



Academy of Learning

C A R E E R C O L L E G E

LEARNER HANDBOOK:
Policies, Procedures and Helpful Tips



Welcome to the Academy of Learning Career College

Thank you for choosing us for your training needs. We will do our best to ensure that all these needs are met.

This handbook is designed to help make your time with us happy and productive. It also provides details of mandatory requirements, regulations and school policies. *

Please read it and ensure that you are familiar with the contents. Thereafter, please ask for clarification or assistance on any matters that concern you.

Once you have read it, please sign the acknowledgement at the back and return the signed portion to us.

Executive Director: Scot Friskey
Executive Director: Alda Messiah

*These policies and procedures are subject to change without notice. Such changes will be brought to the attention of learners as they may arise.

August 2017

Our Mission

To improve the lives of under served learners and the communities in which they live. Globally, our flexible, supportive environment empowers dedicated learners to achieve their goals.

Our Pledge to Learners

We will:

- Meet your individual training needs.
- Demonstrate a genuine concern for your career success.
- Improve your productivity and marketability.
- Provide a high quality learning experience.
- Excel in the delivery of superior career, business and computer skills training.
- Provide a warm and friendly learning environment.
- Employ caring, professional and knowledgeable staff.

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ADMISSION POLICY

Prospective learners must successfully complete an initial interview process and receive a positive recommendation from the Admissions Representative (sometimes called Learner Administrator) and/or Campus Director, and meet the admissions requirements for the program in which the learner intends to enroll.

Academy of Learning® Career College's **Admissions Policy** is based on the following criteria for prospective learners:

- Prospective learners are required to have a fair understanding of the English language.
- Prospective learners must be Grade 12 graduates, or equivalent, or have Mature Learner status (19 years of age or over with at least one year out of high school) and subject to the discretion of the Campus Director. Grade 12 or equivalent graduates, who cannot supply appropriate proof, and Mature Learners will be required to complete an entrance examination to properly assess their personal strengths and weaknesses. The minimum passing grade for this examination is 75 %.
- Prospective learners must have the ability to work with an individualized learning system (particularly the Integrated Learning™ System or “e-learning”, as applicable) and to follow instruction.
- Prospective learners for more specialized programs such as the Health Care, Community Support Worker, and IT programs will be further evaluated on specific criteria and testing related to individual program requirements, and pre-requisites.
- Prospective learners must attend a personal interview with Admissions Representative (sometimes called Learner Administrator) and/or Campus Director.

In order to enroll in an individual course that is part of an approved career program, an applicant must still have a grade 12 high school Diploma, or equivalent, or Mature Learner status, and must attend a personal interview.

If a learner taking one or more individual courses wishes to enroll in a Diploma-level or Certificate-level program, the learner must meet the program's Admissions Requirements.

International Learners

An international learner who is not a Canadian citizen or permanent resident must obtain an appropriate *Study Permit*, previously referred to as a *Student Authorization*, and/or a *Visitor Visa*, also referred to as a *Student Visa*, from their nearest Canadian Consulate, or Citizenship and Immigration Canada ("CIC") directly as appropriate. In the application to a Canadian Consulate or the CIC for a *Study Permit*, the international learner applicant will need to include the Designated Learning Institution number (DLI #) on the application form. The applicant will also need a letter of acceptance from the designated learning institution.

The following are the required test scores at Academy of Learning Career College campuses regarding all registered diploma level programs:

- TOEFL Paper based test – Minimum score of 525 required
- TOEFL Internet based test – Overall minimum score of 80 required, with minimum scores of 20 in Writing, Reading, Listening and Speaking.
- IELTS – Minimum overall band of 6.0, with no single test score below 5.5
- CAEL – Minimum overall score of 60

Learners may be required to undertake an English language entry examination prior to entering a Diploma program.

Some programs may also have additional entrance requirements or prerequisite courses. In addition to the above Academy of Learning Career College admissions requirements, the following is a list of specific requirements needed for individual Academy of Learning Career College programs:

Medical Office Assistant

Medical Office Assistant with Unit Clerk

- Mature learners must successfully completed a Scholastic Level Exam and a Canadian Achievement Survey Test.
- Clear Criminal Record Check with vulnerable sector.
- Hepatitis B vaccination (prior to clinical placement).

Addition Worker

Community Service Worker

- Mature learners must successfully completed a Scholastic Level Exam and a Canadian Achievement Survey Test.
- Clear Criminal Record Check with vulnerable sector.
- TB test (prior to clinical placement).

Computer Service Technician

Network Administrator

PC Support Specialist

- Good command of the English language
- Ability to work with integrated learning system or online learning

Help Desk Support Analyst

- Good command of the English language
- Ability to work with integrated learning system or online learning
- Computerized Office Skills Certificate or equivalent proficiency in Keyboarding, Windows, Word, Excel, Access, Outlook, PCs, and the Internet

For Academy Online programs, colleges will inform learners when an online instructor facilitates learning.

Where a program has a work component or is delivered in whole or in part at another location, the learner will be advised of this information in the admissions process.

Applicants, who are not suitable, do not meet the entrance requirements, or who decide to pursue other training options may be referred to other resources or to an alternate training institution. If an applicant fails to meet Academy of Learning

Career College's admissions requirements, they may not be enrolled at Academy of Learning Career College on the basis of the Admissions Policy being waived.

ASSISTANCE FROM LEARNER COACHES

Our Learner Coaches are always eager to help you.

- Whenever you encounter a problem, first check your understanding of the instructions provided, check your logic and your typed entries. If you are able to solve your own problem, it will help to building confidence in your own ability.
- If your difficulty persists, please feel free to seek help from any available Learner Coach.
- DO NOT spend an enormous amount of time in attempting to solve a problem without Learner Coach's assistance. Seek help before anxiety sets in.
- Learner Coaches are here to help you, however, please be patient if they are helping another learner. DO NOT ASK ANOTHER LEARNER for assistance as each learner has timelines and goals to achieve.
- If you have a question that requires assistance for a long period of time, please understand that the Learner Coach may have to excuse themselves to assist another learner and then come back to you later.

ATTENDANCE & ATTENDANCE RECORDS

The Academy of Learning Career College's flexibility allows for a learner to work at his or her own pace. A learner may select the hours of attendance that suit his or her circumstances but this is subject to workstation availability. The number of hours a learner wishes to attend is considered and agreed to at the time of enrollment but within the college's hours of operation. The learners may put in additional hours before their end dates providing arrangements have been made to reserve a workstation for this purpose.

No refund of tuition will be given for occasional absences from classes. The learner is obligated to complete the program of study within the time frame determined as the end date and the

college's guidelines for completing individual courses. During the term of the contract, a learner's progress is evaluated and changes may be considered and recommended to adjust for the pace of the learner, and his or her attendance and progress requirements.

Learners are contracted to attendance obligations according to their funding sources and schedules. If a learner is in receipt of financial assistance through the StudentAid BC Program or another sponsor, the learner must meet the minimum attendance requirements as outlined by the funding agent. Failure to meet the contracted hours per week may result in the learner being withdrawn from the course or program of studies and/or cancellation of the funding. You must record your attendance on the computer system located at reception. Each day when you arrive you must log in and then log out when you have completed that days' studies. All details are required for our records and reporting purposes. These records may be subject to scrutiny by sponsoring agencies or their designated agents and will be maintained by the Centre for the time period as prescribed by the relevant legislation.

As these records are confidential, you must not share your user identity and password with any other learner.

BOOKS AND SUPPLIES

Our easy-to-understand programs are presented using course workbooks, audio instructions, and original software. All courses are presented as complete packages with all of the necessary materials included. There are no additional costs. If a workbook is lost, the learner will be responsible for purchasing a new book. Please note that materials presented to you are protected against copying by relevant Copyright Laws. You may only work on two books at a time. You will not be issued books for courses you do not take between your start and end date.

BREAKS

Learners are reminded to treat their training as they would a job situation – you are requested to “watch the clock” when you take

lunch or coffee breaks. A 15 minute mid-morning or mid-afternoon coffee break is common in many workplaces, so we recommend that you become accustomed to this now and do not spend a longer time in the coffee room. Learners who occasionally require longer breaks in order to attend to urgent matters must get permission for this and must logout and login their times as appropriate.

CELLULAR PHONES

Out of respect for other learners, cellular phones must be **turned off** or put on **silent mode** (vibrate mode is not acceptable) while you are in school. You may use your device on campus during your break, under the condition it remains on *silent mode*. If your cellular phone rings in class you will receive a verbal warning from the school staff. If the problem persists you will be sent home for the day.

IPODS/MP3 PLAYERS

Out of respect for other learners, IPODS, MP3 Players or other listening devices are not allowed to be used inside the school.

CERTIFICATES/DIPLOMAS

A Certificate or Diploma will be issued by our Head Office to each learner who successfully completes a course or program and meets his or her financial obligations to the school. We will contact you when the Certificate/Diploma has been received and you may choose to pick it up at the campus or have it mailed to your current address on file.

CHANGE OF NAME/ADDRESS

Please notify the centre of any change in your name or address, or any other details.

COFFEE/LUNCH ROOM

Learners may use this room for lunch or coffee breaks. It is provided for your convenience and enjoyment. We urge you to keep it clean and tidy. Please wash, dry and pack away the dishes or cutlery that you use. Dispose of your garbage and lunch bags. Please also remove your things from the fridge and cupboards when you are done with them. All items left will be disposed of on a weekly basis. **Food and drinks are not permitted beyond the coffee room.**

STORAGE MEDIUMS

The use of any storage mediums, other than those which form part of our curriculum, is totally prohibited. Outside storage mediums may introduce viruses to networked systems.

COMPLETION DATE

Learners are expected to complete their courses by the completion date reflected on their Enrollment Application and Contract. In the event that this is not possible, and with the permission of sponsoring agencies and/or the centre Director, this end date may be extended for an additional charge. Courses not completed within this period will not qualify for any refunds or transfers. Workbooks for incomplete courses will not be issued after this period of time has elapsed.

COMPUTER AND WORKSTATION AREA

We cannot guarantee specific machines or workstations to any learner. Your Learner Coach will show you how to operate the equipment in the centre. Please follow these guidelines:

- All media and dataset files, CDs, and DVDs are copyright materials and we are under contract not to allow them out of the centre.
- Leave your computer on at all times, even when you leave for the day.
- Leave your work area clean and tidy. Allow yourself sufficient time on completion of your day's schedule to tidy up and vacate your workstation for the next learner.

- If you would like to remain in school beyond your scheduled time, please confirm this with a member of staff. If a place is available this will be allowed. You may however be required to move to a different workstation.

Due to the nature and licensing of software, there may be instances when a Learner Coach must relocate a learner to another machine in order to accommodate another learner. Realizing the inconvenience this can cause to the relocated learner, we do our best to minimize these moves but we look forward to your cooperation in those rare instances when such a move is necessary.

CONSIDERATION

Please be considerate of fellow learners and maintain a quiet environment. Do not disturb other learners especially when they are writing exams.

COURSE CHANGES

Every request for a course change will be considered, provided you have discussed the feasibility of the change with the Director of Admissions. You will be asked to provide a written request outlining your reasons and how this change will help you achieve your career goals. If your request is approved, you will have to complete a Modification to Enrolment Contract form.

Learners that are sponsored must obtain written permission from their sponsoring agency and submit it with their written request for a course change.

You should be aware that any changes to your program after you commence classes, may affect your sponsorship or learner loan funding. Check with the Director of Admissions before you make your final decision.

COURSE EVALUATION

It is important for us to know if we're meeting your academic and service needs. At the end of each course you will be provided with a confidential course evaluation form to complete, which is

submitted to the Head Office of Academy of Learning Career College. All of your comments and suggestions are welcomed.

PRIOR LEARNING ASSESSMENT POLICY

Prior learning assessment is the process in which credits for previous education, training, and/or work experience is awarded to the learner, and occurs during the registration process.

Credit for previous education and training may be awarded to learners who are able to successfully complete challenge examinations, which indicate acceptable levels of proficiency in specific skill areas. A charge will be applied for these examinations and a score of 75% or better can result in the learner qualifying for exemption. Challenge marks do appear on the learner's Academy transcript. No workbooks or notes are issued for courses that were challenged.

Learners wishing to enroll in the advanced level of a specific course within a career program must first write the test for the basic level. If the learner achieves a passing mark of 75% or more, they may begin the next level of that particular course. Should the learner not achieve a passing grade (75%) on the challenge exam, the course will have to be taken and the regular price for the course will be in effect.

In some cases, education at other institutions and related work experience can also qualify for credit as prior learning. When this is the situation, transcripts, related course outlines, employment portfolios or resumes must be submitted for individual assessment and review. These marks will also appear on the learner's Academy transcript.

Credits earned through either prior learning or challenges can qualify for only up to a maximum of 40% of the selected program.

Requests for challenge exams and/or any discussion regarding prior learning assessments must be arranged and concluded prior to starting classes. Approval for credits for prior learning is mandatory prior to the Diploma or Certificate being awarded.

DISPUTE RESOLUTION POLICY

Implementation Date:	2016-10-01
Date of Last Revision:	2017-02-08
Position Responsible:	Executive Director(s)

Dispute Resolution policies are in place for potential learner and staff grievances at the college. For either situation, the Franchisor sometimes becomes a neutral mediator.

Grievances by any student that pertains to Academy of Learning Career College, the Executive Director(s), or any other student or staff member, will require the following procedure.

1. Initially, students should always try to resolve the issue informally and promptly by taking to the other party involved. If the issue cannot be resolved, the student should schedule a meeting with one of the **Executive Director(s) (Alda Messiah or Scot Friskey)** to discuss the situation. The Executive Director will be responsible for making the determination in the respect to the complaint. If one of the Executive Director's are absent or named in the complaint, the other Executive Director will then be responsible for making a determination in respect of the complaint.
2. Should the student be unable to resolve the grievance satisfactorily, the grievance should be addressed formally, in writing, to an **Executive Director (Alda Messiah or Scot Friskey)**. Written submission of the grievance should include a detailed and clear description of the grievance and include all relevant information, such as the *nature of the problem, date of occurrences(s), and names(s) of parties involved.*
3. The **Executive Director (Alda Messiah or Scot Friskey)** should then request similar submissions from all other involved parties and should attempt to resolve the grievance within five (5) business days of receipt of all written submissions. The **Executive Director** should orally communicate a decision then follow with a written decision to the student.

4. If the **Executive Director (Alda Messiah or Scot Friskey)** is unable to resolve the grievance, the student then may choose to submit the grievance in writing, and including all relevant information and the **Executive Director's** decision, to the Franchisor at the address below for immediate review:

Academy of Learning Career College
Attention: Carol Stanford, Director of Operations
100 York Blvd, Suite 400
Richmond Hill, Ontario, L4B 1J8
Phone: 1-855-996-9977 Extension: 2399
Email: cstanford@academyoflearning.com

5. The Franchisor will investigate the student's grievance within ten (10) business days. If required, arrangements for further communication, i.e. conference calls or face-to-face meetings, will be made with the campus. All aspects of the dispute resolution will be completed within 45 days from the start of the student making a written complaint to completing the entire process including appeal/arbitration. A final written decision will be issued to the student, and the Executive Director will be notified of the outcome.
 - i. Students making a complaint may be represented by and agent or lawyer.
 - ii. Students will not be subject to any retaliation as a result of their complaint.
 - iii. If a mutually satisfying resolution cannot be reached, the student may file a claim with the Private Training Institutions Branch of the Ministry of Advanced Education on the basis that the institution misled the student regarding any significant aspect of an approved program. (www.privatetraininginstitutions.gov.bc.ca)

DISMISSAL POLICY

Academy of Learning Career College reserves the right to dismiss any learner whose conduct is deemed to be unsatisfactory. Unsatisfactory conduct may be theft, cheating, plagiarism,

committing forgery by altering or misusing documents, records or identification, or knowingly furnishing false information to the college, being under the influence of alcohol or illegal drugs on the college premises, selling or knowingly being in possession of dangerous drugs, restricted dangerous drugs or narcotics while on the college's property, failing to abide by the college regulations, abuse of the facility's internet connections, assault upon any learner or a staff member, destruction of property, insubordination to a faculty or staff member, engaging in lewd, indecent or obscene behavior on the college's property or the disruption of classes, scheduling or activities. Academy of Learning Career College also reserves the right to terminate any learner prior to course completion if it is determined that the learner is not attending sessions when scheduled, has an unsatisfactory attitude or has not adapted to the area of study.

A learner who has been dismissed for unsatisfactory conduct may be considered for re-admittance upon satisfying the college that the causes for dismissal have been corrected. Re-admission is at the discretion of the college Director.

Tuition charges on termination will be made in accordance with the Refund Policy as prescribed by the *Private Training Act*.

DRESS CODE

We do not have a strict dress code; however, learners are reminded that dress should at all times be modest. This precludes the wearing of sleeveless tank or halter-tops, short shorts or cutoffs. Remember that you are in a professional environment. Learners may be asked to dress as they would for a job interview on specific days during their job search courses.

ENGLISH PROFICIENCY

All courses provided by the Academy of Learning Career College require an understanding of the English language. We are interested in your success at the Academy, so English upgrading opportunities may be recommended to you should you have difficulty in undertaking the program of your choice. Learners may bring in their own dictionaries to assist them as required.

EXAM PASSING MARKS

You must take the exam for one course before proceeding to the next course. Exams are given individually and require a minimum pass mark of 75%. Learners achieving an average grade of 90% and higher will pass their course(s) with Honours. The marking procedures are governed by strict guidelines set by our National Head Office. Should you not agree with your final exam mark, a petition may be introduced for a reassessment of your exam. The final authority is the Regional Head Office of Academy of Learning Career College. Examination papers are not to be removed from the centre.

Diploma and Advanced Certificates: To graduate in a program of study, you must successfully complete and pass all courses in the program with an overall average of 75%. A mark of 60% will be considered a pass for a course in a Diploma or Certificate Program as long as the learner achieves an overall average of 75%. The learner must ensure that their average is acceptable. If your average falls below 75%, you may be asked to stop taking new courses and rewrite exams to bring your average up. A mark below 60% will automatically require a rewrite.

Individual Courses/Contracts: Learners must achieve a 75% mark or greater for a single course in order for an individual Certificate to be awarded.

EXAM PROCEDURES

There are usually two components to exams: a **Practical Pretest** which tests your practical knowledge of the course and must be looked at by a Learner Coach before you may proceed. Secondly, an **online multiple choice exam** - which tests your theoretical knowledge.

1. Exams must be scheduled at least one day (24 hours) in advance.
2. Workbooks must be handed in to the Learner Coaches. Unless otherwise stated all exams are closed book. You may use your computer's Help functions and test your answers with the relevant program.

3. Learner Coach support will NOT be provided during an exam except for clarification of questions or to troubleshoot any computer problems (e.g. missing toolbars, printer problems, etc.)
4. Learners are NOT permitted to request Learner Coaches to check exam answers prior to submitting the exam to Head Office for marking.
5. Unless approved by a Director, all exams must be completed and submitted the same day. Learners are responsible to schedule sufficient time to complete their exams in advance. Once you have left for the day the exam is considered complete and sent for marking.
6. Learners may NOT take a break during an exam. Please do not leave your workstation unless you have cleared it with a Learner Coach.
7. Headphones CANNOT be used by learners during their exams.
8. Learners are NOT permitted to assist another learner who is taking an exam. If a learner is caught cheating, their exam will be confiscated and submitted incomplete to Head Office for marking. If Head Office or the centre determines that a learner has cheated on an exam, the matter will be further investigated. Depending on the circumstances, the learner may fail the exam and suspension from the program or expulsion from the centre will be considered.
9. Do not remove exams from their covers and do not mark the covers or the exam pages.
10. The learner must ensure that the exam is complete. If portions are missing the exam will be entered as complete and no petition will be entertained for an incomplete exam.

EXAM REWRITES & APPEAL POLICY

Academy of Learning Career College allows learners to rewrite the exam once without a fee. After one rewrite, a \$30 fee will apply to future rewrites. The maximum attainable grade for any examination, which is re-written, is 89%. Should the learner fail at this 'second' attempt, the college may require the learner to reapply to repeat the course; however, regular fees will apply.

Academy of Learning Career College has established an exam petition procedure for a reassessment of a learner's exam. When the Director, Learner Coach or the learner queries a question or feels that a question on an exam was marked incorrectly, according to the courseware studied, the Director or Learner Coach, if they agree that the learner's claim is legitimate, will submit a Petition to the Help Desk.

Help Desk is a method for college staff to communicate with the Academic Division of LaunchLife International Inc. If there is a Petition with any of the Online exams, attention is immediately drawn to the problem question. Wording of the question as well as the selection of responses are reviewed and re-assessed. If the Petition is successful, marks are adjusted to compensate the learner accordingly. If a Petition is unsuccessful, an explanation will be provided to validate both the question and the correct answer(s).

If a grade appeal is raised by a learner enrolled in third-party program, the Learner Coach can contact the Academic Division of LaunchLife International Inc. via the Help Desk using the Course Query function. The Academic Division reviews the learner's appeal and will direct it to the appropriate third-party provider. Subsequently, the third-party provider will review the appeal, will make a decision, and will then report back to the Academic Division. The final decision of the grade appeal will be reported back to the Learner Coach by way of the Academic Division.

EMPLOYMENT PREPARATION/ASSISTANCE

A variety of resources have been put into place to assist learners to prepare for employment. The Academy of Learning Career College provides training on the job search process and techniques prior to graduation. This includes resume preparation and workshops such as *Thought Patterns for a Successful Career*. Some programs may include a practicum or preceptorship, as a positive way to prepare for employment. Colleges also follow up with learners after graduation to encourage them with their job search.

Colleges maintain Job Boards in learner areas for learners, graduates and alumni who may apply for any of the suitable posted jobs. These jobs are acquired from advertisements, from employers who call Academy of Learning Career College campuses directly with job orders or through people hired by the Academy of Learning Career College Colleges to fulfill this task

Staff at individual colleges is also available to help graduates find appropriate job placement after they have completed their training. Learners, graduates and alumni are also welcome to use the internet at their college while pursuing their job search.

FACILITIES/EQUIPMENT

Learners should call on centre staff for assistance if they are experiencing problems with the facilities or equipment. Under no circumstances should learners attempt to repair problems on their own. Course workbooks are the property of the learner and may be written in, highlighted or used in a way that will assist you with your studies. All instructional audio/visual files are the property of Academy of Learning Career College and may not be removed from the centre.

- While using school equipment and software the learner is completely responsible for the software and equipment that they are working with.
- Only the use of authorized software is permitted on school property and equipment. The use of illegally obtained software is prohibited. As well, in order to prevent the spread of viruses, under no circumstances are learners allowed to bring such software onto school property. This regulation also includes privately owned software.
- Learners are prohibited from using data discs and software other than those provided by the school. If there is a question about a possible virus, please consult the Learner Coach.
- Any learner in the possession of pirated or privately owned software will be dismissed. The learner may also face legal action.

- Any learner who copies software from the hard drive or the network (copyright infringement) will be dismissed and prosecuted to the fullest extent of the law.
- Any learner who steals computer equipment and/or parts (memory, boards, printers, etc) will be dismissed and prosecuted to the fullest extent of the law.
- Further abuse in this category, includes, but is not limited to:
 - Unauthorized transfer of or entry into a file, to use, read or change the contents, or for any other purpose.
 - Unauthorized use of another individual's password and identification.
 - Use of computer facility that interferes with the work of the Learner Coach, staff member, other learner or member of the general public.
 - Use of computer facility to create or send abusive or obscene material or messages.
 - Use of computer facility that interferes with the normal operation of our system.
 - The introduction, reproduction and promotion of computer viruses.

FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

In accordance with current provincial law, personal information collected from you or held by the Academy of Learning Career College is confidential. It will only be issued to a third party with your written authorization or where you may have received funding from Government or a Sponsoring Agency. We collect, use and disclose your personal information to: communicate with you, assess your application for registration and suitability for our programs, fulfill legal, government and funding agency requirements. We may also use your personal information to tell you about other services and products available through Academy of Learning Career College. You may withdraw your consent subject to legal or contractual obligations and on reasonable notice. Withdrawal of consent may prevent us from

providing you with the requested product or service. For more information, contact the school Director for this location.

In accordance with Part 4(10)(1)(a) of the Personal Information Protection Act, we hereby notify you that your name and personal identification information, the name of your program of study, and the amount of tuition paid may be forwarded to the Private Training Institutions Branch for the purpose of administering the Student Tuition Protection Fund. This information is collected by the PTIB under section 26 of the Freedom of Information & Protection of Privacy Act. For more information about the collection, use and disclosure of this information, visit the Agency's website at www.privatetraininginstitutions.gov.bc.ca.

LEARNER COACHES/SUPERVISORS

The Academy of Learning Career College employs qualified individuals to facilitate the training process of learners. All Learner Coaches take training programs in course content provided by the Academy of Learning Career College and have passed each course with Honours. **Please do not enter the Learner Coaches area under any circumstances.** If you need something, ask a Learner Coach for assistance.

FEES

Tuition fees include all necessary materials. A payment plan can be arranged to suit learners' individual needs. Payments may be made by cheque, credit card, or cash. Fees are charged on a per course basis according to established prices. Total fees are due and payable by the start date unless specific arrangements have been made and recorded on your contract. If you are funded by another organization, we require a letter of authorization. All financial obligations to the school must be met before credit for any courses in the program of study will be given.

FINANCIAL AID

Some learners may be eligible for funding from StudentAid BC, ESDC, or organizations for people with disabilities. As well, many banks offer learner lines of credit. The Program Advisor or the Director can provide you with more information.

GOVERNMENT REGULATIONS

Academy of Learning Career College accredited colleges conform to the Private Training Institutions Branch (PTIB) Bylaws and where applicable to the governments of British Columbia and Canada for certain programs where required.

Programs are not offered until appropriate approvals have been granted by PTIB and any governing body if required. Applications are now submitted from the Franchisor to PTIB on behalf of British Columbia independently owned and operated Academy of Learning Career College Colleges.

GRADING POLICY

Upon completion of each course, learners complete written and practical tests, which are submitted to the Head Office of Academy of Learning Career College for grading. Constant monitoring by Learner Coaches ensures that the learners are fully prepared for the tests. Certificates and Diplomas are awarded to learners who successfully achieve an overall average pass mark of 75% or greater. Learners who achieve 90% or over (at the first sitting of the test) will receive a notation of "Honours" on all courses. Online exams have study guides at the end of your exam which show where you went wrong and which areas require improvement.

GRADUATION REQUIREMENTS

Learners are required to complete and pass all courses registered for or challenged, in order to graduate from a specific program. In the event that a learner does not complete the entire program, certificates may be issued for individual courses completed and passed. This requires a written request from the learner.

HARASSMENT

We have a zero tolerance for harassment of any description. Harassment is offensive, insulting, intimidating, hurtful and malicious and has no place in our centre. It is against the law and also against our school's policy. Harassment should not be

ignored. Silence can, and often is, interpreted as acceptance. The following steps should be taken in the event that you have good reason to believe you are being harassed:

1. Ask the offender to stop: As harassment is often unintentional, asking to stop the behavior often puts an end to the harassment. The best way to deal with it is to assertively tell the person(s) that their behavior is unwelcome or offensive and must stop.
2. If the person persists in the behavior that you deem to be harassing, seek assistance by reporting the incident to the Director. The company harassment policy will become effective.

HOLIDAYS

We observe all government statutory holidays. Please consult us for specific closures.

HOURS OF OPERATION

Monday *	9 a.m. to 5 p.m.
Tuesday * until 8 p.m.	9 a.m. to 5 p.m. Open extended hours in Langley
Wednesday *	9 a.m. to 5 p.m.
Thursday * until 8 p.m.	9 a.m. to 5 p.m. Open extended hours in Langley
Friday	9 a.m. to 5 p.m.
Saturday	Closed
Sundays & Holidays	Closed
Winter Break	Closed

*Learners should make every attempt to arrive before

All hours are subject to change at the discretion of the Director.

INTERNET CONNECTIONS

Computers with Internet connections are reserved for learners doing courses that require Internet connectivity. Learners may not, under any circumstances, log themselves onto the Internet

unless they are doing one of the prescribed courses. Downloading anything through the Internet that is not per the instructions in the courseware is prohibited. This constitutes non-compliance of school regulations in terms of our Dismissal policy and as such is grounds for immediate termination of your program. Learners requiring Internet connectivity for other purposes e.g. job search may only connect with permission and assistance from a member of staff. Failure to adhere to this policy will be dealt with in accordance with the Dismissal Policy.

JOB BOARD

Job postings displayed on the board are to assist you with your job search. All jobs are open to all learners who are deemed suitable for the job. Please do not remove jobs from the board. Simply give the job number to one of the staff who will provide you with the required information.

LOST PROPERTY/PERSONAL DAMAGE

Academy of Learning Career College is not responsible for loss of personal property or for personal injury from any cause whatsoever in the school. Try to mark all your loose property, in particular your workbooks. Lost items which are handed in will be held for a limited period of time. Workbooks which are misplaced will have to be re-purchased.

MITIGATING CIRCUMSTANCES

The centre reserves the right to make exceptions on a discretionary basis to any of its stated administrative policy actions based on specific mitigating circumstances which may exist with regard to learners. If the centre determines that mitigating circumstances prevent learners from meeting any of the administrative standards or criteria, alternative arrangements for meeting these standards or criteria can be made on an individual basis by the Director.

MODULE ANSWERS

At the end of each module/lesson there are questions for you to complete. Once you have completed the questions on your own,

please refer to the answers in the binders and make corrections, re-reading applicable sections if necessary. You will not benefit by merely copying the answers provided. You must do this at the completion of each lesson since it provides you with your first opportunity to assess your level of understanding. If you are not able to answer the questions, please discuss this with the Learner Coaches. Answer sheets will not be photocopied for learners.

MULTIMEDIA FILES

Our custom audio/visual files form the foundation of our training system. Each audio/video recording and images has been prepared with meticulous care in order to assist you in learning the program. They have also been carefully designed to coordinate with your textbook, the software and your learner data files. If you learn how to follow your multimedia files carefully and patiently, they will become the key to your learning success.

While learning, always ensure that you do “ONE THING AT A TIME” that is, either listening OR writing OR reading etc. Do not attempt to listen and read OR listen and type at the same time.

PROGRAM OUTLINE

Program outlines are issued to you at the start of your program. Copies are also kept in the Learner Coach’s binder and in our central database and are updated regularly. Copies are placed in your learner files once you have completed your program and are also used to prepare your transcripts where appropriate.

Please take note of the dates scheduled for completion of each course. This is the date when your course examination should take place. Deviations from this must be discussed with Learner Coaches. You may need to schedule extra time in order to keep up to date and to complete your program by the contracted end date. If you feel you are falling behind or are not coping with your schedule, please discuss this with us.

The school reserves the right to schedule the courses within your program of study, in such order as we may deem appropriate. We may modify our curriculum, programs, start dates, rules and

regulations, whenever we deem it necessary, without notice, and subject to required approval from our provincial regulators.

At the discretion of the school, learners will only receive course materials for one or two courses in progress. Each course in the program of study is held subject to enrollment and may be postponed at the discretion of the school. Any fees paid will be credited to that future course or refunded according to our Refund policy, less any non-refundable registration fee.

PROGRAM REVIEW

With the trend for constant change in both the business and technical environments, the need to remain current is a priority objective for Academy of Learning Career College in all locations. The Academy's ILST[™] program review is an ongoing practice, based on feedback from college owners, College Directors, corporate clients, and potential employers. Surveys of competitors' offerings, reviews of industry periodicals, reviews of graduation and placement results, contact and dialogue with course developers, consultants, software developers and vendors are all factors in the process of staying current.

In response to all of this, modifications are continually made to existing Academy of Learning Career College diploma and certificate programs or completely new Academy of Learning Career College programs are developed.

The Franchisor's Academic Division department is situated in Ontario and works for all colleges in all provinces to deliver the most useful, accurate, informative and current courseware possible. Communication and dialogue between the various parties aid to keep Academy courses current and suitable to meet the demands of the market place.

As the Academy of Learning Career College broadened its base of career and educational options, "Franchisee initiated" programs had become more common. These programs blend traditional ILST[™] courseware with more specialized subjects. These "Franchisee initiated" programs are typically prepared by industry specialists who continually review them relative to

industry occupational requirements. Franchisees regularly review the currency of program curriculum with the industry specialists.

Course corrections, changes and modifications are submitted to either the Franchisor's Vancouver office or are sent directly to the Academic Division department in the Franchisor's Richmond Hill office for review. College staff are instructed to complete a "Course Query" form to identify any problems and to suggest an appropriate corrective action. Course Queries are invaluable to ensure accuracy and a sensible presentation of material for the learner.

Our customized learner workbooks are printed on demand so that they may quickly reflect any changes to course material.

Once in every five year period, Academy of Learning Career College will complete an external program review in accordance with the PTIB requirements.

RE-ADMISSION POLICY

A learner who has been dismissed for unsatisfactory conduct may be considered for re-admittance upon satisfying the centre that the causes for dismissal have been corrected. Readmission is at the discretion of the Director. Tuition charges on termination will be made in accordance with the standard refund policy. (See your Enrollment Application and Contract)

REFRESHER TIME

As a graduate, you are welcome to come in at any time after completion of your courses to refresh and review the course material as long as 1) you have already passed the course AND 2) we still teach the version of the course you took. Please remember that you may not be able to book "prime times" for this, but we will be happy to accommodate your needs when possible.

REFUND POLICY

Academy of Learning Career College's policy on refunds for Domestic learners is in accordance with the Bylaws issued by the

Private Training Institutions Branch. An outline of the refund policy is detailed as part of the student enrolment contract that every learner signs and receives at the time of registration.

In the case of International learners, Academy of Learning Career College adheres to the Private Training Institutions Branch Bylaws. A copy of this will be attached to the learner enrolment contract to replace the printed refund policy for Domestic learners.

REQUESTS FOR EXTENSIONS

You are obligated to complete your program of study by the contractual end date. The end date can be adjusted on your contract solely at the discretion of the school and will only be considered due to just cause (e.g. sickness, converting to part-time due to work obligations etc.). Any application for an extension must be made well in advance of the end date, or such an extension will not be considered. The granting of an extension will also take into account the learner's contract, funding sources and other obligations. Learners may need to change their scheduled times in order for us to accommodate such extensions.

SATISFACTORY PROGRESS

Learners are all issued a program outline, which includes target dates for starting and ending each course. These dates must be adhered to as closely as possible in order for you to complete your courses by your prescribed end dates. Should you be falling behind in this, you will be expected to put in extra time, at a mutually convenient time, in order to be able to maintain satisfactory progress. Learners receiving funding will have no leeway in this and disbursement of funds will be adversely affected. If satisfactory progress and course load is not being maintained, it could result in your withdrawal from your program.

SMOKING

This is a non-smoking building. Please restrict your smoking to the area near the entrance or side of the building. Please keep

this area clean and use ash trays provided. Please close all doors when you re-enter the building.

LEARNER ASSESSMENT/EVALUATION

Learners are given outlines of their programs. Learners can measure their progress by completing the practice exercises at the end of each lesson. Some of the assessments also include practical exercises that Learner Coaches must review before a learner is permitted to attempt their final exam. At the end of each course, final exams are written to determine the learner's final grade. These exams are uniform nationwide and are generally delivered online. Learners receive their results almost immediately, along with feedback on areas that may need further review.

Colleges provide progress reports on a periodic basis to sponsoring agencies, if required, on behalf of learners. This lets the college, the learner and the agency know if the learner is behind or ahead of schedule. If the learner's progress is behind, colleges may adapt scheduling based on the hours it will take to make up the time. Colleges also see learners' progress when the learners' successive work books are issued or courseware is released and this provides another opportunity for evaluation and discussion.

If a learner is struggling in any way, whether it is with courseware, attendance or scheduling, college staff will respond to assist in resolving the obstacles that are in the way of learner's rate of progress and the learner's ultimate success.

Staff will provide a progress report for you at least monthly. However, we are happy to discuss your progress with you at any time. Please read the refund policy on your contract carefully. If you choose to withdraw from a certificate or diploma program, you must do so in writing before 30% of the contract period has expired in order for a partial refund of tuition to be applicable.

LEARNER SUGGESTIONS AND CONCERNS

We have a process in place that allows each learner to suggest improvements or voice their concerns. This is considered a very

important part of our effort to continually improve wherever we can. First, we ask that you discuss your idea or concern with a Learner Coach, and then if further action is required make an appointment to speak with the Director.

LEARNERS WITH SPECIAL NEEDS

The Academy of Learning Career College is committed to a philosophy that everyone should have the right and opportunity of improving their lives through better, more potentially rewarding employment. Academy of Learning Career College's innovative method of individualized instruction coupled with its flexible scheduling options allows learners with special needs all the benefits of our unique learning method. Academy of Learning Career College can accommodate physically challenged learners. Written transcripts of all courses can be requested when audio material is insufficient for learner needs.

LEARNER RECORDS RETRIEVAL & ARCHIVING SYSTEM

College staff is aware of both the confidentiality of learner records as well as the need for added security. College staff is informed that personal information regarding learners may not be provided to outside agencies without the consent of the learner.

Learner records (paper files) are kept in secured file cabinets accessible by college staff only. Learners are not allowed to review their files without the presence of college staff. When handling the files, college staff is instructed to keep the files secure and ensure that no file is left unattended. All required information is kept confidential. These files may include the Enrolment Application and Contract, credential issued, attendance records, payment schedules, transcript of marks, loans documents and any other information relating to the learner. Once learner files are inactive, they are placed in secured back office or off-site storage.

This campus uses an internet based system to keep track of learner's attendance and record the learner's grades. While

each college can only access its own learners, the Franchisor can access individual learner records across the province.

Archived complete learner files are kept in storage boxes for seven years. These records include the enrolment contract, results of entrance evaluations, learner transcript, details of payment or refund records, learner loan documentation, if applicable, and learner dispute information. The enrolment form and transcript (or an electronic copy) is kept for 55 years. Academic records on internet based system records are available indefinitely and are accessible either by learner number or by name. Transcripts can be supplied by each College at the request of the learner. Additional copies of records, transcripts or tax receipts requested after graduation may require a retrieval/reissue fee to be paid.

LEARNER SUCCESS POLICY

Learners are given a program outline that includes target dates for starting and ending each course. It is the learner's responsibility to adhere to these timelines as closely as possible in order to complete each course by the prescribed end date of the program. Dialogue between a learner and the Learner Coaches and Instructors is ongoing. There is ample opportunity for discussion, assessment and feedback for the learner in a comfortable environment. Depending on the learner, this could occur daily, weekly or monthly.

Regular feedback is provided by college staff, as well as providing any explanations, encouragement and guidance through the selected material. This is meant to help the learners monitor their own progress, and where applicable, schedule additional training hours to improve progress. While learners are also responsible for maintaining satisfactory academic progress in their chosen programs, college staff will suggest changes to ensure academic success and completion. A learner may request a progress report at any time.

TAKING NOTES

Do not attempt to write down everything said on the audio/video files. Doing so may make you feel secure but, in all likelihood, you will fail to grasp the concepts and key details. We encourage you to take some notes but, only write key points.

TAX RECEIPTS

Tuition fees qualify for a federal tax credit. You are also entitled to an educational status credit for each month that you attend. Talk to us or to your tax consultant if you require any additional information. In order for you to claim this tax credit, an official receipt will be issued to you upon request after payment of your program.

TELEPHONE

Learners may ask college staff to campus telephone. Learners may only make urgent calls or calls relating to their job search. Please remember that it is a business line, so kindly limit the duration of your calls on the learner phone line located in the reception area. Due to the Freedom of Information and Privacy Act we are unable to confirm to callers whether or not a learner is at school and we cannot take messages.

TRANSFER/ARTICULATION POLICY

Learners are expected to complete their program of study at the Academy of Learning Career College College identified on their contract. Under no circumstances can course or program registrations be transferred to another individual. If you wish to transfer to another Academy of Learning Career College, you must request this in writing from our centre in advance, but we cannot guarantee that a transfer will be made. Transfers will only be considered if the learner is in good standing and are at the sole discretion of the centre Director. This policy may be subject to approval from your funding agency and is subject to space availability and acceptance by the centre to which you want to transfer.

TRANSFERS TO OTHER EDUCATIONAL INSTITUTIONS

Academy of Learning Career College has Articulation Agreements in place with the following institutions. These partnerships provide our learners with opportunities to invest in life-long learning.

National American University

Academy of Learning Career College has an agreement with National American University (NAU) to provide Associate and Bachelor Degree completion opportunities for its graduates. Founded in 1941 in Rapid City, South Dakota, NAU has expanded to 34 locations throughout the central United States, offering both traditional instructor-led and online delivery. As one of the first to offer fully online degree programs since 1996, NAU Online continues to serve learners at a global level.

University of Phoenix

Beginning in 2004, Academy of Learning Career College entered into an agreement that allows learners to transfer their courses towards University of Phoenix undergraduate degree programs. University of Phoenix offers Bachelor's and Master's degrees in Management, Administration, Human Services, and Education.

University of Windsor

In November 1996, Academy of Learning Career College entered into an innovative collaboration with the University of Windsor. Graduates of select Academy of Learning Career College diploma programs can receive advanced credit if they wish to continue their education at the University of Windsor.

VALUABLES

Learners are reminded to keep their valuables with them at all times. The Academy of Learning Career College IS **NOT** responsible for any loss.

VISITORS

Visitors are not permitted to attend, observe, spend time (waiting) in classes, or to use any computer facility. Permission

must be obtained from a member of staff to bring a friend or family member to any area of the school. The learner is responsible for the conduct of the visitor while on school premises.

WITHDRAWAL POLICY

If a learner wishes to withdraw from studies at the Academy of Learning Career College, learners are asked to submit a written request. The institute's refund policy is outlined as part of the learner enrolment contract and follows the Bylaws from PTIB.

WORK EXPERIENCE/FIELD PLACEMENT

With the primary exception of a small selection of medically-oriented programs, Academy of Learning Career College Diplomas, Certificates and individual courses do not include Work Experience or Field Placement programming.

Where the college offers programs that include Work Experience or Field Placement, the suitability of the facility is based jointly on the decision of the college Director, Instructors and the suppliers of the specialty portions of the learner's enrolled program of study, whose expertise and input is essential for the proper management of this segment of the programs.

Eligible learners in healthcare related programs will receive a worksite placement in a "medical/administrative setting". Placements will be made based on the learner's choice of program, host availability, and geographic location. Learners must be prepared to work shifts and to travel a reasonable distance to their placement site.

To ensure that the placement site will provide a relevant work experience for the learner, the original agreement outlines what the workplace will provide and what is expected of the learner.

A staff person from the college will ensure that the work experience is relevant to the learner learning and that the site and its environment are safe.

To participate in a Worksite placement is considered to be a privilege for a learner and there are expectations that

appropriate work ethics will be displayed at all times. Final grading of the work experience is based on the final evaluation by the Host, and is rated as “Pass”, “Fail” or “Honours”.

EMERGENCY PROCEDURES

In case of emergency i.e. fire or earthquake

- Stay calm, do not panic.
- In case of an earthquake get under a workstation. After the earthquake is over or after receiving instructions from staff leave class and exit the building using the front exit.
- In case of fire or at the first sign of smoke exit building using the exit at the front or rear of the building. Keep low.
- After exiting building, please meet outside on the parking lot near the entrance.
- At the meeting site, we must take roll to see who is there and who may be missing.

Abbotsford

#102 – 32112 South Fraser Way
Abbotsford, BC V2T 1W4

Phone: (604) 855-3315 Fax: (604) 855-3365

Email: admissionsabbotsford@telus.net

Website: www.academyoflearning.com

Langley

#201 – 20621 Logan Ave
Langley, BC V3A 7R3

Phone: (604) 604-532-4040 Fax: (604) 532-4001

Email: admissionslangley@telus.net

Website: www.academyoflearning.com

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ACKNOWLEDGMENT

I have received a copy of the Academy of Learning Career College Learner Handbook and acknowledge that I have read it and understand its contents.

I understand and agree that the handbook is intended to provide an overview of the Policies and Procedures and does not necessarily represent all such policies in force.

I also acknowledge that I have read and understand the Dispute Resolution, Dismissal and Refund Policies in the Learner Handbook.

The Company may at any time, add, change or rescind any policy or procedure at its sole discretion, without notice. By signing below, the learner has agreed to the policies and procedures found in the version of the learner handbook indicated in the bottom right corner. Any changes made after their signature must be agreed to separately.

Learner Name (Please Print)

Learner Signature

Date