



Academy of Learning

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

**STUDENT HANDBOOK:  
Policies, Procedures and Helpful Tips**



**AOLCC**

RICHMOND CAMPUS

# **Welcome to the Academy of Learning Career College (AOLCC) – Richmond Campus**

**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.**

\*These policies and procedures are subject to change without notice. Such changes will be brought to the attention of students as they may arise. February 19, 2020

## **Our Mission**

**R**espond to the dynamics of the ever-changing market with the most relevant, up-to-date solutions for our clients.

**D**emonstrate a constant commitment to student success and employability.

**C**reatively meet each client's specific requirements through the flexibility and customization of our Integrated Learning™ System.

**P**rovide advice and treat each client with care and sensitivity.

**M**aintain visible and meaningful partnerships with our communities.

**E**nsure the Integrated Learning™ System remains the most up-to-date, effective learning process.

**E**nsure that we meet the highest standards for quality training products, service, and delivery.

**C**reate opportunities for the growth and success of Academy of Learning.

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## **ADMISSION POLICY**

Prospective students must successfully complete an initial interview process and receive a positive recommendation from the Admissions Director/Student Administrator. The Academy of Learning's Admissions Policy is based on the following criteria for prospective students:

Prospective students are required to have a fair understanding of the English language. Prospective students must be Grade 12 graduates, or equivalent, or have Mature Student status (19 years of age or over with at least one year out of high school) and subject to the discretion of the college Admission Director. Mature Students and those who cannot supply proof of Grade 12 graduation 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 students 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 students for more specialized programs such as the Health Care programs and the IT programs will be further evaluated on specific criteria and testing related to individual program requirements, and pre-requisites.

Foreign students who are not Canadian citizens or permanent residents must obtain appropriate student authorization or a Study Permit from Citizenship and Immigration Canada. Students 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 admissions requirements, the following is a list of specific requirements needed for individual Academy of Learning programs.

### **Medical Office Assistant, Medical Office Assistant with Health Unit Specialty, Community Service Worker, and Addiction Worker Specialty**

19 years of age or older. Grade 12 or equivalent. Both Native and Non-Native English speakers must write the 'Wonderlic' Scholastic Level Equivalent test – with a score of 18 points or better. Mature students must write the 'Wonderlic' plus CAST Level 3 (Test #2 and Test #5). Attend a personal Interview. Good English language skills. Clear relevant criminal record check. Hepatitis B, other vaccination and/or a TB test (prior to clinical placement).

## **IT Programs and Web Design**

Grade 12 diploma (or equivalent) or Mature Student status. Mature students must successfully complete an admissions test. Attend a personal interview.

## **Payroll Administrator, Clerk, and Accounting and Payroll Administrator**

Grade 12 diploma (or equivalent) or Mature Student status. Mature students must successfully complete an admissions test. Attend a personal interview.

For Academy Online programs, colleges will inform students when a virtual instructor facilitates learning.

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

In order to enroll in an individual course, an applicant must have a grade 12 high school diploma or equivalent or Mature Student status, and must attend a personal interview. If a student taking an individual course wishes to enroll in a diploma or certificate program, the student must meet the program Admissions Requirements.

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

## **ASSISTANCE FROM LEARNING COACHES (FACILITATORS)**

Our Learning Coaches (Facilitators) 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 Learning Coach (Facilitator).
- DO NOT spend an enormous amount of time in attempting to solve a problem without Learning Coach (Facilitator) assistance. Seek help before anxiety sets in.
- Learning Coaches (Facilitators) are here to help you, however, please be patient if they are helping another student. DO NOT ASK ANOTHER STUDENT for assistance as each student has timelines and goals to achieve.
- If you have a question that requires assistance for a long period of time, please understand that the Learning Coach (Facilitator) may have to excuse themselves to assist another student and then come back to you later.

## **ATTENDANCE & ATTENDANCE RECORDS**

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

The student 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 student's progress is evaluated and changes may be considered and recommended to adjust for the pace of the student, and his or her attendance and progress requirements.

Students are contracted to attendance obligations according to their funding sources and schedules. If a student is in receipt of financial assistance through the StudentAid BC Program or another sponsor, the student must meet the minimum attendance requirements as outlined by the funding agent. Failure to meet the contracted hours per week may result in the student 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 day's 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 student.



## **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 student 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**

Students 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. Students 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 students, cellular phones must be turned off or put on vibrate mode while you are in school. 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 students, 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 student 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 ROOM**

Students 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.**

## **INSTALLATION OF UNAUTHORIZED SOFTWARE**

The installation of third-party software that is not pre-installed on campus computer is totally prohibited, as this may introduce viruses or security vulnerabilities to networked systems.

## **COMPLETION DATE**

Students 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 Admission 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 student. Your Learning Coach (Facilitator) will show you how to operate the equipment in the centre. Please follow these guidelines:

- All audio files and CDs are copyright materials and we are under contract not to allow them out of the centre.
- Hand all CDs and cassette tapes back to the Learning Coaches (Facilitators) for correct storage.
- 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 student.
- 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 an instructor must relocate a student to another machine in order to accommodate another student. Realizing the inconvenience this can cause to the relocated student, 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 students and maintain a quiet environment. Do not disturb other students 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 Admission Director. 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.

Students 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 student 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. 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 student, and occurs during the registration process.

Credit for previous education and training may be awarded to students 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 student qualifying for exemption. Challenge marks do appear on the student's Academy transcript. No workbooks or notes are issued for courses that were challenged.

Students 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 student achieves a passing mark of 75% or more, they may begin the next level of that particular course. Should the student 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 not appear on the student'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**

1. This policy governs complaints from students respecting Academy of Learning Career College – Richmond BC Campus and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Admission Director who is responsible for making determinations in respect of complaints.
4. If the Admission Director is absent or is named in a complaint, the student must address the complaint to the Campus Director.
5. The process by which the student complaint will be handled is as follows:
  - a. Student is authorized to submit and pursue complaint him/her self or be represented by an agent or a lawyer.
  - b. It is encouraged that Student should try to resolve the issue informally by talking to the other party(ies) involved. If the issue cannot be resolved, Students must submit his/her complaint in writing and may send through regular mail, email or drop at the front desk of AOLCC.
  - c. Written submissions should include a detailed and clear description of the incident and should include all relevant information, such as the nature of the problem, date of occurrence, and names of parties involved. Copies of any other important information pertaining to the problem should also be included.
  - d. To discuss the issue and situation, AOLCC will schedule a meeting of both parties with the Admission Director and inform both parties through email or telephone given by them to AOLCC for official record or on enrollment contract. Admission Director will try to resolve issue within Five Business days. If issue is resolved at this level, the process is exhausted and determination will be documented by Admission Director and copies will be provided to both parties.

- e. Should the student be unable to resolve the grievance to his/her satisfaction, the grievance should be forwarded in writing to the Campus Director of the AOLCC.
  - f. If Campus Director deems necessary, he/she can also call both parties to discuss issue and acquire more information and understanding about the issue. Campus Director will review all details and based on given information will make a final decision within five business day and letter be issued regarding decision. At this stage, process is exhausted and finalized. No further action is available.
  - g. Written reasons for the determination will be provided to the student and other party(ies) within 45 days after the date on which the complaint was made.
6. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).

## **DISMISSAL POLICY**

Academy of Learning reserves the right to dismiss any student 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 student or a staff member, destruction of property, insubordination to a faculty or staff member, engaging in lewd, indecent or obscene behaviour on the college's property or the disruption of classes, scheduling or activities. Academy of Learning also reserves the right to terminate any student prior to course completion if it is determined that the student is not attending sessions when scheduled, has an unsatisfactory attitude or has not adapted to the area of study.

A student 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 Admission Director.

Tuition charges on termination will be made in accordance with the Refund Policy as prescribed by the *PTIB Regulations*.

## **DRESS CODE**

We do not have a strict dress code; however, students 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. Students 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 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. Students 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%. Students 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. 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 student achieves an overall average of 75%. The student 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: Students 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 Learning Coach (Facilitator)) 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 Learning Coaches (Facilitators). 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. Learning Coach (Facilitator) 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. Students are NOT permitted to request Learning Coaches (Facilitators) 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. Students 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. Students may NOT take a break during an exam. Please do not leave your workstation unless you have cleared it with a Learning Coach (Facilitator).
7. Headphones CANNOT be used by students during their exams.
8. Students are NOT permitted to assist another student who is taking an exam. If a student 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 student has cheated on an exam, the matter will be further investigated. Depending on the circumstances, the student 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 student 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 allows students to rewrite the exam once without a fee. After one rewrite a \$50 fee will apply to future rewrites. The maximum attainable grade for any examination, which is re-written, is 89%. Should the student fail at this 'second' attempt, the college may require the student to reapply to repeat the course; however, regular fees will apply.

Academy of Learning has established an exam petition procedure for a reassessment of a student's exam. When the Director, Learning Coach (Facilitator) or the student queries a question or feels that a question on an exam was marked incorrectly,

according to the courseware studied, the Director or Learning Coach (Facilitator), if they agree that the student'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 student 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 student enrolled in third-party program, the Learning Coach (Facilitator) can contact the Academic Division of LaunchLife International Inc. via the Help Desk using the Course Query function. The Academic Division reviews the student'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 Learning Coach (Facilitator) by way of the Academic Division.

## **EMPLOYMENT PREPARATION/ASSISTANCE**

A variety of resources have been put into place to assist students to prepare for employment. The Academy of Learning 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 students after graduation to encourage them with their job search.

Colleges maintain Job Boards in student areas for students, 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 campuses directly with job orders or through people hired by the Academy of Learning Career 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. Students, graduates and alumni are also welcome to use the internet at their college while pursuing their job search.



## **FACILITIES/EQUIPMENT**

Students should call on centre staff for assistance if they are experiencing problems with the facilities or equipment. Under no circumstances should students attempt to repair problems on their own. Course workbooks are the property of the student and may be written in, highlighted or used in a way that will assist you with your studies. All instructional audio, CDs and tape recorders are the property of Academy of Learning and may not be removed from the centre.

- While using school equipment and software the student 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 students allowed to bring such software onto school property. This regulation also includes privately owned software.
- Students 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 Learning Coach (Facilitator).
- Any student in the possession of pirated or privately owned software will be dismissed. The student may also face legal action.
- Any student 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 student 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 Learning Coach (Facilitator), staff member, other student 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 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. 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 Training Completion Fund. This information is collected by the PTIB under 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/](http://www.privatetraininginstitutions.gov.bc.ca/).

Please be advised that we use cameras in the school for Learning Coaches (Facilitators) to view the classroom areas in order to see when a student has a question. The cameras do not record; they are simply a live image to assist us in serving you more promptly.

## **LEARNING COACHES (FACILITATORS)/SUPERVISORS**

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

## **FEES**

Tuition fees include all necessary materials. A payment plan can be arranged to suit students' 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 students may be eligible for funding from Student Aid BC or HRSDC or organizations for people with disabilities. As well, many banks offer student lines of credit. The Admission Director can provide you with more information.

## **GOVERNMENT REGULATIONS**

Academy of Learning designated colleges conform to the Private Training Institutions Branch (PTIB) Regulations 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 Head Office to PTIB on behalf of British Columbia independently owned and operated Academy of Learning Career Colleges.

## **GRADING POLICY**

Upon completion of each course, students complete written and practical tests, which are submitted to the Head Office of Academy of Learning for grading. Constant monitoring by Learning Coaches (Facilitators) ensures that the students are fully prepared for the tests. Certificates and Diplomas are awarded to students who successfully achieve an overall average pass mark of 75% or greater. Students 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**

Students 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 student does not complete the entire program, certificates may be issued for individual courses completed and passed. This requires a written request from the student.

## **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 behaviour often puts an end to the harassment. The best way to deal with it is to assertively tell the person(s) that their behaviour is unwelcome or offensive and must stop.

2. If the person persists in the behaviour that you deem to be harassing, seek assistance by reporting the incident to the Admission or Campus Director. The company harassment policy will become effective.

## **RESPECTFUL AND FAIR TREATMENT OF STUDENTS**

The Academy of Learning Career College-Richmond BC Campus is committed to ensure respectful and fair treatment of all students. This will be helpful to promote a better learning environment. AOLCC will ensure that learning environment at the college remain conducive and helpful for knowledge sharing. For this purpose, the College has implemented "Respectful and Fair Treatment Policy" applicable to all student, employees, management, alumni or any person representing the College. In case of an event, College will take all reasonable measures to identify and eliminate the unfair treatment. While on AOLCC premises or in the course of activities or events hosted by AOLCC the following activities and behaviors are prohibited:

### Sexual Harassment

It is an unwelcomed words or conduct. If a person is engaged in this behavior, he/she must know or ought reasonably to know that this behavior is unwelcome, that person is being considered guilty of harassment. Harassment may be accompanied by expressed or implied threats or promises of rewards. Unwelcome comments or actions may be related to a person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, family status, gender, physical or mental disability, age or sexual orientation. Both males and females can be victims of sexual harassment by either sex. However, a consensual relationship, a gesture of affection between friends, or a guided classroom discussion dealing with sex or sexuality does not constitute sexual harassment.

Sexual harassment may include, but is not limited to:

- Demands for sexual favors
- Unwanted sexual invitations
- Unwanted questions or comments of a sexual nature
- Display or distribution of sexual or offensive pictures or materials
- Patting, touching or other physical contact
- Leering, staring or making sexual gestures Bullying

An intentional intimidation from a person to other in order to force compliance or assert dominance and intentional harm to other is being considered bullying and categorized as a form of harassment. As a result, the victim will be distressed, less powerful or helpless resulting into risk to the wellbeing of the victim. Bullying can be physical, verbal, or cyber harassment.

Examples include: unfair and excessive criticism; unreasonable ignoring a student's point of view; constantly changing or setting unrealistic targets for a student; undervaluing the efforts of a student; taking advantage of any power etc.

## Discrimination

An act is considered discrimination when a student is denied a benefit, service, accommodation, facility, or treated less or more favourably than another student on the grounds of a personal characteristic or attribute, age, race, gender, religion, political belief, physical or mental disability, colour, ancestry, place of origin, marital status, family status, or sexual orientation.

Discrimination also includes decisions/actions based on factors irrelevant to the matter at hand. Discrimination may include but is not limited to:

- Words, gestures, actions or practical jokes, with the result of humiliating, alarming or abusing another person, distribution or display of offensive pictures or materials etc.

## Reporting and Remedy;

AOLCC will ensure that any of these activities must not occur at the Campus but if under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity or behaviour:

If someone is subjected to bullying, harassment or discrimination, he/she must;

Bring the matter to the attention of the On-Site Administrator (OSA) of the College who will take immediate action to prevent further developments in the problems.

- The OSA will talk to the alleged person and take all or any appropriate actions as a remedy and take mitigating measures to minimize the possibility of such events in future.
- OSA will brief the victim about the outcome to resolve the issue.
- OSA will ensure that a proper complaint or grievance process has been adopted to deal with in a professional and sensitive manner and will adhere to the principles of privacy and confidentiality.
- Details of event and resolution will be recorded in writing and placed in the relevant file.
- Process at the College will exhaust.
- If the victim is not satisfied with the internal process, he/she may explore other legal avenues available in the province.

## **HOLIDAYS**

We observe all government statutory holidays. Please consult Learning Coach (Facilitator) for specific closures.

## **HOURS OF OPERATION**

Monday to Friday	9 a.m. to 5 p.m.
Saturday, Sunday, & Holidays	Closed
Winter Break	Closed

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

## **INTERNET CONNECTIONS**

Computers with Internet connections are reserved for students doing courses that require Internet connectivity. Students 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. Students 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 students 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 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 students. If the centre determines that mitigating circumstances prevent students 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 Learning Coaches (Facilitators). Answer sheets will not be photocopied for students.

## **MULTIMEDIA FILES**

Our custom audio/visual files and CDs form the foundation of our training system. Each audio recording has been prepared with meticulous care in order to assist you in learning the program. They have also been carefully designed to co-ordinate with your textbook, the software and your student data files. If you learn how to follow your audio files and CDs 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 Learning Coach (Facilitator)’s binder and in our central database and are updated regularly. Copies are placed in your student 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 Learning Coaches (Facilitators). 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, students 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 in all locations. The Academy's ILS™ 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 diploma and certificate programs or completely new Academy of Learning programs are developed.

The Head Office'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 broadened its base of career and educational options, "AOLCC - Richmond initiated" programs had become more common. These programs blend traditional ILS™ courseware with more specialized subjects. These "AOLCC-Richmond initiated" programs are typically prepared by industry specialists who continually review them relative to industry occupational requirements. AOLCC-Richmond regularly reviews the currency of program curriculum with the industry specialists.

Course corrections, changes and modifications are submitted directly to the Academic Division department in the Head Office's Richmond Hill office for review. College staffs 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 student.

Our customized student 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 will complete an external program review in accordance with the PTIB requirements.



## **RE-ADMISSION POLICY**

A student 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 Admission 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’s policy on refunds for both Domestic and International students is in accordance with the Private Training Act (PTA) Policy Manual issued by the Private Training Institutions Branch (PTIB). An outline of the refund policy is detailed as part of the student enrolment contract that every student signs and receives at the time of registration. Complete Refund Policy is available at the college’s website link; [https://www.academyoflearning.com/wp-content/uploads/2018/09/refund\\_richmond.pdf](https://www.academyoflearning.com/wp-content/uploads/2018/09/refund_richmond.pdf)

## **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 student’s contract, funding sources and other obligations. Students may need to change their scheduled times in order for us to accommodate such extensions.

## **SATISFACTORY PROGRESS**

Students 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. Students 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.

## **STUDENT ASSESSMENT/EVALUATION**

Students are given outlines of their programs. Students can measure their progress by completing the practice exercises at the end of each lesson. Some of the assessments also include practical exercises that Learning Coaches (Facilitators) must review before a student is permitted to attempt their final exam. At the end of each course, final exams are written to determine the student's final grade. These exams are uniform nationwide and are generally delivered online. Students 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 students. This lets the college; the student and the agency know if the student is behind or ahead of schedule. If the student's progress is behind, colleges may adapt scheduling based on the hours it will take to make up the time. Colleges also see students' progress when the students' successive work books are issued or courseware is released and this provides another opportunity for evaluation and discussion.

If a student 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 student's rate of progress and the student'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.

## **STUDENT SUGGESTIONS AND CONCERNS**

We have a process in place that allows each student 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 Learning Coach, and then if further action is required make an appointment to speak with the Admission Director or Campus Director.

## **STUDENTS WITH SPECIAL NEEDS**

The Academy of Learning 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's innovative method of individualized instruction coupled with its flexible scheduling options allows students with special needs all the benefits of our unique learning method. Academy of Learning can accommodate physically challenged students. Written transcripts of all courses can be requested when audio material is insufficient for student needs.

## **STUDENT RECORDS RETRIEVAL & ARCHIVING SYSTEM**

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

Student records (paper files) are kept in secured file cabinets accessible by college staff only. Students 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 student. Once student 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 student's attendance and record the student's grades. While each college can only access its own students, the Head Office can access individual student records across the province.

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

## **STUDENT SUCCESS POLICY**

Students are given a program outline that includes target dates for starting and ending each course. It is the student'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 student and the Learning Coaches (Facilitators) and Instructors is ongoing. There is ample opportunity for discussion, assessment and feedback for the

student in a comfortable environment. Depending on the student, 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 students monitor their own progress, and where applicable, schedule additional training hours to improve progress. While students are also responsible for maintaining satisfactory academic progress in their chosen programs, college staff will suggest changes to ensure academic success and completion. A student may request a progress report at any time.

## **TAKING NOTES**

Do not attempt to write down everything said on the audio files or CDs. 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**

Students 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 student 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 student is at school and we cannot take messages.

## **TRANSFER/ARTICULATION POLICY**

Students are expected to complete their program of study at the Academy of Learning Career 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, 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 student 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 has Articulation Agreements in place with the following institutions. These partnerships provide our students with opportunities to invest in life-long learning.

### National American University

Academy of Learning 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 students at a global level.

### University of Windsor

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

## **VALUABLES**

Students are reminded to keep their valuables with them at all times. The Academy of Learning 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 student is responsible for the conduct of the visitor while on school premises.

## **WITHDRAWAL POLICY**

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

## **WORK EXPERIENCE/FIELD PLACEMENT**

With the primary exception of a small selection of medically-oriented programs, Academy of Learning 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 Directors, Instructors and the suppliers of the specialty portions of the student's enrolled program of study, whose expertise and input is essential for the proper management of this segment of the programs.

Eligible students in healthcare related programs will receive a worksite placement in a "medical/administrative setting". Placements will be made based on the student's choice of program, host availability, and geographic location. Students 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 student, the original agreement outlines what the workplace will provide and what is expected of the student.

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

To participate in a Worksite placement is considered to be a privilege for a student 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.

**Our Locations:**

**AOLCC - Richmond Campus**

#220 - 4351 No. 3 Road, Richmond, BC V6X 3A7

**Phone:** (604) 270-3907 **Fax:** (604) 270-6109

**Email:** [admissionsrichmond@telus.net](mailto:admissionsrichmond@telus.net)

**Website:** [http://www.academyoflearning.com/locations\\_british\\_columbia\\_richmond.html](http://www.academyoflearning.com/locations_british_columbia_richmond.html)





## **ACKNOWLEDGMENT**

I have received a copy of the Academy of Learning Career College (AOLCC) – Richmond Campus' Student 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 Student Handbook.

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

Student Name (Please Print)

Student Signature

Date