Academy of Learning

CAREER COLLEGE

INTERNATIONAL STUDENT HANDBOOK AND INFORMATION GUIDE

Academy of Learning Career College, Saskatoon Campus
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306.373.8700
admissions@shaw.ca
www.academyoflearning.com

Welcome and thank you for choosing to enhance your education through the Academy of Learning Career College. We are here to provide encouragement and support as we assist you to conquer challenges, to gain confidence and to grow and flourish while you succeed in attaining your goals.

Our objective at the Academy of Learning Career College is to give everyone the opportunity to enhance the value of his or her life through education by providing a superior quality of professional training. We are committed to providing the educational framework for the professional success of each student.

All the policies in this student handbook and information guide are designed to make the learning experience of each Academy of Learning Career College student as pleasurable and as successful as possible. A copy of this document can be found on our website and can also be emailed to you upon request.

Each Academy of Learning Career College campus is operated by an independent owner/ operator licensed by LaunchLife International Inc. "Academy of Learning Career College" and other trademarks associated with the Academy of Learning Career College Integrated Learning™ System are owned by LaunchLife International Inc. and are used under licence. College polices are subject to change without notice.

For all international student enquiries please contact:

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1202A Quebec Ave
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306.373.8700
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1) About Us

At Academy of Learning Career College, we attribute the growth in our success to identifying the gap between formal education and the realities of the working world. We fulfill the needs of learners by developing customized programs for each student, while meeting the requirements for convenient and effective training at an affordable cost.

In today's business world, where quality training is not only important but essential to career success, Academy of Learning Career College stands out as a training provider relied on by students, employers and government agencies.

2) Academy of Learning Career College Quality

Academy of Learning Career Colleges are registered with the respective governing Provincial Authorities. Many colleges are members of their Provincial Private School Associations and members of the National Association of Career Colleges.

Our pledge to students—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.

3) Our Vision

"Academy of Learning Career College will always be recognized as Canada's most effective and respected college, providing career, business and computer skills."

4) Our Mission

- Respond to the dynamics of the ever-changing market with the most relevant, up-to-date solutions for our clients.
- Demonstrate a constant commitment to student success and employability.
- Creatively meet each client's specific requirements through the flexibility and customization of our Integrated Learning™ System.
- Provide advice and treat each client with care and sensitivity.
- Maintain visible and meaningful partnerships with our communities.
- Ensure the Integrated Learning™ System remains the most up-to-date, effective learning process.
- Strive to meet the highest standards for quality training products, service, and delivery.
- Create opportunity for growth and success of Academy of Learning Career College.

5) Why Choose AOLCC?

✓ Learn At Your Own Pace
Our Campuses provide a relaxing atmosphere where students can learn at their own pace. The features of our Integrated Learning™ System allow for flexibility in your daily schedule. You can finish your program quickly to get into the job market faster.

✓ One-On-One Attention
For additional one-on-one explanation, Facilitators are available at all times to provide assistance. You will receive personal support from a qualified Facilitator to help you succeed!

✓ Competency Based Learning
We help you master the subject matter before moving on to the next lesson.

✓ Hands-On Training
Audio and visual instructions are used to explain concepts and guide learners through initial skill-based applications. Hands-on tasks gives students an opportunity to apply skills to "real life" situations.

✓ Flexible Scheduling
Don't give up on your dream of a better career to help you and your family. Our flexible hours allow you to earn a Diploma or Certificate with minimal disruption to your daily schedule. You will be able to balance your education with your employment and your family.

✓ Short, Effective Courses
We offer shorter programs based on minimum 20 hours per week attendance, so you can earn your Diploma faster. As an example, our Administrative Assistant Diploma can be earned in ten months or less instead of the conventional two to four years at a Community College or University.

✓ Comfortable Learning Environment
There's no intimidating classroom atmosphere or student competition! We ensure a comfortable and friendly learning-environment for all our students.

✓ Never Miss A Class
Never miss a class or fall behind. If you need to miss a lesson you can take the same lesson at another time.

✓ Start Immediately
With our continuous enrolment, it is never too late for you to start. We offer students the ability to start all diploma and certificate programs at any time!

6) Campus Life

From the moment people walk through the doors, they see and feel the Academy of Learning Career College difference. We are the gateway to a new career. Students enjoy an independent atmosphere and an office-like environment for learning.

Academy of Learning Career College is dedicated to helping students reach their goals quickly and easily, and in a setting that builds confidence while building skills. Students receive hands-on training in a professional atmosphere.

Academy of Learning Career College offers students:

- An effective approach to career training
- Industry standard equipment and software
- Career specific programs
- Consistently high standards of curriculum
- Qualified facilitators
- An environment conducive to learning
- Practical, hands-on training
- Flexible class hours
- Convenient locations
- Transfer privileges across Canada
- Job search assistance

At Academy of Learning Career College, help is always at hand whenever it is needed. One-on-one support is available from dedicated, trained facilitators for every phase of every course. Our students' training is our number one priority. We make sure they get the help they need every step of the way.

With course enrolment being continuous, students can begin training for a career immediately and be ready to enter the work force sooner. We are committed to providing our students with a high quality curriculum and skill building to give them an edge in the work force.

7) Articulation Agreements

You can make use of your Academy of Learning Career College courses to receive credit at the following Universities:

NATIONAL AMERICAN UNIVERSITY

Academy of Learning Career College entered into an articulation agreement with National American University (NAU) in December 2011. Graduates of Academy of Learning Career College's Business Administration Diploma program have the ability to transfer their credits to the following National American University programs:

- Associate of Applied Science Degree in Applied Management
- Associate of Applied Science Degree in Business Administration
- Bachelor of Science Degree in Applied Management

UNIVERISTY OF PHOENIX

Academy of Learning Career College students can transfer their courses towards the University of Phoenix undergraduate degree programs. Founded in 1976, the University of Phoenix is North America's largest private, accredited university. With over 140 campuses and learning centres in the U. S. and now in Canada, the University of Phoenix offers programs exclusively designed to meet the needs of working adults.

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 diploma programs will receive advanced credit if they wish to continue their education at the University of Windsor. This partnership is just one more way Academy of Learning Career College strives to make life-long learning rewarding and viable for people of all ages and levels of expertise.

8) Academic Partners

THE PACIFIC INSTITUTE

Founded in 1971 by Lou Tice and Diane Tice, the Pacific Institute is an international corporation specializing in performance improvement and professional growth, change management and leadership development. The guiding principle of the Pacific Institute is that individuals, during their lifetime, have a virtually unlimited capacity for growth, change and creativity, and can readily adapt to the tremendous changes taking place in this technological age.

The Pacific Institute curriculum teaches how to accelerate individual and organizational potential by changing habits, attitudes, beliefs and expectations that often inhibit high performance people. This, in turn, allows organizations to achieve higher levels of growth and success.

Thought Patterns For A Successful Career

Thought Patterns for a Successful Career is an exciting educational process designed to give students an intensive exposure to concepts that can affect significant changes in their lives. The information presented in this program teaches persistence and high achievement skills and is designed to fit into existing class schedules. Important concepts are presented in short, dynamic bursts that allow for flexible integration of the basic concepts into regular curriculum. This program contains 21 segments that are facilitated toward student issues such as returning to school as an adult, fear of success, managing personal challenges while attending school, and making a transition into a successful lifestyle following graduation. Using humour and practical examples, Lou Tice targets his powerful message to these primary concerns of adult students.

LaunchLife International

Academy of Learning Career College developed a strategic partnership with LaunchLife International (LLI). This healthcare training organization is able to provide our colleges with quality courseware for high-demand healthcare areas.

LLI has offered healthcare training since 1995, and has established the Certified Medical Assisting Professional (CMAP) designation for graduates of its well-known Medical Administrative Assistant program. LLI has become known for the high quality of its graduates, and enjoys a placement rate that exceeds 90%.

Canadian Payroll Association

The Canadian Payroll Association (CPA), founded in 1978, is the national association representing the payroll community in Canada. The CPA is considered by the Canadian payroll community as the authoritative source of payroll knowledge.

Academy of Learning Career College has established a relationship with the CPA in order to incorporate the payroll specific courses into its diploma and certificate programs. Payroll specific courses offered at Academy of Learning College include Payroll Fundamentals 1, Payroll Fundamentals 2, and Payroll Compliance Legislation. Students who complete the Payroll Administrator program with Academy of Learning Career College are prepared to apply to the CPA for the Payroll Compliance Practitioner certificate.

Carson Dunlop

Established in 1978, Carson Dunlop is one of the largest independent home inspection firms in North America. Academy of Learning Career College partnered with Carson Dunlop to deliver the Home Inspection program across Canada. Carson Dunlop is regarded as the industry standard in home inspection courseware as well as in providing inspection-related products and services.

9) Important Dates

The College will be closed for statutory holidays, summer break, spring break, and winter break. These dates will be posted within the College.

10) Parking

The College has free limited parking for students. Please register your vehicle at the front desk to receive a parking permit. The permit must be visible on your dash at all times. Failure to do so may result in a ticket.

11) Personal Conduct

All students shall accept responsibility for their education and strive to be contributing members of the College community. Mature behaviour, integrity, and professional conduct are expected at all times with respect accorded to students, staff, and property alike. Sexual harassment or verbal/physical abuse will be considered a serious offence.

There is an expectation that all students will conduct themselves in a manner that is sensitive and respectful to all areas of diversity. This diversity includes, but is not limited to, ethnic, cultural, social, gender, and religious issues. There is an expectation that students will refrain from using or being under the influence of alcohol or illicit drugs while on campus. Those found to be under the influence of drugs or alcohol may be suspended or terminated at the discretion

of the College. Students engaging in behaviour contrary to College policy may be suspended or terminated at the discretion of the College.

12) Dress Code

Academy of Learning Career College does not follow a strict dress code; however, attire should be appropriate. If students are unsure about what is considered appropriate, they should speak with the Manager.

13) Personal Loss

The College is not responsible for loss of personal property. There is no storage within the Academy of Learning Career College classroom or computer lab.

14) Attendance Policy

The student will take full responsibility of his or her own decisions regarding his or her attendance. It is your responsibility to sign into as well as, out of the CMS (Central Management System) each time you leave school property; for example, to go for lunch.

The staff is not responsible for correcting attendance records when the student has failed to log in or out correctly.

Student Services and Program Development requires the College to verify that student attendance is full time and regular.

> "Regular attendance is defined as 90% attendance . . . Schools are not given the discretion on applying the 90% attendance rule. If the student drops below 90% attendance for any two calendar months, they must be discontinued." Moreover, "if a student is unable to attend for any reason, including health reasons, for more than three consecutive weeks (21 calendar days), he or she is considered discontinued." [1]

Terminated students may not reapply to the College for a period of nine months after the termination. Remember that attendance is the number one priority when employers call looking for prospective employees.

15) Evaluation and Grading Policies

ILS Courses

An examination is a formal means of certifying a student's abilities in a particular subject. The purpose of testing is to establish the student's level of knowledge and to increase the student's confidence in the new skill. We ask that all students take all exams, including pre-tests, very seriously. You may not leave the lab or classroom, look at notes or textbooks, talk to other students, or receive telephone calls while writing an exam or pre-test. If you hand in a pre-test because you are unable to complete it for any reason, it will be marked as is.

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[1] Canada. Government of Saskatchewan, *Educational Institution Manual: Canada-Saskatchewan Integrated Student Loans Programs and Other Financial Assistance.* (2014 - 2015). (Attendance Policy), 11.

The passing mark for any ILS Course examination is 70%; Honours is 90% or higher. If a student wishes to challenge an exam, this must be predetermined upon registration with the College. After this time, students will not be permitted to challenge any exams within their course. A student who has failed an exam is entitled to two rewrites at a charge of $40.00 per rewrite. The highest mark possible on a rewrite is 89%. After this, students will be charged full price for the repurchase of the course.

It is our suggestion that you review your book completely by redoing all the tasks and end of chapter questions to better prepare yourself for the exam. If you have any questions about taking an Academy of Learning Career College examination, please speak to one of the facilitators prior to writing. The following procedures must take place prior to an examination:

- All students are required to do a practical test, mark it themselves, and pass it before they can decide if they are ready to write the online exam.
- All cell phones must be handed in to the facilitators.
- The exam will be started only if there is sufficient time for it to be completed—a minimum of three hours.
- The student's workbook must be given to the facilitator.

Assistance provided by a facilitator to the student during an exam will be limited to help in interpreting or paraphrasing a question. If there are any questions concerning the exam, the student will be directed to a facilitator. Students caught cheating on an exam will be immediately removed from the exam and will receive a mark of 0%. As a result of cheating, future programs may be affected. As well, other students involved, whether knowingly or unknowingly, may be penalized. Failure to abide by these rules will result in having the exam taken away, an incident note put in your file, a discussion with the Manager and Dean of Colleges, and possible expulsion from the program.

CPA Online Courses

All of the CPA Courses do not have a rewrite option; if students are unsuccessful, they must repeat and repurchase the course in question.

Instructor Led Classes

Examinations may be written at any time during the term at the discretion of the instructor. A student is required to pass all subjects of the program to receive their diploma. The College determines the passing mark in each subject; students obtaining an overall average of 90%, in all classes, will receive an Honours Diploma. Individual classes and/or courses may not be dropped.

Students caught cheating on an exam will be immediately removed from the exam and will receive a mark of 0%. As a result of cheating, future programs may be affected. As well, other students involved, whether knowingly or unknowingly, may be penalized. Failure to abide by these rules will result in having the exam taken away, an incident note put in your file, a discussion with the Manager and Dean of Colleges, and possible expulsion from the program.

Students who fail to demonstrate satisfactory academic progress may be placed on academic probation. If satisfactory results are not achieved during the probationary period the student will be asked to discontinue their training. Tuition fees must be paid in accordance with the conditions of payment as outlined in the contract. Transcripts and diplomas will be withheld until account balances are paid in full. Textbook payments are due prior to or as textbooks are delivered. The college reserves the right to withhold training, materials, course delivery, or other if financial obligations from the student are not met.

If your progress is not satisfactory and if the instructor(s) and Manager deem it is due to a lack of effort, poor attitude, or poor habits while at the College, you may be placed on academic probation. If you fail to meet the goals laid out for you in this probation, you will be discontinued, or if you refuse the probation you will be discontinued. Students are issued a program outline that includes target times for starting and ending each course. These times must be adhered to as closely as possible in order for you to complete your courses by our prescribed end dates.

16) Academic Dishonesty Policy

As mentioned above, students caught cheating on an exam will be immediately removed from the exam and will receive a mark of 0%. As a result of cheating, future programs may be affected. As well, other students involved, whether knowingly or unknowingly, may be penalized. Failure to abide by these rules will result in having the exam taken away, an incident note put in your file, a discussion with the Manager and Dean of Colleges, and possible expulsion from the program.

Plagiarism is unacceptable. Academy of Learning Career College will not accept work that is plagiarized from another student, from the Internet, or from any other source. Consequences for the use of plagiarism include the possibility of expulsion. Plagiarism is defined as:

> Transitive verb: to steal and pass off (the ideas or words of another) as one's own: use (another's production) without crediting the source. Intransitive verb: to commit literary theft: present as new and original idea or product derived from an existing source[2]

17) Appeal Process

If a student wishes to appeal a decision that relates to course work, other academic issues or to the application of a college policy the following steps must take place:

1. The request for appeal will be submitted in writing to the Manager. The Manager will attempt to reach resolution in a fair and reasonable manner;

2. If the appeal remains unresolved after three (3) days following written submission, a written account is submitted to the Dean of Colleges for immediate action. The description of the appeal should be very clear and concise including the nature of the problem, date of occurrence, name(s) of parties involved, and copies of any important information regarding the problem. At this time, the Dean of Colleges may request a meeting with the student and facilitators or instructors. Every effort will be made to resolve the dispute or grievance at this point. A written decision on the appeal will be sent to all persons involved within ten (10) days following its receipt;

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[2]http://www.merriam-webster.com/dictionary/plagiarizing

3. Any unresolved disputes or grievances following the above steps should be directed to the Academy of Learning Career College Head Office for immediate action:

    LaunchLife International Inc.
    100 York Boulevard, Suite 400
    Richmond Hill, Ontario L4B 1J8
    1.855.996.9977

4. If a student feels that the College has not been able to successfully resolve the situation, the student then has the option, should they choose, to contact the Ministry of Advanced Education - Universities and Private Vocational Schools Branch for assistance with disputes. Inquires should be directed to:

    Ministry of Advanced Education - Universities and Private Vocational Schools Branch
    1120 - 2010 12th Avenue
    Regina, SK S4P 0M3
    306.787.5763

18) Breaks

ILS Courses

Breaks are not pre-determined. The student lounge is provided for breaks and for lunch. Please clean up after yourself every time you leave the lounge and please remember that there is no smoking allowed in front of the building. It is your responsibility to sign into as well as, out of the Attendance Computer each time you leave the school property; for example, to go for lunch. There is no food or drinks allowed in the lab or classrooms.

Instructor Led Classes

Breaks are pre-determined by individual instructors; however, they should provide you with two 15-minute breaks; one in the morning and one in the afternoon. The student lounge is provided for breaks and for lunches. Please clean up after yourself every time you leave the lounge. It is your responsibility to sign into as well as, out of the Attendance Computer each time you leave school property; for example, to go for lunch. There is no food or drinks allowed in the lab or classrooms.

19) Typing Timings

Each diploma course offered through Academy of Learning Career College requires a typing speed. Diplomas will not be issued if these timings are not completed.

20) Student Laptops And USB Drives

Each student will be provided access to the Q-Drive with the required student data to complete their courses. Students will be held financially and legally responsible for all damages arising from the use of outside computers and/or any unauthorized equipment. In addition, their studies may be terminated without refund of books and/or supplies.

21) Field Trips

Academy of Learning Career College allows students to go on instructor-led field trips throughout their course. Field trips are scheduled by each instructor and may vary year to year. Please remember that these excursions are part of the course and students should act accordingly when on a field trip. Students should be aware that traveling to and from such events is outside of the College's control. By participating in College field trips, you agree to hold harmless and indemnify the College, as well as the staff, from any responsibility and liability.

22) Consideration Of Other Students

Please refrain from chatting and visiting, while at your desk, in consideration of other students who may have difficulty concentrating. If you wish to visit with another student, go to the student lounge or outside. Please remember that the Academy Computer Lab is a classroom. Respect must be accorded to the Academy of Learning College environment.

All visitors must report to, and wait at, the front reception area; a staff member will notify the student that there is a visitor. Please discourage friends or family from coming out onto the floor —remember to treat being here like you are at work. Academy of Learning Career College is a scent free educational facility and workplace. Students will refrain from using scented colognes, perfumes, hair products, lotions, etc.

23) Student Etiquette And Behaviour

Students must endeavour to maintain their classrooms the way they found them. Please remember that the computers within the College are for educational purposes only—they are not to be used to access personal files. The following activities will result in having a student's computer account disabled and/or expulsion:

• Installing software or downloading software without written permission from the Dean of Colleges
• Visiting pornographic sites or ordering goods online
• Engaging in playing games or gambling
• Engaging in internet chats (Skype, Facebook Messenger, FaceTime, etc.)
• Checking personal email accounts
• Any use of the computers that is not conducive to learning

24) Harassment

Sexual harassment, verbal or physical abuse, to any student or staff member, will result in immediate and permanent expulsion of the offender. All students are expected to act towards all others with maturity, integrity, professionalism, and respect as you would in a work environment. All complaints are taken very seriously; complaints must be submitted in writing to the Manager. The Manager will interview the complainant to verify details. The Manager will interview the student accused of harassing/discriminating/initiating the conflict. All parties involved will meet

with two representatives employed by the College within seven business days of receipt of the written complaint. In the unlikely event the complaint is not resolved, further action will be taken. This may result in expulsion of the student accused of harassment, discrimination, or conflict.

25) Job Search And Practicum Placements

It is prohibited under Section 38 of The Private Vocational Schools Regulations, 2014, to guarantee employment to any student or prospective student. Help in work placement may be granted to those students who: successfully complete their program of study; achieve their required typing timings; demonstrate professional conduct throughout; and meet the required attendance standards. The decision to apply for, or to reject, the offer of a practicum placement is due upon registration within a diploma program. The practicum fee must be part of the tuition payment schedule upon registration; The fee is non-refundable.

A work experience practicum provides the student who successfully completes their program of studies the opportunity to gain on-the-job training in a business office or other work environment; the student must earn this privilege. To qualify, the student must:

• Achieve a passing mark in all subject areas
• Demonstrate reliability and dependability
• Exhibit professional attitude and conduct throughout their term of study
• Meet the required typing timings for the program
• Meet attendance standards

Attendance, academic standing, performance, and the Dean of College's discretion will be taken into consideration as to whether a student will be granted their practicum placement. It is important that students understand that:

• Some of the factors are subjective.
• The Dean of Colleges will have the final decision regarding granting a practicum.

26) Training Completion Fund

In accordance with Section 19 of The Private Vocational Schools Regulations, 2014, every operator of a Category I school provides the Minister with an annual contribution to the Training Completions Fund. This fund may be utilized in the event a course or program is discontinued.

27) Cell Phones

The use of cell phones or electronic communication devices is not permissible in the Academy of Learning College classroom or lab. Since they are disruptive, we ask that you keep them on vibration mode and step outside or go into the student lounge to answer calls.

28) Staff Only Areas

Please do not enter any area of the campus that is restricted to students.

29) Change Of Name Or Address

Please notify the College if there is any change in your name or address. This will enable Academy of Learning Career College to successfully correspond with you should the need arise, for example, tuition tax receipts.

30) Completion Of Previous Program/Course Transfers

Students who did not complete their program because of extenuating circumstances may be reinstated if he or she previously had good attendance and progression. If a student is discontinued, he or she will not be reinstated until a period of nine months after their discontinuation date has passed. Course transfers may be reviewed with the approval from the Dean of Colleges.

31) Internal Dispute Mechanism

All disputes are to be addressed as set out below:

1. Student will attempt to resolve a dispute or grievance directly with the persons(s) involved. This is to be done in a professional and courteous manner.

2. If this does not solve the dispute or grievance, the dispute will be submitted in writing to the Manager. The Manager will attempt to mediate the dispute and reach resolution in a fair and reasonable manner.

3. If the dispute or grievance remains unresolved after three (3) days following written submission, a written account is submitted to the Dean of the College for immediate action. The description of the incident should be very clear and concise including the nature of the problem, date of occurrence, name(s) of parties involved, and copies of any important information regarding the problem. At this time, the Dean of the College may request a meeting with the student and facilitators or instructors. Every effort will be made to resolve the dispute or grievance at this point. A written decision on the dispute or grievance will be sent to all persons involved within ten (10) days following its receipt;

4. Any unresolved disputes or grievances following the above steps should be directed to the Academy of Learning Career College Head Office for immediate action:

    LaunchLife International Inc.
    100 York Boulevard, Suite 400
    Richmond Hill, Ontario L4B 1J8
    1.855.996.9977

5. If a student feels that the College has not been able to successfully resolve the situation, the student then has the option, should they choose, to contact the Ministry of Advanced Education - Universities and Private Vocational Schools Branch for assistance with disputes. Private vocational schools are registered with the Ministry of Advanced Education, which monitors and serves as a support to both the school and students. Inquires should be directed to:

Ministry of Advanced Education - Universities and Private Vocational Schools Branch
1120 - 2010 12th Avenue
Regina, SK S4P 0M3
306.787.5763

32) Contract Cancellation, Refunds And Withdrawals

Power to Cancel a Student Contract

In accordance with Section 28 of The Private Vocational Schools Regulations, 2014, a student may cancel his or her student contract within 10 days after entering into the student contract if the student has not attended any course or program contracted for in the student contract. If the contract is cancelled, tuition fees must be refunded in accordance with subsection 25(2) of the regulations; the registration fee is non-refundable. If the student cancels the contract more than 10 days after its signing but prior to the training program starting, the school will reimburse the tuition fee paid and retain the non- refundable registration fee.

Student Absence

Pursuant to subsection 27(3) of the The Private Vocational Schools Regulation Act, 1995 and The Private Vocational Schools Regulations, 2014 regulations, if the student is absent from a course or program for 21 consecutive calendar days, the student is deemed to have discontinued the course or program and the school will provide written notice to the student that the operator, in accordance with subsection 27(5), will retain the applicable proportion of the tuition fee payable for the course or program. A written notice sent by the school to the student is deemed to have been received by the student on the tenth day after it was mailed, unless the student establishes that, through no fault of his or her own, the notice was received at a later date. It is the shared responsibility on the part of students and school operators to communicate with each other regarding program withdrawal/discontinuation and the refund/retention of tuition fees.

Refunds and Retention of Fees and Other Amounts

Tuition Fees

In general, once a training program has started the tuition refund requirements of the regulations are in effect. The regulations prescribe the percentage of the tuition fee payable which may be retained by the school, based on instructional hours offered by the school.
A refund is based on the amount of training that has been offered by the school and not on the actual attendance of the student. Pursuant to subsection 27(2) of the regulations, refund and/or retention percentages are calculated as follows:

• If a school has offered 20 per cent or less of the instructional hours of a program, then the school may retain 25 per cent of the tuition fee payable for that program.
• If a school has offered more than 20 per cent but 50 per cent or less of the instructional hours of a program, then the school may retain 60 per cent of the tuition fee payable for that program.
• If a school has offered more than 50 per cent of the instructional hours of a program, then the school may retain 100 per cent of the tuition fee payable for that program.

Other Requirements

• "Tuition fee payable" refers to the program's tuition fee as registered with the Ministry at the time the contract is signed. Tuition fee payable does not include the non- refundable student registration fee or texts, books, instructional materials, equipment and other fees.
• For programs of more than one year in length, the tuition fee payable amount is to be limited to the tuition fee due for the applicable year only (i.e. year-one tuition or year- two tuition, but not both combined).
• The non-refundable registration fee is separate from the total tuition fee and is therefore not included in the refund calculation.
• If the tuition refund calculation (using either the Refund Calculator - Manual Version
or the Refund Calculator - Electronic Version) yields a positive 'balance owing', then the student owes the outstanding balance to the school, even if the student is no longer attending the school.

Refunds for Books and Supplies Fees

The calculation of refunds for books and supplies is treated separately from tuition fee calculations.The school must refund all money paid for texts, books and other instructional material or equipment the student did not receive. The school should keep on an itemized list which has all items received, initialed by the student and a school official. The student should also be given a copy of this list.

Other Fees

Fees classified as "Other Fees" may include, but are not limited to, fees for:

• Student field trips/trade shows
• Memberships in professional organizations related to the training
• Criminal record check
• Examinations from external organizations

Refunds of "Other Fees" should not be calculated in conjunction with tuition or textbooks and other instructional material or equipment refunds. Refunds for "Other Fees" are administered by the school and must be rejected in the Student Enrolment Contract.

Payment of Refunds

Payment of a tuition refund by a school must be made within 30 days. Refunds to full-time students with Canada-Saskatchewan Integrated Student Loans must be sent to the National Student Loans Service Centre. Refunds to students whose tuition was paid for by another source (e.g. First Nation Band, other) must be paid directly to the third party. Refunds for the Saskatchewan Advantage Scholarship that were provided to the school by the Ministry of Advanced Education on behalf of the student must be paid directly to the student.

Note: Contract cancellation, refund and withdrawal policies are the same for International Students, Permanent Residents and Canadian Citizens.

An international student's Canadian Student Visa allows the individual to enrol in designated education institutions in Canada. In the event the student does not continue their educational studies, Citizenship and Immigration Canada may have the individual's Canadian Student Visa cancelled or revoked. The goal at the Academy of Learning Career College is to work with all students and to assist them towards successfully achieving their diploma or certificate.

33) Information for Student Advocates

In the event that a student concern is brought forward, and a student advocacy group is required, the College will form a student body to assist with the advocacy of the student and to provide support. This student-driven body will be formed as needed and within ten working days of when the concern is brought forward.

In the event and outside advocacy consultant is required, the Academy of Learning Career College, Saskatoon Campus, has contracted the following individual to act as a mediator between the student and the College:

> Mr. Ron Delver, B. Ed., Business & Advocacy Consultant
> email: rdelver@yourlink.ca
> cell phone: 306.222.8337
> residence phone: 306.384.0008

All advocacy expenses will be paid 50% by the student and 50% by the College.

34) Revocation Policy

Mandatory Transfer

In the unlikely event that it is necessary for a student to transfer to another designated post-secondary educational institution, the following process will be followed:

1. Assist international students with transferring to the Academy of Learning Career College North Battleford Campus. If this transfer is not possible, assist students in finding alternate approved institutions with suitable and comparable programs.
2. Address student transfers, student records, and financial issued (e.g. tuition refunds).
3. Ensure appropriate communications, including, but not limited to: Academy of Learning Career College will notify the international students of the change in status as soon as possible but no later than 45 days prior to the change of status. Academy of Learning Career College International Student Advisor and the Dean of the College will meet with the student to allow the student to be part of the decision. Academy of Learning Career College will notify the other post secondary institution a minimum of 30 days in advance to determine their ability to host displaced international students. Academy of Learning Career College's Dean and International Student Advisor, with the international student's best interest at the forefront, will work together to make the transition as smooth as possible. Academy of Learning Career College's Dean will notify Universities and Private Vocational Schools Branch, Ministry of Advanced Education, in writing, within 30 days of the action.

35) End Date Of Program

Your enrolment contract with Academy of Learning Career College states the duration of your program. Although adherence to the regulations and program description is attempted, the College reserves the right to make whatever changes are deemed necessary to the program of study, to methods of instruction, to fee schedules, to refunds, or to regulations and policies without prior notice. Remember that you can put in as many hours above your minimum hours per month as you like.

The College reserves the right to terminate a student's training if, at any time, the student's account is in arrears or if the College's rules and regulations are not followed. In addition, the College reserves the right to reschedule any session or cancel any class or program at its discretion.

36) Acceptable Computer Use

- These regulations govern the use of the computers and access to the Internet in Academy of Learning Career College and are established to develop consistency in computer use procedures and regulations across the College. Before using computers at Academy of Learning Career College, all users must sign a statement that states that they have read, understand, and intend to comply with these regulations and related policies.
- Academy of Learning Career College provides computer resources to enhance the educational experience of its students. They are provided for research and for academic studies related to a student's program of study.
- Individuals are asked to use facilities in a responsible manner. Do not waste resources; respect the privacy of other users. Being able to read other's files does not mean you have the permission to do so.
- The user is ultimately responsible for his or her conduct on the system, and will be held accountable for their actions while using our computer technology.
- Recreational use of computers (playing computer games, checking personal emails, engaging in chat, etc.) is considered unacceptable computer use. The downloading of music files is not permitted as the College does not have ownership of these files and cannot legally have them on its computers.
- Tampering, attempting to tamper with or change computer hardware or software setups and security measures is prohibited.
- Personally owned computers/resources are permitted on campus under these strict conditions: 1) software on computer is legally owned by user; 2) the Systems Administrator approves compatibility; 3) details of make, model, serial number, etc. are recorded and kept on file; 4) person asking for privileges must sign a waiver. At no time will non-College computers be allowed Internet access.
- Unauthorized installation and/or downloading and/or copying of software are strictly prohibited. Violators will be subject to disciplinary action.
- Using College computer resources to view or store non-academic files is considered an unacceptable use of these resources.
- Canadian laws govern the use of information on the Internet. These laws cover such topics as copyright, privacy and obscenity. The College expects the user to adhere to these laws. Using the College's computers to visit, display, store, or transmit indecent, obscene, or pornographic material is considered a serious offence.
- Users will be required to cease displaying material that is offensive to others.

- Users are not to make harassing, threatening or discriminatory statements over the computer network, nor are they to engage in any illegal activities while using our computer facilities.
- College computer equipment may not be used for commercial gain or political purposes.
- The College reserves the right to impose time limits on the use of computers.

In order to comply with the Canadian privacy laws, employees who have access to administrative files should assume the information contained there is confidential. These files are to be accessed and used only as needed in the performance of their duties.

37) Software Code Of Ethics

Unauthorized duplication of copyrighted software violates the law and is contrary to our organization's standards of conduct. We disapprove of such copying and recognize the following principles as a basis for preventing its occurrences:

- We will neither engage in nor tolerate the making or using of unauthorized software copies under any circumstances.
- We will provide legally acquired software to meet the legitimate software needs in a timely fashion and in sufficient quantities for all our computers.
- We will comply with all license or purchase terms regulating the use of any software we acquire for use.
- We will enforce strong internal controls to prevent the making or using of unauthorized software copies, including effective measures to verify compliance with these standards and appropriate disciplinary measures for violation of these standards.

38) Access Privileges

Only current staff and students will be given access rights to the College's computers. Each user is required a login to begin each session and is reminded to log off any computer they use before leaving the area. Sharing your account with another person is prohibited. Do not give your password to anyone. Those using the computers may not attempt to gain access to other individual's files or mail.

The system administrator can be asked to reset a password if a password is forgotten or if there is a concern that a password is no longer secure. The College may disable accounts without prior notice if there is evidence of account sharing or of any attempt to violate the system or network security. The College may remove personal files only as needed to maintain the system in good working order. Computer files are routinely removed to conserve space.

39) Management Of Computer Resources

Staff and facilitators shall be considered the custodians of all computer technologies under their supervision. It is expected that facilitators will take reasonable steps to ensure that all individuals using computer facilities under their care will comply with the College's policies.

Monitoring—the computers, local hard drives, network drives, user accounts, personal drive space, and their contents are all property of the College and as such may be checked by the Systems Administrator in order to maintain compliance with our acceptable computer use policy. For this reason, privacy of information stored on school property should not be expected. In

cases of a suspected breach of policy, the College will conduct an investigation as it deems necessary. This may mean the monitoring and inspecting of the files and emails of specific users.

40) Computer And Workstation Relocation

Due to the nature and licensing of software, there may be instances when a facilitator must relocate a student to another machine in order to accommodate another student. There are also times when a computer may malfunction requiring you to relocate. The Academy realizes the potential inconvenience this can cause to the relocating student; we do our best to minimize these moves, and we look forward to your cooperation in those rare instances when such a move is necessary.

41) Limitations Of School Liability

Academy of Learning Career College is not responsible for any lost data or financial loss that results from use of the College's network or the Internet; each user is responsible for protecting their work. Interruptions of service are inevitable and consequently the College does not guarantee that its computers and networks will always be available when you need them. The College cannot guarantee the accuracy or quality of information found on the Internet.

42) Computer Hardware Courses

Students may be required to work inside one or more computer system units, as part of their courses of study. Safety precautions are discussed within these courses. The College makes all effort to ensure a safe environment for students. If the safety precautions are followed and all tasks are performed exactly as specified, the potential for injury is minimized. Potential hazards involved are:
- Power supply units and monitors can hold dangerously high electrical charges for some time even after they have been turned off and unplugged. There is the potential of a serious shock if you open either. At no time are the students directed to open either of these units.
- Students may be required to measure continuity on power cords. Although to perform this task, the cord must be disconnected from any power source, there is the potential of a serious shock if the student attempts to perform these tasks while the cord is still connected to a power source.
- Students may be required to measure voltages on system units that are turned on. There may be the potential of a mild electrical shock, if instructions are not followed correctly. This low voltage direct current will not harm healthy individuals. It could cause problems if you use a pacemaker or similar device. Electrical shocks may cause serious damage or even death.
- Computer units include moving parts such as fans. Loose clothing, long hair and jewelry can become entangled in moving parts.
- Computer units may have sharp or rough components that can cause cuts or abrasions.
- Lifting monitors, printers or system units can potentially cause back injuries or aggravate existing back problems.
- The laser light from a CD-ROM drive can damage your eyes if you look inside it during operation. Students are never required to do so in the course.
- Cleaning solvents can be hazardous if swallowed or otherwise handled incorrectly.
- Computer components can explode if power is applied with power connectors inserted incorrectly. Students are always instructed in the correct insertion of power connectors.

43) Web Designer Program Delivery

Certain courses in the Web Designer Program are referred to as Session.edu online courses; these courses involve Academy Online Instructors and Sessions.edu Instructors. Course content related questions may be addressed/responded to within one business day from the submission time to the Academy Online Instructor using ACME Mail. The Academy Online Instructor will not review the course assignments prior to being submitted to the Sessions.edu Instructor for evaluation. The Sessions.edu Instructor is solely responsible for marking/grading of required course assignments submitted online within three business days and is not responsible for addressing any course content related questions. The Academy of Learning Career College Facilitator(s) will provide assistance/support for ACME/computer related issues or basic questions related to courses but are not responsible to address any Sessions.edu course content related questions.

44) Healthcare Virtual Mandatory Requirements

- Grade 12 or equivalent.
- Clear Criminal Record Check required upon admission.
  - May require a further "current" check to be supplied for placement.
- If a pardon is required, start the process immediately as a student cannot receive a placement, diploma, or CMAP certification if they have a criminal record.
- Good command of the English language; written and verbal.
- N-95 Mask Fit Testing and/or TB test or proof of vaccinations may be required depending on placement area/option.

45) CMAP®

CMAP® stands for Certified Medial Assisting Professional. This designation has been developed in consultation with the healthcare industry as a distinctive training standard for employees in the medical assisting roles. The CMAP® designation applies to a series of medical training programs in the allied healthcare field. All programs follow a strict set of guidelines, including the successful completion of final exams, a minimum keyboarding speed, approved clinical placement, demonstrated proficiency in current software applications, knowledge of general office procedures, communication skills and customer service, and basic bookkeeping. Individuals with the Certified Medical Assisting Professional designation will find their skills in demand in today's fastest growing industry. Since many healthcare assisting roles do not have formal industry standards or exams, Academy of Learning Career College uses established vendor certification for each healthcare post-secondary training program based upon industry needs and required competencies. This vendor certification is the Certified Medical Assisting Professional (CMAP®) certification.[3]

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[3] The curriculum provider awards vendor certification, not unlike the vendor certification Microsoft Certified Systems Engineer (MCSE®) from Microsoft Corporation. Professional regulatory body certification is awarded by an organized body of professionals in a particular field of expertise. The "*Health Professions Act*", under the *Canada Health Act*, has created a formal government body that approves various certifications for "*regulated* healthcare professions.*"*

46) Process To Apply for Scholarships

We encourage students to apply for any scholarships that they may qualify for. For further information please contact the International Student Advisor.

47) Student Record Maintenance And Security

Student records are stored permanently and indefinitely. The following student documents are considered to be part of the permanent student record:

- International student transcripts
- Contractual arrangements between Academy of Learning Career College and the international student
- Admissions requirements
- Financial transactions with the international student
- Documentation regarding program withdrawal or discontinuation of international students
- Records of complaint and/or resolutions
- Student's letter of acceptance
- Any other documents as required/requested by Universities and Private Vocational Schools Branch, Ministry of Advanced Education or Citizenship and Immigration

48) Procedure For Alleged Violations

Failure to observe these policies and regulations may result in computer privileges being revoked and/or further disciplinary action taken. All users understand that these disciplinary actions may go up to and include termination of training or employment. If the College incurs financial loss of any nature or kind as a result of such illegal activity, the College may seek full restitution from the offender, in addition to, any disciplinary measure or remedies the College may otherwise pursue. Anyone who discovers a possible violation of the Acceptable Computer Policy should report it to the Manager. The alleged violator will be referred to the proper authority for investigation.

49) Your Privacy Rights

As of January 1, 2004, all business engaged in commercial activities must comply with the Personal Information Protection and Electronic Documents Act. The Act gives you rights concerning the privacy of your personal information. We are committed to protecting any personal information we hold. This Privacy Policy outlines how we manage your personal information and safeguard your privacy.

What Is Personal Information?

Personal information is any information that identifies you (Social Insurance Number, name, address, date of birth, etc.). If we did not collect this information we could not provide you with post-secondary education.

How Do We Collect Your Personal Information?

We collect information only by lawful and fair means and not in an unreasonably intrusive way. Wherever possible, we collect your personal information directly from you at the start of the registration process and into the contract and student loan signing.

Consent

In most cases, we shall ask you to specifically consent if we collect, use, or disclose your personal information. Normally, we ask for your consent in writing; however, in some cases we may accept your oral consent.

Disclosure Of Your Personal Information

Under certain circumstances, the College will disclose your personal information:

1. When we are required or authorized to do so by law.
2. When you have consented to the disclosure.
3. When the services we are providing you require us to give your information to a third party such as a funding agency, your consent will be implied unless you advise us otherwise.
4. Where it is necessary to establish or collect fees.
5. If the information is already publicly known.

For the purposes of school spirit, the school may collect photographs of students participating in various school related events. It is understood that these pictures may be displayed in the College and furthermore may be used on the Academy of Learning Career College website, related websites, and social media pages.

Updating Your Information

Since we use your personal information to provide services to you, it is important that the information be accurate and up-to-date. If, during the course of your education, any of your information changes, please inform us so that we can make any necessary changes.

Is My Personal Information Secure?

The College takes all reasonable precautions to ensure that your personal information is kept safe from loss, unauthorized access, modification, or disclosure. Among the steps taken to protect your information are:

• Secure premises.
• Restricted file access to personal information.
• Technological safeguards like security software and firewalls to prevent hacking or unauthorized computer access.
• Internal password and security policies.

Communicating With Us

You should be aware that email is not a 100% secure medium, so if you communicate with us via this method take that into consideration.

Requests For Access

You have a right to access your personal information that we have in our possession or control. We try to respond to requests as soon as possible, and will advise you if for some reason we cannot respond right away. The College may charge you a reasonable fee for providing access to your personal information, but only after first advising you of the approximate cost.

Can I Be Denied Access To My Personal Information?

Your rights to access your personal information are not absolute. The College has the right to refuse your request for access to personal information if:

1. The information is protected by solicitor-client privilege.
2. Granting access would reveal confidential commercial information.
3. Doing so would reasonably be expected to threaten the life or security of another individual.
4. The information was collected for purposes related to the detection and prevention of fraud.
5. The information was generated in the course of a formal dispute resolution process.
6. Where the request is frivolous or vexatious.
7. The information would likely reveal personal information about another individual.

50) Foreign Credential Recognition

For students who are concerned about foreign credential recognition, please inquire with our International Student Advisor who will contact:
International Qualifications Assessment Service (IQAS)
9th Floor, 9942 - 108 Street Edmonton, AB T5K 2J5
Phone: 780.427.2655 Fax: 780.422.9734

International Student Community Services and Support Information

To-Do List Once You Arrive in Saskatoon

51) Apply for a SIN Number

As a new immigrant, you should first apply for a Social Insurance Number (SIN number). SIN is a nine-digit number that you need to work in Canada or to have access to government programs and benefits. If you are an international student, please talk to your department head or someone from payroll division to see whether you need to apply for a SIN. You can fill out an application form in person at the Saskatoon Service Canada Centre located at the following address in Downtown Saskatoon;
Federal Building
101- 22nd Street East

52) Apply for Saskatchewan Health Coverage

Next important thing to register for is Saskatchewan Health Coverage. If you are new to Saskatchewan, you must register for health coverage. This is valid to both new international students and immigrants. As a general rule, coverage will begin on the first day of the third calendar month following the date you established residency in Saskatchewan. You can download the application from the following link; ehealthsask.ca. The completed application together with required documents (see the first page of application form for the required documents) should be mailed to the address given at the bottom of the first page of the application form. Once you submit the application, you will receive a Saskatchewan Health Services Card by mail. Make sure that you have that card when you go to a doctor.

53) Apply for a Driver's License

New residents who wish to drive in Saskatchewan should obtain a Saskatchewan Driver's License within 3 months of arriving to the province. To obtain a driver's license, you must pass the written test and a road test. You should study Saskatchewan Driver's Handbook before you sit for the written test. Free copy of that book can be obtained from a SGI office.
For further information, please contact the main SGI office; 623 – 2nd Avenue | 306.683.2100.
To operate your vehicle in Saskatchewan, you need to register your vehicle with SGI. SGI will issue you a license plate that comes with a basic package of insurance.
If you are registering a new vehicle, you must provide New Vehicle Information Statement (NVIS) from the dealer. If you purchase a used vehicle, ask for Saskatchewan Certificate of Registration (Transfer of Ownership) from the seller/dealer to register your vehicle.
If you have purchased a vehicle, and if it has been registered in Saskatchewan, you can register the vehicle without a vehicle inspection. Before you drive in Saskatchewan, please take time to read about road safety (don't forget to educate your family members about new rules, regulations and safety requirements) including: Drinking and Driving, Cellphone and Driving, Seatbelts, Child Car Seats and more.

54) Services and Support Centres in Saskatoon

Newcomer Information Centre
106-129 3rd Avenue North
Saskatoon, SK S7K 2H4
306.343.8303
We are a Regional Newcomer Gateway, serving newcomers to Saskatoon and communities within a 150 kilometers radius of Saskatoon. We connect you with organizations and professionals who will provide you with the services you need to get settled in Saskatoon. For example, we can provide information on how to find a place to live, find a job, learn English, and obtain a driver's license, health card and other essential services. Please visit us to find out how we can help! You can trust the NIC to help you find the information you need to settle in Saskatoon. 2

Global Gathering Place
100 5th Avenue North
Saskatoon, SK S7K 2N7
306.665.0268
Welcome to the Global Gathering Place (GGP), a non-profit drop-in centre that provides services for immigrants and refugees in Saskatoon. Global Gathering Place helps newcomers adapt to life in Canada by offering support and skill development, acceptance, and a welcoming environment. Our organization works in partnership with community and immigrant-serving agencies, Citizenship and Immigration Canada (CIC), and a wide network of private and government funders.
Accommodation Supports

International Women of Saskatoon
Main office
412-230 Ave R South
Saskatoon, SK S7M 2Z1
306.978.6611
IWS is a non-profit, grassroots equality-seeking women's organization dedicated to assisting immigrant and refugee women and their families, residing in Saskatoon and area, through free programs and services designed to support their settlement and integration into their community. IWS works both independently and in partnership with other community based organizations, both immigrant and mainstream serving agencies, private and government organizations. The organization's unique position as the voice of immigrant and refugee women in the Saskatoon community is rooted in the founding principles on which the organization was established namely: equality, empowerment, empathy, equity, diversity, respect, tolerance and inclusiveness. Over the years, these principles have continued to define the organization's methods of program development and delivery strategies which in turn have allowed for flexibility in the organization's response to the unique needs of the clients.

55) Finding a Place to Live

Finding an Apartment:

Finding an apartment in Saskatoon is not a difficult task. There are lots of renting places in the market now as people are moving out of rental places into their own houses. This is a new trend. Maybe you can think of buying a house when you have a stable income and credit history in Canada. Phone the landlord of the apartment you are interested in, and ask about conditions, restrictions, and available facilities. Talk about monthly rent and other deposits (such as a security deposit or damage deposit) before you decide. Normally, electricity and water bills will not be included in your monthly rent. Also talk about conditions of your lease. It is very important. It is important to consider the affordability and condition of a place. A good home should be safe, comfortable, and affordable. Check out the inside and the outside of the property. If you see problems, ask the landlord to look after them before you move in. Be sure to know your own rights and the responsibilities of your landlord before you rent. Be sure to consider the size, price, condition, location, parking, bus routes, laundry services, schools, groceries, and other services. This will help you decide whether the place will suit your needs.

Some things to check:

Do the following work properly?

- Smoke detector
- Lights and switches
- Appliances
- Toilets and sinks: Do they leak or drip?
- Doors and windows: Do they close and lock properly? Are there windows in the bedrooms? Are windows of adequate size?
- Stairs and handrails: Are they in good shape?

Also check:

- Walls and ceilings: Are there cracks?
- Is the home clean?
- Outside: Is the yard clean and safe? Is there a garbage container with a cover?
- Make sure you understand what costs are involved:
  - Who pays the utilities?
  - How much are utilities (especially for winter heating)?
  - Is there extra cost for parking, laundry, or storage?
- What appliances are included?
- Who is responsible for fixing the appliances?
- How much is the damage/security deposit?
- Be sure you understand all rules and regulations:
  - Are pets allowed?
  - Is smoking permitted?
  - How many people are allowed to live in the home?
  - Are there rules about guests?
- What are the fees for NSF (bounced) or late rent cheques?
- Are there noise regulations?
- Property maintenance–who mows the lawn, shovels the snow, etc.?
- What changes are you allowed to make without permission (hang pictures, install blinds, install bathroom safety features, paint, etc.)?
- Will you be reimbursed for improvements?

If possible, it may be useful to talk to the previous tenants. Ask about the property and maintenance, amount of bills, reason for leaving, and how co-operative the landlord was. The answers may help you to decide whether you really want to rent the dwelling. If you decide to rent with another person, remember that you are responsible for all the rent if the other person does not pay his or her share. You are also responsible for any damage caused by the other person and by guests.

Places to contact to find accommodations:

Saskatoon Housing Authority
306.668.2700
saskatoon.housing@sasktel.net
saskatoonhousingauthority.com

Stewart Property Holdings

306.251.0254
tyler@stewartproperties.ca
stewartproperties.ca

Quint Development Corporation
306.978.4041
info@quintsaskatoon.ca
quintsaskatoon.ca

Rainbow Housing Co-operative
306.242.0604
rainbowhousing.ca

Juniper Housing
306.383.2222
information@juniperhousing.com
juniperhousing.com

56) Health and Emergency Support Services

If you are having an emergency call 911.

Emergency departments are the most expensive form of health care but also provide the best care for patients in an emergency situation.

When to use the Emergency Department

Please use the emergency department for true emergencies and urgent medical conditions only, including:

- Sudden chest pain
- Breathing problems
- Possible broken bones
- Head injuries
- Eye injuries
- Sudden and severe headache
- Illness or injury involving children or infants

For all other illnesses, please contact a medical professional or the Provincial Health Line by phone at 811 or online at healthlineonline.ca for expert medical advice anytime.

Hospitals and Emergency Departments

Royal University Hospital
Emergency Department
103 Hospital Drive
Saskatoon, SK S7N 0W8
306.655.1362 5

The Emergency Department at Royal University Hospital operates **24 hours** a day. Pediatric emergency services are available 8 a.m. to midnight.

Saskatoon City Hospital
Emergency Department
701 Queen Street
Saskatoon, SK S7K 0M7
306.655.8230
The Emergency Department at Saskatoon City Hospital operates between the hours of 9:00 am and 8:30 pm. If you require emergency services before 9:00 am or after 8:30 pm, you can go to either Royal University Hospital or St. Paul's Hospital emergency departments. The Emergency Department entrance is located on Fifth Avenue off Queen Street. Short-term parking is available adjacent to the Emergency entrance and is marked by signs.

St. Paul's Hospital
Emergency Department
1702 – 20th Street
Saskatoon, SK S7M 0Z9
306.655.5113
The Emergency Department at St. Paul's Hospital operates **24 hours** a day. The Emergency Department entrance is located on 20th Street and Avenue P (southeast corner of the hospital). Short-term parking is available near the emergency entrance. Access to the hospital after hours can only be obtained through the emergency entrance.

Walk-in Medical Clinics
A good alternative to the emergency department may be a walk-in medi-clinic. Walk-in clinics offer minor emergency care when patients cannot access their family doctor or need urgent care that does not require the use of a hospital emergency room.

20th and Q Pediatric Specialists and Family Walk-In
1631-20th St. W.
306.384.9888
Monday to Friday 9:30 a.m. to 5:30 p.m.

Blairmore Medical Clinic
225 Betts Ave.
Saskatoon, SK
306.652.6400
Monday to Friday 10:00 a.m. to 6:00 p.m.
Closed weekends and holidays

Lakeside Medical Clinic
3919 - 8th St. E.
306.374.6884
www.lakeside.ca
Monday to Friday 8:00 a.m. to 10:00 p.m.
Saturday and Sunday 9:00 a.m. to 9:00 p.m.

Lenore Medical Clinic
#4 - 123 Lenore Drive
306.242.6700
Monday to Friday 9:00 a.m. to 10:00 p.m.
Saturday, Sunday and holidays 10:00 a.m. to 6:00 p.m.

MediClinic
#101 - 3333 - 8th St. E. 6
306.955.1530
www.mediclinic-sk.com
Monday to Friday 8:00 a.m. to 10:00 p.m.
Weekends and holidays 9:00 a.m. to 5:00 p.m.

Pinehouse Medical Centre and Walk-In Medical Clinic
147-211 Pinehouse Dr.
306.668.6333
Monday to Friday 10 a.m. to 12 p.m. and 1:30 p.m. to 7 p.m.
Closed weekends and holidays

Saskatoon Minor Emergency Clinic
3110 Laurier Dr.
306.978.2200
Daily 8:00 a.m. to 10:00 p.m.

Westend Walk-In and Medical Clinic
411 Confederation Drive
306.382.6333
Monday to Friday 9:00 a.m. to 7:30 p.m.
Saturday 10:00 a.m. to 3:30 p.m.

Westgate Medical and Minor Emergency Clinic
#18 - 2410-22nd St. W.
306.384.7800
Monday to Friday 8:30 a.m. to 5:00 p.m.
Saturday and Sunday 9:00 a.m. to 4:00 p.m.

57) Mental Health Support Services

Mental Health Services and Supports in Saskatoon
In case of psychiatric emergencies, please go to the Royal University Emergency Department. The Emergency room is open 24 hours per day. A psychiatric nurse is available daily from 12 noon to midnight to assist emergency physicians and psychiatrists with the treatment of psychiatric emergencies (e.g. suicidality, homicidally, psychosis). The psychiatric nurse can be reached at 306.655.1530
If you wish to speak to a health professional, you can call the Saskatchewan Health line at 811 (24 hour service).
Community Adult Mental Health Services
Main Office
4th Floor - 715 Queen St.
306.655.8877
Monday to Friday 8 am to 4:30 pm

Programs also offered at:

McKerracher Centre
2302 Arlington Ave.
306.655.4590

MHAS Out-patient
Saskatoon City Hospital
701 Queen St.
306.655.8999

Mental Health and Addictions Services Centralized Intake 7
306.655.7950 or 306.655.4100

Adult Mental Health
306.655.4100

Child and Youth Mental Health
306.655.7950

Community Addiction Services
306.655.4100

Who Do We Serve?
Individuals (including family members) who are experiencing distress, which may include:
Anxiety
Depression
Eating difficulties
Enduring health, mental health and stress-related problems
Isolation and loneliness
Life challenges related to experiences of oppression such as racism, sexism and poverty
Problems associated with histories of trauma, loss, abuse and violence
Relationship issues
Our multidisciplinary team consists of a variety of professionals which includes:
Addiction Workers
Nurses
Nutritionist
Psychiatrists
Psychologists
Social Workers
To meet client's needs, this team often works in partnership with other caregivers, agencies and organizations.

58) Academic and Life Skills Coaching

For assistance in completing your studies at AOLCC Saskatoon Campus including but not limited to course information and support and how to access tutoring as well as assistance with life skills including but not limited to ESL classes, apartment rentals, bill payments and transportation please speak with our Manager and International Student Advisor.

Kristopher Kershaw.
306.373.8700
306.290.5029 (text)
admissions@shaw.ca

For assistance with job application, resume writing and/or career planning please speak with our Manager and International Student Advisor Kristopher Kershaw.
306.373.8700
306.290.5029 (text)
admissions@shaw.ca

59) Community Connections

Community Connections in Saskatoon

Ukrainian Canadian Congress
4 - 2345 Avenue C North
306.652.5850
ucc.sk.ca

German Cultural Centre
160 Cartwright Street East
306.244.6869
manager.germancc@gmail.com
saskatoongermanculturalcentre.ca 8

India Canada Cultural Association Saskatoon
iccasaskatoon.ca

Pakistan Canada Cultural Association Saskatoon
pccask.ca

Jewish Community Centre Saskatoon
715 McKinnon Avenue
306.343.7023

Saskatoon Chinese Association
306.653.2495

Filipino Canadian Association of Saskatchewan
306.653.4499

Islam Ahmadiyya Movement Inc.
306.664.4722

Saskatchewan Intercultural Association
306.975.1818

60) Working While in School

Study permit holders in Canada may gain work experience by working off campus while completing their studies. As of June 1, 2014, you may qualify to work off campus without a work permit. If you qualify, your study permit will allow you to work up to 20 hours per week during regular academic sessions and work full-time during scheduled breaks, such as the winter and summer holidays or spring break.

To qualify, you must:

• Have a valid study permit,
• Be a full-time student,
• Be enrolled at a designated learning institution at the post-secondary level and
• Be studying in an academic, vocational or professional training program that leads to a degree, diploma or certificate that is at least six months in duration.

You must stop working on the day you no longer meet the above eligibility requirements (e.g., if you are no longer a full-time student during an academic session.)

61) Contact Citizenship and Immigration Canada

Citizenship and Immigration Canada
www.cic.gc.ca/english/Study/index.asp
Telephone number: 1.888.242.2100 (only from within Canada)

62) Contact Us

Academy of Learning Career College, Saskatoon Campus
11202A Quebec Ave, SK S7K 1V2
306.373.8700
admissions@shaw.ca

Kristopher Kershaw
International Student Advisor I Manager
306.373.8700
306.290.5029 (text)
admissions@shaw.ca

63) International Student Enrolment Process

The enrolment and tuition policy for International Students **currently residing in Canada** with a valid study permit is as follows:

   • Choose a program and start date. All AOLCC Saskatoon programs open for International Students can be started anytime, you choose your start date.

- Email a copy of transcripts from an english language proficiency exam meeting our requirements to Kristopher Kershaw at admissions@shaw.ca. (requirements listed below)
- Email a copy of the photo page of passport or other government issued photo ID to Kristopher Kershaw admissions@shaw.ca.
- Email a copy of valid study permit to Kristopher Kershaw admissions@shaw.ca.
- Fill out and email AOLCC Saskatoon Application Form and email to Kristopher Kershaw at admissions@shaw.ca.
- Sign, date and email Consent for Personal Information, Student Handbook Policies, Canada's Anti-Spam and Advertising Authorization forms to Kristopher Kershaw at admissions@shaw.ca.
- Pay $175 Registration Fee, $200 Student Fee, minimum 60% of term 1 tuition and full term 1 book amount.
    o Remaining tuition can be paid in maximum 6 consecutive monthly instalments starting from the end of the first month of the program.
    o Tuition can be paid by cash, certified cheque/bank draft/money order, e-transfer to admissions@shaw.ca, Western Union money transfer or credit card payments via email invoice or over the phone.
- Applicant is issued and emailed a Letter of Acceptance valid for 6 months from date of issuance.
- Applicants who currently have an active study permit are directed to change the DLI number of their study permit to that of the Saskatoon Campus.

The enrolment and tuition policy for International Students **currently residing outside Canada** is as follows:

- Choose a program and start date. All AOLCC Saskatoon programs open for international students can be started anytime, you choose your start date.
- Complete a SKYPE or FaceTime interview with AOLCC Saskatoon Campus International Student Advisor. If student is not able to complete the interview via SKYPE or FaceTime then a telephone interview will be scheduled.
- Email a copy of transcripts from an english language proficiency exam meeting our requirements to Kristopher Kershaw at admissions@shaw.ca. (requirements listed below)
- Email a copy of the photo page of passport to Kristopher Kershaw at admissions@shaw.ca.
- Fill out and email AOLCC Saskatoon Application Form and email to Kristopher Kershaw at admissions@shaw.ca.
- Sign, date and email Consent for Personal Information, Student Handbook Policies, Canada's Anti-Spam and Advertising Authorization forms to Kristopher Kershaw admissions@shaw.ca.
- Pay $175 Registration Fee, $200 Student Fee, full term 1 tuition and full term 1 book amount.
    o Tuition can be paid by certified cheque/bank draft/money order, e-transfer to admissions@shaw.ca, Western Union money transfer or credit card payments via email invoice or over the phone.
- Applicant is issued a Letter of Acceptance valid for 6 months from date of issuance.
- Applicants are directed to apply for a study permit.

If applicant is unable to begin studying at AOLCC Saskatoon Campus all amounts paid will be refunded by cheque to the person who made the payment less the $175 Registration Fee.

64)   English Proficiency Requirements

AOLCC Saskatoon applicants who have completed their secondary (high school) education or received post-secondary training in one of the following exempt countries are not generally required to provide evidence of English language proficiency (ELP). Transcripts proving completion of high school or post-secondary education must be emailed to the college as part of the enrolment process listed above.

Exempt Countries:

- American Samoa
- Anguilla
- Antigua and Barbuda
- Aruba
- Australia
- Bahamas
- Barbados
- Belize
- Bermuda
- Botswana
- British Virgin Islands
- Canada (except Quebec)
- Cayman Islands
- England
- Fiji
- Ghana
- Grenada
- Guam
- Jamaica
- Kenya
- Lesotho
- Malawi
- New Zealand
- Nigeria
- Northern Ireland
- Panama Canal Zone
- Papua New Guinea
- Puerto Rico
- Scotland
- Sierra Leone
- St. Kitts and Nevis
- St. Lucia
- Trinidad and Tobago
- Turks and Caicos Islands
- Uganda
- United States of America
- US Virgin Islands
- Wales
- Zambia
- Zimbabwe

International students who are not from exempt countries are asked to show evidence that they are proficient in English to ensure they are prepared to study at AOLCC Saskatoon. Once students have passed an exam meeting the criteria listed below, the results must be emailed to the college as part of the enrolment process listed above.

IELTS International English Language Testing System	Minimum overall score of 6.0	ielts.org
TOEFL Test of English as a Foreign Language	Minimum overall score of 80 (internet based) and 550 (paper based)	
CanTest Canadian Test of English for Scholars and Trainees	Minimum overall score of 4.5	ets.org
CAEL Canadian Academic English Language Assessment	Minimum overall score of 60	cael.ca
MELAB Michigan English Language Assessment Battery	Minimum overall score of 80	cambridgemichigan.org
CPE Cambridge Proficiency in English	Grade C	cambridgeenglish.org
CELT Comprehensive English Language Test	Minimum overall score of 60	cambridgeenglish.org
CLB Canadian Language Benchmarks	Minimum overall score of 7	language.ca

INTERNATIONAL STUDENT TUITION SCHEDULE

DIPLOMA PROGRAMS	TUITION	BOOKS	LENGTH
Accounting & Business Technician	$15,120	$1,450	52 weeks
Administrative Assistant	$12,555	$1,300	45 weeks
Business Administration	$20,555	$1,800	68 weeks
Computer Service Technician	$15,405	$850	51 weeks
Executive Office Assistant	$13,815	$1,400	48 weeks
Home Inspection	$17,060	$1,200	58 weeks
Marketing Coordinator	$20,465	$1,650	63 weeks
Medical Administrtive Assistant	$17,604	$1,600	61 weeks
Network Administrator	$25,860	$1,250	86 weeks
Office Administration	$18,990	$1,900	67 weeks
Payroll Supervisor	$21,290	$1,650	64 weeks
PC Support Specialist	$20,195	$1,350	70 weeks

the above listed tuition fees do not include a registration fee of $175.00 or student fees of $200.00

subject to change without prior notice

International Students, January 1, 2018

66) Application Forms

APPLICATION FOR ADMISSION

Academy of Learning
C A R E E R   C O L L E G E

1202A Quebec Avenue, Saskatoon, SK S7K 1V2
admissions@shaw.ca

You heard about us from: _____

Private Vocational Schools are registered with the Ministry of Advanced Education, which monitors and serves as a support to both the school and students. Enquires should be directed to:
Ministry of Advanced Education, Universities and Private Vocational Schools Branch
1120 – 2010 12th Avenue
Regina, SK S4P 0M3

PERSONAL CONTACT INFORMATION

Today's Date (mm/dd/yy): _____

Name: _____

Address: _____

City: _____

Province: _____

Postal Code: _____

Phone: _____

Email: _____

Education Level: _____

SIN #: _____

Birth Date (mm/dd/yy): _____

EMERGENCY CONTACT INFORMATION

Name: _____

Relationship: _____

Address: _____

City: _____

Province: _____

Postal Code: _____

Phone: _____

I understand that tuition fees do not include the cost of required textbooks, notebooks, and related supplies. These textbooks are purchased at Academy of Learning Career College on the first day of classes, each semester.

I wish to have my application considered, and, if accepted, I agree to abide by all terms and policies of the College, as outlined within the Student Handbook. I hereby submit a $175.00, non-refundable, registration fee. Please make cheques or money orders payable to **Academy of Learning Career College**.

Funded By: _____

Applicant: _____

School Official: _____

CONSENT FOR PERSONAL INFORMATION

1. I understand that to provide me with post-secondary education, the College will collect some personal information about me (e.g., full name, home telephone number, address, SIN, previous education, previous work history, academic marks, progress, attendance, etc.).

2. I have reviewed the College's Privacy Policy about the collection, use and disclosure of personal information, steps taken to protect the information and my right to review my personal information.

3. I understand that if my tuition and/or other educational costs are sponsored by a funding agency[4] the College will provide information about my progress and attendance to my funding agency.

4. I understand how the Privacy Policy applies to me. I have been given a chance to ask any questions I have about the Privacy Policy and they have been answered to my satisfaction.

5. I agree to the College collecting, using and disclosing personal information about me as set out here and in the College's Privacy Policy.

6. I understand that for the purposes of school spirit, the school may collect photographs of me participating in various school related events.

I have read all of the above statements; I understand them in their entirety and freely agree to the terms set within them.

_____   _____
              Signature   **Date**

_____

[4] Funding agencies my include but are not limited to: Gabriel Dumont Institute, Worker's Compensation Boards, Career And Employment Canada, Federal or Provincial Student Financial Assistance Branches, various Insurance Providers etc.

STUDENT HANDBOOK AND POLICIES

1. I have read the STUDENT HANDBOOK AND POLICES FOR ACADEMY OF LEARNING CAREER COLLEGE. I understand and agree to the policies outlined in the guidebook.
2. The undersigned does hereby release LaunchLife International Inc. and the College, their servants or agents of and from all causes of action, claims and demands whosoever which the undersigned ever had, now has, or hereafter can, shall or may have against LaunchLife International Inc. and the College by reason or in any way arising out of courses and/or associated simulations and labs. Moreover, the undersigned does hereby agree that LaunchLife International Inc. and the College shall not be liable for any injury, loss or damage howsoever occasioned.

PRACTICUM PLACEMENT POLICY

1. I understand that if my program qualifies for a practicum placement, my decision to apply for or to reject the offer of practicum placement, administered by Academy of Learning Career College, is due upon registration in my diploma. Further, I understand that the practicum fee must be a part of my tuition payment schedule upon registration and that this fee is non-refundable.

2. I understand that attendance, academic standing, performance and the manager's discretion will be taken into consideration before Academy of Learning Career College or Management will place me in a practicum pertaining to my Diploma.

I have read all of the above statements; I understand them in their entirety and freely agree to the terms set within them.

_____   _____
              Signature   **Date**

CANADA'S ANTI-SPAM LEGISLATION

1. I agree to, and consent to, being contacted by Academy of Learning Career College through the means of email or any other form of electronic communication(s).

2. I further agree and understand that unless I write and notify the College of my intention not to provide express consent[5], the College will assume implied consent[6] and may be free to contact me through the use of electronic communication(s).

I have read all of the above statements; I understand them in their entirety and freely agree to the terms set within them.

_____   _____
                Signature   **Date**

_____

[5] Express consent means that a person has clearly agreed (orally or in writing) to receive a commercial electronic message. It is not time-limited, unless the recipient withdraws his or her consent.
Government of Canada. (2014, June 30). FAQs - Canada's Anti-Spam Legislation. Retrieved July 14, 2014, from www.fightspam.gc.ca

[6] There are a few forms of implied consent, including:
Conspicuous publication
The information is published in plain sight, for example, on a website or in a trade magazine.
Disclosure
The information is given to you, for example, people give you their business card or address.
Existing business relationship
The person has made a transaction, an inquiry, an application or a written contract for the purchase of barter of products, goods or services.
Existing non-business relationship
The person is a member of your organization or has provided volunteer work, a donation or a gift.
Government of Canada. (2014, June 30). FAQs - Canada's Anti-Spam Legislation. Retrieved July 14, 2014, from www.fightspam.gc.ca
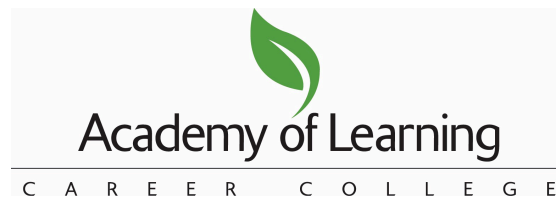
ADVERTISING AUTHORIZATION FORM

I, _____, give Academy of Learning Career College permission to use all or part of my comments and/or my photo for advertising/ marketing purposes. I understand there is no payment made to me.

_____
Name (Please Print)

_____   _____
             Signature   Date

Accounting and Business Technology

Diploma

Program Objective

The objective of this program is to provide the student with the opportunity to acquire knowledge of business concepts, as well as gain the necessary computerized accounting and office skills. This program provides graduates with the necessary skills to maintain complete sets of books, keep records of accounts, verify the procedures used for recording financial transactions, and provide personal bookkeeping services.

Program Notes

Tuition fees include all materials and student manuals. Financial assistance may be available to qualified students.

Graduation requirements:
Students must achieve a 75% average to obtain a diploma.

Career Opportunities

Careers in computerized accounting are continuously in high demand. Excellent opportunities exist for skilled persons in a variety of accounting related positions, including the role of accounting bookkeeper, across the public and private sectors.

Duties & Responsibilities
- Handles confidential budget information.
- Processes financial reports and memoranda.
- Deals with statistical and accounting data.
- Maintains files and records.
- Performs a wide range of office support functions.

Personal Attributes Required
- Self-motivated
- Aptitude for figures
- Enthusiastic
- Good interpersonal skills
- Detail-oriented

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instruction.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Part-time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evenings, or on weekends.

Competencies upon Completion

CORE COURSES*
- KEYBOARDING
  Minimum 25 words per minute
- BASIC COMPUTER CONCEPTS
  Introduction to Personal Computers
- OPERATING SYSTEMS
  Advanced level of proficiency in a Windows operating system
- SOFTWARE FUNDAMENTALS
  Basic level of proficiency using the Internet and Microsoft Access
  Advanced level of proficiency in Microsoft Word and Microsoft Excel
- COMPUTERIZED ACCOUNTING
  Proficiency in Simply Accounting, ACCPAC, and QuickBooks
- OFFICE SKILLS
  Completion of Basic Bookkeeping Levels 1 & 2 and Office Procedures Level 1

Administrative Assistant

Diploma

Program Objective

The Administrative Assistant diploma program introduces students to office administration and its many facets in the business world. This program provides graduates with the necessary skills to compile, verify, record, and process forms and documents, such as applications, agreements, and letters, in accordance with established procedures, guidelines, and schedules. Students will have the opportunity to learn today's most popular office software applications.

Program Notes

Tuition fees include all materials and student manuals. Financial assistance may be available for those who qualify.
Graduation requirements:
Students must achieve a 75% average to obtain a diploma.

Career Opportunities

Skilled Administrative Assistants are in great demand in both large corporations and small independent businesses. All employers in all industry sectors require staff that possess strong office and software-related skills to perform their administrative functions. Administrative Assistants may move into supervisory office positions as their careers progress.

Duties and Responsibilities

- Performing a variety of administrative and clerical functions
- Preparing reports
- Assisting with overall departmental functions

Required Skills and Personal Attributes

- Good command of English
- Good presentation skills
- Above-average word processing skills
- Ability to work independently
- Ability to meet deadlines
- Reliable
- Positive attitude

Method of Delivery

Integrated Learning™ System training facilitated by Academy of Learning College facilitators.

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.
An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.
Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Competencies upon Completion

CORE COURSES
- **Keyboarding**
  Minimum 40 words per minute (WPM)
- **Operating System**
  Basic level of proficiency in a Windows operating system
- **Word Processing**
  Advanced level of proficiency in Microsoft Word
- **Spreadsheets**
  Intermediate level of proficiency in Microsoft Excel
- **Database Management**
  Basic level of proficiency in Microsoft Access
- **Graphics/Presentation**
  Basic level of proficiency in Microsoft PowerPoint

Academy of Learning
C A R E E R   C O L L E G E

Business Administration

Diploma

Program Objective

The Business Administration Diploma is designed to prepare students for the demands of today's fast-paced business environment. Its objective is to expose students to a vast array of business knowledge, management and administration skills, and practical tools that will assist them in dealing with situations within a business-related career. Courses focus on professional skills required by today's employers, including knowledge of how businesses utilize technology, e-commerce, business correspondence, office procedures, project management, and employment success strategies.

This program provides students with:

- A solid foundation in basic principles of a business environment, including current computer applications, marketing, accounting and business law.
- An introduction to the most relevant aspects of business management and administration.
- Professional skills in high demand by employers. These skills include: team-work, communication, customer service, leadership, research and problem solving.
- A solid knowledge of business practices and principles. It also develops the student's ability to relate and apply this knowledge to current social and economic conditions.
- Proficiency in Microsoft Office Applications and accounting.

Please note that the focus of this program is to train individuals for entry-level support and/or management trainee positions. It will also provide the skills to progress into management-level careers, given the proper combination of skills, experience, and personal attributes.

Program Notes

Financial assistance may be available to qualified students.
Graduation requirements:
Students must achieve a 75% program average to earn a Business Administration Diploma.

Career Opportunities

This program provides the student with a range of business knowledge and skills, which cross several disciplines, resulting in a well-rounded and highly skilled employee.

Graduates of this program are prepared for a variety of entry-level administrative and management trainee positions in a broad range of employment settings, specializing in those areas of interest, experience, and greatest ability. Careers in accounting and finance, marketing, production and operations, human resources, and general administration are available to those students who possess the proper combination of business skills, experience, personal ability, and aptitude.

Admission Requirements

Grade 12 or equivalent or Mature Student Status.
Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Part-time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evening, or on weekends.

Duties & Responsibilities

Individuals working in a Business Administration career perform a wide range of administrative and support duties relating to the day-to-day operation of a business. Specific job duties vary with education and experience. Their duties may include:

- Administering, directing, and coordinating day-to-day business operations.
- Implementing efficient working processes, schedules, and procedures.
- Conducting research on the Internet.
- Preparing progress and other reports and analyses.
- Assigning and reviewing the work of clerks and administrative assistants.
- Integrating and managing database information for dissemination to staff and clients.
- Composing and providing information via the telephone, postal mail, and e-mail.
- Training staff in job duties and company policies.
- Operating/troubleshooting new office technologies.
- Supervising and evaluating departmental administrative staff.
- Providing information as required by law relating to ongoing business transactions.

Personal Attributes Required

To be successful in a Business Administration career, individuals must possess the ability to:

- Learn new skills and knowledge
- Formulate decisions and exercise good judgment
- Build working relationships to achieve goals
- Efficiently manage time and stress
- Work collaboratively and effectively as part of a team
- Recognize dynamics and politics of an organization
- Provide direction and remain objective
- Be self-motivated, energetic, confident, and creative
- Effectively communicate and use interpersonal skills
- Use good listening skills and be tactful
- Communicate verbally and in writing with people from all walks of life
- Employ creative problem-solving skills

Competencies upon Completion

CORE COURSES*

- KEYBOARDING
  Minimum 25 words per minute
- BASIC COMPUTER CONCEPTS
  Introduction to Personal Computers
- OPERATING SYSTEMS
  Basic level of proficiency in a Windows operating system
- SOFTWARE FUNDAMENTALS
  Basic level of proficiency using the Internet, Microsoft Outlook, Microsoft PowerPoint, and Microsoft Access
  Intermediate level of proficiency in Microsoft Word and Microsoft Excel
- OFFICE SKILLS
  Completion of Office Procedures Levels 1 & 2 and Basic Bookkeeping Levels 1 & 2
- BUSINESS SKILLS
  Completion of Grammar Essentials for Business Writing, Business Correspondence Levels 1 & 2, Business Math, Customer Service, Project Management Fundamentals, and Simply Accounting
- EMPLOYABILITY SKILLS
  Job Search and Résumé Writing, Thought Patterns for a Successful Career, and Employment Success Strategies
- OFFICE SIMULATIONS
  Complete one set of practical applications and drills

CORE BUSINESS SPECIALTY COURSES*

- BUSINESS SKILLS
  Business Essentials
  Business Economics
  Business Financial Management
  Marketing & Sales
  Human Resource Management
  Business Law & Ethics
  Business in the Electronic Age
  Business Administration Integrative Project

Academy of Learning
CAREER COLLEGE

Computer Service Technician

Diploma

Program Objective

This program is designed to prepare students for the CompTIA A+, Network+ and Server+ certifications.

The CompTIA A+ certification is highly recognized for excellence in hardware repair and maintenance, and operating system installation and support. The CompTIA Network+ certification assures the ability to install and maintain a network. In addition, the CompTIA Server+ certification is for technicians who are responsible for planning, installing, configuring, maintaining and troubleshooting complex server systems.

Program Notes

Graduation requirements:
Students must maintain a 75% program average to obtain a certificate.

Tuition fees include all materials and student manuals. Financial assistance may be available to qualified students.

Career Opportunities

Graduates of this program will find opportunities working as bench technicians for small to medium sized PC or electronics companies as well as large PC related manufacturing operations. They may also find positions in computer sales and service.

After some experience, they may wish to open their own computer repair service.

Duties & Responsibilities

- Provide technical skills relating to maintenance and repair of PC hardware.
- Understanding design and application of PC software and operating systems.

Personal Attributes Required

- A strong desire or aptitude for working with technology
- An aptitude for problem solving
- Good English reading skills

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instruction.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Part-time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evenings, or on weekends.

Competencies upon Completion

PREREQUISITE:
Completion of a current AOL Career Certificate or Diploma or equivalent within the last two years.

CORE COURSES*:

- OPERATING SYSTEMS
  Basic level of proficiency in MS-DOS
- PC TROUBLESHOOTING
  CompTIA A+ Certification: Essentials and CompTIA A+ Certification: Practical Application
- COMPUTER NETWORKING
  CompTIA Network+ and Server+
- COMPULSARY NON-CREDIT ACTIVITIES
  Hardware & Operating System Technologies Practical Simulation and Exam Preparation Labs

Note: Actual course selections may vary by campus and are made at the time of enrollment

Executive Office Assistant

Diploma

Program Objective

The Executive Office Assistant Diploma program prepares students to confidently enter the executive assistant field. This program provides graduates with the necessary skills to perform a variety of administrative duties in support of managerial and professional employers, while addressing the challenges of today's workplace. Each graduate will attain a sense of achievement while ensuring a successful career.

Program Notes

Tuition fees include all student manuals and course material. Financial assistance may be available to qualified students.

Graduation requirements:
Students must achieve a 75% average to obtain a diploma.

Career Opportunities

In the corporate environment, a skilled Executive Office Assistant can be an invaluable member of the management team. Opportunities and compensation are better than ever in this area. This type of position may lead into the management stream for those who perform well and possess the necessary skills.

Duties & Responsibilities

- Responsible to upper management for maintaining, editing, and processing reports, budgets and statistical research.
- Set up and maintain manual and computerized information filing systems.
- Arrange travel schedules, make reservations, and organize conferences.
- May supervise other secretarial or clerical staff.

Personal Attributes Required

- Good client/customer skills
- Good interpersonal skills
- Good organizational skills
- Meticulous attention to detail
- Self-motivated
- Ability to work independently
- Excellent communication skills

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instruction.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Part-time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evenings, or on weekends.

Competencies upon Completion

CORE COURSES*

- KEYBOARDING
  Minimum 55 words per minute
- BASIC COMPUTER CONCEPTS
  Introduction to Personal Computers
- OPERATING SYSTEMS
  Basic level of proficiency in a Windows operating system

Academy of Learning
CAREER COLLEGE

- SOFTWARE FUNDAMENTALS
  Basic level of proficiency using the Internet,
  Microsoft Outlook, and Microsoft PowerPoint
  Intermediate level of proficiency in Microsoft Excel
  Advanced level of proficiency in Microsoft Word
- EMPLOYABILITY SKILLS
  Job Search and Résumé Writing and Thought
  Patterns for a Successful Career
- OFFICE SKILLS
  Completion of Office Procedures Levels 1 & 2
- BUSINESS SKILLS
  Completion of Grammar Essentials for Business
  Writing, Business Correspondence Levels 1 & 2,
  Workplace Success/Intrapreneurship, and
  Customer Service
- OFFICE SIMULATIONS
  Complete one set of practical applications and drills

ELECTIVE COURSES*

Students must complete a maximum of 1.5 credits
from the following:

- OFFICE SKILLS
- DATABASE MANAGEMENT

*Note: Actual course selections may vary by campus
and are made at the time of enrollment.*

Home Inspection

Diploma

Program Objective

The Home Inspection Diploma is designed to introduce students to a vast array of practical and technical skills and tools, preparing them for a career in the home inspection industry. This program provides training that links with the professional standards of the Canadian Association of Home and Property Inspectors (CAHPI) and the American Society of Home Inspectors (ASHI).

This diploma program provides students with:

- Knowledge of roof inspections focusing on system performance, safety concerns, and conformity with good construction practice
- Comprehension of the structural components of a residential dwelling
- The ability to inspect installed heating equipment as well as identify the energy source, type, material, condition, and any safety concerns related to this equipment
- Knowledge of cooling systems' typical defects and how to apply correct inspection techniques
- Awareness of the interior water supply and distribution systems
- The ability to inspect all aspects of a dwelling's exterior
- The knowledge to build an independent business
- The ability to create, write, and deliver reports
- The ability to address and effectively resolve disputes
- Basic proficiency in Microsoft Word, Excel, and Outlook

Program Notes

Financial assistance may be available for those who qualify.

Students must achieve a 75% program average to earn the Home Inspection Diploma.

Familiarity with construction, engineering, architecture, or property management may be advantageous, but it is not a requirement.

Method of Delivery

Combination of:
- Integrated Learning™ System training facilitated by Academy of Learning College facilitators
- Self-directed training supported by instructors via e-mail or telephone

Career Opportunities

Home Inspection is a fast growing profession. The home inspector takes part in multiple tasks, including the examination and the preparation of a technical report regarding the physical condition of a home.

Graduates of this program will be prepared to work in either the private or public sector of the home inspection industry, as well as have an opportunity to become self-employed.

Duties and Responsibilities

Individuals working in the home inspection industry perform a wide variety of duties to help home buyers. Their duties may include:

- Ensuring public health and safety regulations are met
- Identifying common problems related to cooling and heat pump systems
- Inspecting residential dwellings, including the interior water supply and distribution systems
- Identifying any issues, including the material, condition, and safety concerns, relating to the exterior and interior of a home
- Complying with the applicable laws and regulations, contracts, and business practices related to home inspection

Required Skills and Personal Attributes

To be successful in the home inspection field, individuals should possess:

- Patience and organizational skills
- Strong observational skills
- Strong analytical skills
- An eye for detail
- Good hand-eye coordination
- The physical ability to get into crawl spaces, into attics, and onto roofs
- An ability to communicate effectively and professionally both orally and in writing
- The ability to work well alone
- Research and investigative skills
- Basic computer skills

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Competencies upon Completion

CORE COURSES

- **Keyboarding**
  Minimum 25 words per minute (WPM)
- **Operating Systems**
  Basic level of proficiency in a Windows operating system
- **Word Processing**
  Basic level of proficiency in Microsoft Word
- **Spreadsheet**
  Basic level of proficiency in Microsoft Excel
- **Office Skills**
  Basic Bookkeeping Level 1, basic level of proficiency in Microsoft Outlook, and Personal Computer Fundamentals for End Users
- **Business Skills**
  Grammar Essentials for Business Writing and Customer Service

- **Accounting**
  Sage 50 Premium Accounting
- **Home Inspection & Maintenance**
  Roofing Inspection, Structure Inspection, Electrical Inspection, Heating Inspection 1, Heating Inspection 2, Air Conditioning and Heat Pumps, Plumbing Inspection, Exterior Inspection, Interior and Insulation Inspection, Communication and Professional Practice, and Building Your Home Inspection Business

Marketing Coordinator

Diploma

Program Objective

The Marketing Coordinator Diploma is designed to prepare students for entry-level marketing support positions relating to a variety of integrated marketing and communication activities. Its objective is to expose students to a broad range of marketing knowledge and processes, administration skills, and practical tools that will assist them in dealing with situations within a marketing related career. The program will provide the skills to progress into manager-level careers, given the proper combination of skills, experience, personal attributes, and additional training.

This program provides students with:

- Leading-edge marketing skills and current course curriculum relevant to today's businesses in Canada, and in some cases, internationally.
- An introduction to the most relevant aspects of marketing support and administration.
- Professional skills in high demand by employers. These skills include: team-work, communication, customer service, leadership, research and problem solving.
- A solid knowledge of marketing practices and principles. It also develops the student's ability to relate and apply this knowledge to the many facets of marketing.
- Proficiency in Microsoft Office Applications and graphics.

Program Notes

Financial assistance may be available to qualified students.

Graduation requirements:
Students must achieve a 75% program average to earn a Marketing Coordinator Diploma.

Career Opportunities

This program provides the student with a range of marketing knowledge and skills, which prepare them for many aspects of marketing.

Graduates of this program are prepared for entry-level marketing support, and administrative positions in a variety of industries, specializing in those areas of greatest interest, experience, and ability. Careers in marketing communications, such as marketing, advertising, direct marketing, public relations, and market research are available to those students who possess the proper combination of marketing skills, experience, personal ability, and aptitude. Careers that correspond with the skills learned in this program include:

- Marketing & Events Coordinator
- Sales & Marketing Coordinator
- Direct Marketing Coordinator

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Part-time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evening, or on weekends.

Duties & Responsibilities

Individuals working in a Marketing Coordinator career perform a wide range of marketing support and administrative duties relating to the day-to-day operation of a marketing department. Specific job duties vary with education and experience, and may include:

- Assist Marketing Manager to coordinate a wide range of integrated marketing and communication activities.
- Interface and build relationships with counterparts at marketing suppliers.
- Coordinate production of various marketing communications.
- Desktop publishing, developing and maintaining sales collateral and proposals, rate cards, brochures, newsletters, and other marketing materials.
- Oversee the execution/production of marketing materials.
- Execute a variety of details involving direct mail, outbound calls, mass email broadcast campaigns, marketing events and trade shows, public relations, promotions, customer communications, media advertisements, and other marketing tactics.
- Track campaigns, prepare post campaign performance analysis reports and make recommendations for corrective changes to concurrent programs.

Personal Attributes Required

To be successful in a Marketing Coordinator career, individuals must possess the ability to:

- Learn new skills and knowledge
- Formulate decisions and exercise good judgment
- Build working relationships to achieve goals
- Efficiently manage time and stress
- Work collaboratively and effectively as part of a team
- Recognize dynamics and politics of an organization
- Be self-motivated, energetic, confident, and creative
- Effectively communicate and use interpersonal skills
- Use good listening skills and be tactful
- Communicate verbally and in writing with people from all walks of life

Competencies upon Completion

CORE BUSINESS & COMPUTER COURSES*

- BASIC COMPUTER CONCEPTS
  Introduction to Keyboarding, Keyboard Skill Building Level 1, and Introduction to PCs
- OPERATING SYSTEMS
  Basic level of proficiency in Windows
- SOFTWARE FUNDAMENTALS
  Basic level of proficiency using the Internet, Microsoft Outlook, and Microsoft Access
  Intermediate level of proficiency in Microsoft Word, Microsoft Excel and Microsoft PowerPoint
- OFFICE SKILLS
  Completion of Office Procedures Levels 1 & 2
- BUSINESS SKILLS
  Completion of Grammar Essentials for Business Writing, Business Correspondence Levels 1 & 2, Business Math, Customer Service, Project Management Fundamentals, and Microsoft Project Level 1
- GRAPHICS SKILLS
  Proficiency in Microsoft Publisher, Adobe Photoshop, and Adobe Illustrator
- EMPLOYABILITY SKILLS
  Job Search and Résumé Writing, Thought Patterns for a Successful Career, and Employment Success Strategies

CORE BUSINESS/MARKETING SPECIALTY COURSES*

- BUSINESS SKILLS
  Business Essentials, Marketing & Sales, Marketing Administration, Business in the Electronic Age, and Business Presentations

ELECTIVE COURSES*

Students must complete a maximum of 3 credits from the following:

- KEYBOARDING
- OFFICE SKILLS
- WORD PROCESSING
- ACCOUNTING
- BUSINESS SKILLS
- WEB DESIGN

Note: Actual course selections may vary by campus and are made at the time of enrollment.

Academy of Learning
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Medical Administrative Assistant

Diploma

Program Objective

The goal of this program is to provide students with an in-depth knowledge of office procedures, communications, word processing, terminology and medical billing.

Graduates of this program will find that they are an integral part of the medical community and assist the healthcare team by building trust, and creating a safe environment for patients and their families while performing a variety of duties.

Program Notes

Tuition fees include all materials and student manuals. Financial assistance may be available for those who qualify.

Graduation requirements:
Students must achieve a 75% average to obtain a diploma.

Career Opportunities

Medical Administrative Assistants work in doctors' offices, hospitals, medical clinics, pharmaceutical companies, government health agencies and a variety of other medical office settings. They are integral members of the health care delivery team and perform many administrative and some basic clinical procedures. Typical Job Titles include Medical Office Assistant, Medical Secretary, Medical Billing Clerk/Secretary, Medical Office Administrator, Medical Receptionist, Clinical Assistant, Ward Secretary and Booking Clerk.

Duties and Responsibilities

- Co-operates with all members of the health team.
- Promotes safety and works in a safe manner.
- Practices universal precautions and maintains a clean working environment.
- Schedules and confirms medical appointments and receives and communicates messages for doctors and patients.
- Types medical records, reports, case histories and correspondence from handwritten notes, and machine dictation.
- Interviews patients to complete forms, documents and case histories
- Completes insurance and other claim forms
- Initiates and maintains confidential medical files and records
- Prepares financial statements and handles billing procedures
- Orders supplies and maintains inventory
- Performs other general office work
- Plans and initiates procedural set ups including those required for patient preparation and maintenance for supplies and equipment
- Performs simple diagnostic procedures as required (vital signs, collection of specimens)

Required Skills and Personal Attributes

Attributes of a successful Medical Administrative Assistant include knowledge of doctors' general office procedures, dicta typing and proficiency in medical terminology, good written and verbal communication skills, strong word processing skills, ability to multi-task and prioritize, good organizational skills, pleasant professional telephone manner, medical billing knowledge, dependable, flexible and able to maintain confidential information, excellent interpersonal skills and being a team player.

Method of Delivery

Integrated Learning™ System training facilitated by Academy of Learning College facilitators.

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Competencies upon Completion

CORE COURSES

- **Keyboarding**
  Minimum 55 words per minute (WPM)
- **Operating System**
  Advanced level of proficiency in a Windows operating system
- **Word Processing**
  Advanced level of proficiency in Microsoft Word
- **Spreadsheets**
  Intermediate level of proficiency in Microsoft Excel
- **Database Management**
  Advanced level of proficiency in Microsoft Access
- **Office Skills**
  Office Procedures Level 1, Internet Fundamentals, Personal Computer Fundamentals for End Users, Basic level of proficiency in Microsoft Outlook, and Basic Bookkeeping Level 1 and Level 2
- **Business Skills**
  Customer Service, Business Correspondence Level 1, and Grammar Essentials for Business Writing
- **Help Desk & Call Centre Skills**
  Telephone Communication Skills
- **Healthcare**
  Introduction to Medical Terminology, Medical Transcription, Medical Office Procedures, and EHR, Billing and Coding
- **Simulations & Drills**
  Medical Receptionist Practical Simulations, Practical Applications in Medical Billing
- **Job Readiness/Employability Skills**
  Job Search & Résumé Writing and Thought Patterns for a Successful Career

Network Administrator

Diploma

Program Objective

This program provides students with the necessary skill and knowledge to plan, install, and provide routine control over and manage exceptional situations in relation to quality communications network services in an information system. It provides in-depth knowledge on evaluating communications hardware, software and transmission service alternatives against changing business requirements; maintaining links with network suppliers; monitoring network performance; providing support for systems; localizing and rectifying faults in networks and handling non-routine user/customer problems; and providing expertise and practical assistance in delivering service that complies with statutory and other standards, as well as strategic and tactical plans.

Program Notes

Financial assistance may be available to qualified students.

Graduation requirements:
Students must achieve a 75% average to obtain a diploma.

Career Opportunities

Recent studies indicate that strong growth in IT jobs, especially for skilled Computer and Network Operators, are expected over the next few years. Careers that correspond with the skills learned in this program include:

- Hardware Installation Coordinator
- Network Administrator
- Network Support Technician
- Network Operator
- Local Area Network (LAN) Administrator
- Local Area Network (LAN) Technician

Duties & Responsibilities

Network Administrators provide day-to-day onsite administrative support for software users in a variety of work environments, including professional offices, small businesses, government, and corporations. Their duties may include:

- Maintaining, troubleshooting, and administering the use of local area networks (LANs), wide area networks (WANs), hardware, software and related computer equipment.
- Monitoring and implementing network activities.
- Designing and configuring networks, recommending purchases of application servers, peripherals, and software.
- Evaluating and installing computer hardware, networking software, and operating system software.
- Providing problem-solving services to network users.
- Performing data backups and disaster recovery operations.

Personal Attributes Required
- Technical/functional skills and aptitude
- Software and hardware troubleshooting skills
- Problem solving skills
- Ability to be innovative and creative
- Business and management skills
- Personal/interpersonal skills
- Time management skills
- Ability to work in a team environment as well as independently
- Embraces change and new technology
- Excellent communication and organizational skills
- Self-motivated
- Good customer skills
- Ability to multi-task and work effectively despite possible time constraints
- Experience in the IT industry

Academy of Learning
CAREER COLLEGE

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Part-time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evening, or on weekends.

Competencies upon Completion

CORE COURSES*

- KEYBOARDING
  Minimum 25 words per minute
- OPERATING SYSTEMS
  Basic level of proficiency in MS-DOS and an advanced level of proficiency in a Windows operating system
- SOFTWARE FUNDAMENTALS
  Basic level of proficiency using the Internet, Microsoft Word, Microsoft Excel, Microsoft Access, and Microsoft Outlook
- EMPLOYABILITY SKILLS
  Job Search and Résumé Writing and Thought Patterns for a Successful Career
- BUSINESS SKILLS
  Completion of Customer Service, Business Correspondence Level 1, and Project Management Fundamentals
- PC TROUBLESHOOTING
  CompTIA A+ Certification: Essentials and CompTIA A+ Certification: IT Technician
- COMPUTER NETWORKING
  Network+/Server+ and Security+
- MICROSOFT CERTIFICATION PREPARATION
  Microsoft Windows Server 2003 Environment Management and Maintenance
  Microsoft Windows Server 2003 Network Services Management
  Microsoft Windows XP Professional Administration and Maintenance

- OFFICE SIMULATIONS
  Complete three sets of practical applications and drills
- COMPULSORY NON-CREDIT ACTIVITIES
  Hardware and Operating System Technologies Practical Simulation

Note: Actual course selections may vary by campus and are made at the time of enrollment.

Office Administration

Diploma

Program Objective

This program prepares students to join the work force at a skilled level. Skilled Office Administration Specialists are better prepared to advance to their chosen career areas in today's business environment. Each student graduates with a sense of achievement, ensuring the beginning of a successful career.

Program Notes

Tuition fees include all materials and student manuals. Financial assistance may be available to qualified students.
Graduation requirements:
Students must achieve a 75% program average to obtain a diploma.

Career Opportunities

Skilled Office Administration Specialists are an integral part of today's business office. Opportunities for advancement are better than ever in this area, especially for those students who show initiative and are prepared to increase their knowledge of computer applications.

Duties & Responsibilities

- Requires an understanding of various software applications.
- Ability to supervise and perform a wide variety of office related duties.

Personal Attributes Required

- Self-motivated
- Dependable
- Cooperative
- Excellent communication skills
- Professional
- Good interpersonal skills

Admission Requirements

Grade 12 or equivalent or Mature Student Status.
Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.
An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.
Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.
Part-time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evenings, or on weekends.

Competencies upon Completion

CORE COURSES*

- KEYBOARDING
  Minimum 40 words per minute
- BASIC COMPUTER CONCEPTS
  Introduction to Personal Computers
- OPERATING SYSTEMS
  Advanced level of proficiency in a Windows operating system
- SOFTWARE FUNDAMENTALS
  Basic level of proficiency using the Internet
  Intermediate level of proficiency in Microsoft Outlook, Microsoft Access, and Microsoft PowerPoint
  Advanced level of proficiency in Microsoft Word and Microsoft Excel
- OFFICE SKILLS
  Completion of Basic Bookkeeping Levels 1 & 2 and Office Procedures Levels 1 & 2

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- BUSINESS SKILLS
  Completion of Business Correspondence Levels 1 & 2, Grammar Essentials for Business Writing, Business Math, Business Planning, Management Fundamentals, Customer Service, and Microsoft Publisher OR Microsoft Project Level 1
- COMPUTERIZED ACCOUNTING
  Completion of Simply Accounting
- OFFICE SIMULATIONS
  Complete four sets of practical applications and drills
- EMPLOYABILITY SKILLS
  Job Search and Résumé Writing and Thought Patterns for a Successful Career

Note: Actual course selections may vary by campus and are made at the time of enrollment.

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Payroll Supervisor

Diploma

Program Objective

Anyone planning to enter the payroll field must have good computer skills and be familiar with automated payroll systems. This program provides students with the necessary skills and knowledge required to provide supervision in the payroll department. The student will become familiar with basic payroll practices and procedures, as well as the more complex aspects of payroll. This prepares the student to apply to the CPA for both Payroll Administrator and Payroll Supervisor certification. In addition to accounting and payroll expertise, students gain skills and experience in business correspondence, office procedures, management fundamentals, and performing a job search.

Program Notes

Financial assistance may be available to qualified students.

Graduation requirements: Successful completion of the Diploma requires passing the CPA course (65%) and associated final exam (65%) for the following courses: Payroll Compliance Legislation, Payroll Fundamentals 1 and Payroll Fundamentals 2.

Students must also achieve a 75% program average to obtain a diploma.

Method of Delivery

Combination of:

- Integrated Learning™ System training facilitated by Academy of Learning College facilitators.
- Online training supported by online instructors.
- Instructor-led training.

Career Opportunities

Payroll supervisors are employed by banks and other financial institutions, insurance companies, and other establishments throughout the private and public sectors. Careers that correspond with the skills learned in this program include:

- Payroll Supervisor
- Accounting Supervisor
- Bookkeeping Supervisor

Duties and Responsibilities

Payroll Supervisors supervise and coordinate the activities of accounting and payroll clerks and administrators. Their duties may include:

- Implementing efficient working processes
- Coordinating, assigning, and reviewing the work of clerks and administrators
- Examining and verifying accuracy of work
- Authorizing routine payments, credits, deposits and withdrawals
- Establishing work schedules and procedures
- Preparing and submitting progress and other reports
- Identifying training needs
- Training clerks in job duties and company policies
- Requisitioning supplies and materials
- Supervising and training staff in payroll processing
- Supervising preparation of year-end accruals for payroll
- Providing payroll information as requested by federal, provincial and municipal laws
- Assisting with preparation of the annual budget
- Interpreting laws, ordinances, regulations, contract provisions and procedures related to payroll processing
- Preparing reports and analyses of payroll expenditures
- Notifying Human Resources of employee eligibility for and enrollment in retirement systems
- Evaluating permanent payroll department staff

Admission Requirements

Grade 12 or equivalent or Mature Student Status. Courses are open to any applicant who possesses a good command of the English language and is able to follow instruction.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Part-time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evenings, or on weekends.

Personal Attributes Required

- Ability to learn new skills and knowledge
- Ability to formulate logical decisions
- Ability to build working relationships to achieve goals
- Ability to effectively manage time and stress
- Ability to work collaboratively
- Ability to be self-motivated
- Effective communication and interpersonal skills
- Ability to provide direction

Competencies upon Completion

CORE COURSES

- **Keyboarding**
  Minimum 25 words per minute.
- **Basic Computer Concepts**
  Introduction to personal computers
- **Operating Systems**
  Basic level of proficiency in a Windows operating system.
- **Software Fundamentals**
  Basic level of proficiency using the Internet and Microsoft Outlook
  Intermediate level of proficiency in Microsoft Word, Microsoft Excel, and Microsoft Access
- **CPA Certification**
  Completion of Payroll Compliance Legislation and Payroll Fundamentals 1 and 2.
- **Business Skills**
  Completion of Business Correspondence Levels 1 and 2, and Simply Accounting or QuickBooks and Business Math.

- **Office Skills**
  Completion of Office Procedures Levels 1 and 2, Basic Bookkeeping Levels 1 and 2, Punctuation and Writing Skills, Customer Service and Management Fundamentals.
- **Employability Skills**
  Completion of Job Search and Résumé Writing, Employment Success Strategies and Thought Patterns for a Successful Career or Workplace Success/Intrapreneurship.

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PC Support Specialist

Diploma

Program Objective

This program prepares students to deal with the problems they may encounter when supporting Personal Computers in an office environment. It provides in-depth knowledge of both computer hardware and software, and prepares students to take the CompTIA A+, Network+, and Server+ certification exams. Students will have practical hands-on experience in trouble shooting computer problems and assembling a computer.

Successful students may choose to progress to advanced qualifications such as MCSA and MCSE, which are in high demand.

Program Notes

Tuition fees include student manuals and all other course material. Financial assistance may be available to qualified students.

Graduation requirements:
Students must achieve a 75% average to obtain a diploma.

Career Opportunities

Skilled PC Support Specialists are in high demand in today's highly skilled environment. Virtually all organizations with multiple computers require the skills of PC Support Specialists, which can become invaluable members of a management team.

Duties & Responsibilities

- Providing technical support to end users within small to medium sized offices.
- Troubleshooting hardware and software problems.
- Replacing and installing new computer hardware.
- Keep up-to-date on new trends in personal computing.
- Support all aspects of computer software applications and operating systems.

Personal Attributes Required

- Technical aptitude
- Good interpersonal and communication skills
- Excellent problem-solving skills
- Self-motivated
- Good customer skills
- Able to work independently

Admission Requirements

Grade 12 or equivalent or Mature Student Status.

Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.

An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.

Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them.

Part-time students may set their own schedules to a minimum of two training sessions per week. These times may be scheduled during the day, evenings, or on weekends.

Competencies upon Completion

CORE COURSES*

- KEYBOARDING
  Minimum 25 words per minute
- BASIC COMPUTER CONCEPTS
  Introduction to Personal Computers
- OPERATING SYSTEMS
  Basic level of proficiency in MS-DOS and an advanced level of proficiency in a Windows operating system

- BUSINESS SKILLS
  Completion of Customer Service, Grammar Essentials for Business Writing, Business Correspondence Level 1, and Workplace Success/Intrapreneurship OR Project Management Fundamentals
- SOFTWARE FUNDAMENTALS
  Basic level of proficiency using the Internet and Microsoft PowerPoint
  Intermediate level of proficiency in Microsoft Word, Microsoft Excel, Microsoft Outlook, and Microsoft Access
- GRAPHICS/PRESENTATION
  Completion of Microsoft Publisher
- EMPLOYABILITY SKILLS
  Job Search and Résumé Writing and Thought Patterns for a Successful Career
- PC TROUBLESHOOTING
  CompTIA A+ Certification: Essentials and CompTIA A+ Certification: IT Technician
- COMPUTER NETWORKING
  Network+/Server+
- COMPULSORY NON-CREDIT ACTIVITIES
  Hardware and Operating Systems Technologies Practical Simulation
- OFFICE SIMULATIONS
  Complete one set of practical applications and drills

Note: Actual course selections may vary by campus and are made at the time of enrollment.

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