) – Family-run, non-profit homestay service
- [Search for Student Housing](#) – Comprehensive search for off-campus housing in Canada
- [Rent Seeker](#) – Free student rental housing search, roommate connections, and student forums

Note: Eminent College is not affiliated with any listed accommodations and cannot guarantee quality or services provided

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, **supersede** 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. 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, and 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 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 (e.g., 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, 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 below:

1. **Filing a Report:** Any student of the College may file a report of an incident or a complaint to the Campus Director in writing. Other officials/offices involved may include the HR Director, Regional Director, and Compliance Director as necessary.
2. **Campus Director Response:** Upon receipt of a report of an incident or complaint of alleged sexual misconduct, the Campus Director will respond promptly and:

- Determine whether an investigation should proceed and if the complainant wishes to participate
 - Determine who should conduct the investigation, considering the seriousness of the allegation and the parties involved
 - Determine whether the incident should be referred immediately to the police
3. **Investigation Process:** Once an investigation is initiated, the following occurs:
- a. The Complainant and the Respondent will be advised that they may have another person present throughout the investigation
 - b. The Complainant will be interviewed to ensure a complete understanding of the allegation and gather additional information not included in the written complaint (date, time, persons involved, witnesses, and description of what occurred)
 - c. The Respondent will be informed of the complaint and interviewed, providing details and opportunity to respond and identify witnesses
 - d. Interviews will be conducted with any person involved or with knowledge of the incident
 - e. Reasonable updates will be provided to the Complainant and the Respondent about the status of the investigation
4. **Investigation Outcome:** Following the investigation, the Campus Director will:
- a. Review all evidence collected during the investigation
 - b. Determine whether sexual misconduct occurred
 - 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
 - Expulsion of a student
 - Placement of certain restrictions on the Respondent's ability to access certain premises or facilities
 - 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 the 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. This policy intends 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. 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 possible, the College will attempt to keep all personal information of persons involved in the investigation confidential except in circumstances where it believes an individual is at imminent risk of self-harm, 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 only be available to those who need to know for purposes of investigation, implementing safety measures, and other circumstances that arise from any given case
- 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, make a complaint, or participate in any investigation
- In certain circumstances, the College may be required by law or 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 Policy

As a student, you are expected to attend classes regularly 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:

- 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 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), you 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. The excuse must be presented before the absence(s) or during the 5 consecutive days missed.

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

Student's Name: _____

Student's Signature: _____

Date: _____

Emergency Contact & Medical Information

NAME: _____
(Last) (First)

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

EMERGENCY CONTACT 1

- **Name:** _____
- **Phone Number:** _____
- **Relationship:** _____

EMERGENCY CONTACT 2

- **Name:** _____
- **Phone Number:** _____
- **Relationship:** _____

Medical Information

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 Eminent College's website, social media, and other related online, print, and media platforms. I agree that I shall have no claim against Eminent College, or its employees, its contractors, its 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 19 years of age and that I have not given anyone the exclusive right to use my name, portrait, picture, or photograph.

School Information

- **School:** _____
- **Program:** _____
- **Home Phone:** _____ **Cell Phone:** _____
- **E-Mail Address:** _____

Student's Name: _____

Student's Signature: _____

Date: _____

DISCLAIMER FOR INTERNATIONAL STUDENTS

1 – YOUR CONDITIONS AS A STUDY PERMIT HOLDER IN CANADA

As a study permit holder, there are a number of conditions you need to meet. If you do not meet these conditions, you may lose your student status and study permit. You may also have to leave Canada.

If 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. It is prohibited to participate in any type of work (paid or unpaid) longer than 20 hours a week which includes your practicum or co-op placement.

You cannot leave your studies unless you are taking an authorized leave approved by the College. The College is obligated to report your unauthorized absence to CIC immediately. More information is available on the CIC website: Study Permit Conditions

2 – POST-GRADUATION WORK PERMIT (PGWP) ELIGIBILITY

Our school, as a private institution, is **NOT eligible** for the Post-Graduation Work Permit (PGWP).

3 – WORK OPPORTUNITIES AND IMMIGRATION

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

4 – VISITORS AND WORK PERMIT HOLDERS ELIGIBILITY

Only valid study permit holders can enroll and complete 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 School.

5 – LEGAL ADVICE

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).

By my signature below, I understand and acknowledge that I have been duly informed of the above and I am obliged to act in accordance with these policies.

Student Name (please print): _____

Student Signature: _____

Date: _____