



Academy of Learning

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

# STUDENT HANDBOOK

## Policies, Procedures and Helpful Tips



# Congratulations and Welcome to the Academy of Learning® Career College

Thank you for choosing Academy of Learning Career College for your training needs. We will strive to ensure that all your training needs are met.

This handbook is designed to help make your time with us rewarding and productive. It is important that you read and understand this handbook. It contains important information about your college policies and student rules and regulations. \*

If you have any questions about the information contained in this handbook, please see one of our staff.

Remember, we are committed to your success in your new career. We look forward to working with you and wish you success in your academic and career endeavors.

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

## **Campus Director: Alda Messiah**

*\*These policies and procedures are subject to change without notice. Such changes will be brought to the attention of students as they may arise. You may check with the Admissions Office for the most current copy.*

*Date of last revision: August 19th, 2021*

## **Our Mission**

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

## **Our Promises**

We will:

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

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# Our Training Philosophy

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You will find when you begin your classes that the people who make up the student body come from a wide range of backgrounds. Each person brings a life experience that can and should be shared.

Your time at AOLCC will help you make the transition from your high school days, your homemaking days or your past job experiences to a new career. By the time you graduate, you will have acquired the technical skills and work habits that are required for employment success.

Our programs are designed not only to develop technical skills but also to develop the qualities that employers want, initiative, discipline, the ability to solve problems and to be able to work independently. For this reason, we intentionally create and foster an office-like environment in our classroom. Consequently, our codes of conduct, policies and regulations have been developed with the "employer-employee" relationship in mind.

In addition to the qualities listed above, employers want employees with great attitudes. Attitudes cannot be taught; they can only be refined. It is for this reason that we place much of the responsibility for your progress squarely on you.



# Government Registration, Licencing, and Trademarks

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Each Academy of Learning® Career College is registered and approved by the appropriate government body in the province in which it operates. In British Columbia, the [Private Training Institutions Branch \(PTIB\)](#) of the Ministry of Advanced Education maintains the bylaw and regulations. Programs are not offered until appropriate approvals have been granted by PTIB and any governing body if required.

Each college is independently owned and operated and is an authorized user of our trademarks. In order to offer programs and use our trademarks, each college must meet and maintain the *Academy of Learning® Career College – Franchisor Office Standards of Operation*.

## Academic Policies

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### Admissions Requirements

To qualify for admission into any diploma or certificate course or program, all applicants must attend an initial interview and receive a positive recommendation from the Campus Admissions Department.

The minimum admission requirements are:

- An understanding of the English language. See the [English Proficiency Section](#).
- Grade 12 diploma or equivalent. Applicants must provide proof prior to enrolling. OR
- Passing grade on the entrance exam if a mature student, 19 years of age or older and having been out of high school for a minimum of one year. Proof of age is required. This entrance exam also applies to residents who are unable to obtain a copy of their high school diploma or transcript, or do not qualify under the international admission of requirements list of countries and certificates. The minimum passing grade for this examination is 75 %.

- Can work with an individualized learning system and be able to follow instruction.
- Applicants for more specialized programs such as the HealthCare, Community Support Worker, Addictions Worker, and IT programs will be further evaluated on specific criteria and testing related to individual program requirements, and pre-requisites.

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

### *Medical Office Assistant Diploma*

#### *Medical Office Assistant Diploma with Unit Clerk*

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

### *Community Service Worker and Addition Worker Diploma*

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

### *Computer Service Technician Diploma*

#### *Network Administrator Diploma*

#### *PC Support Specialist Diploma*

#### *Web Design Diploma*

#### *Graphic Design Diploma*

#### *Software and Web Developer Diploma*

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

### *Help Desk Support Analyst Diploma*

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

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

Applicants, who are not suitable, do not meet the entrance requirements, or who decide to pursue other training options may be referred to other resources or to an alternate training institution. If an applicant fails to meet Academy of Learning® Career College's admissions requirements, they may not be enrolled at Academy of Learning® Career College based on the Admissions Policy being waived.

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

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

## Financial Aid

Some students may be eligible for funding from Student Aid BC, WorkBC, or organizations for people with disabilities. As well, many banks offer students lines of credit. The admissions department can provide you with more information.

# International Students

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

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

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

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

# English Proficiency

All courses provided by Academy of Learning® Career College require an understanding of the English language. We are interested in your success at AOLCC, so English upgrading opportunities may be recommended before beginning your program.

## Work Experience/Field Placement

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

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

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

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

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

To participate in a clinical placement is a privilege for a student and there are expectations that appropriate work ethics will always be displayed. Final grading of the work experience is based on the final evaluation by the Host, and is rated as "Pass", "Fail" or "Honours".

## Academic Exemption (Credit for Prior Learning – CPL)

A former student of Academy of Learning® Career College may be able to have credits from a previous course or program they have completed within the last 24 months applied to a new program. All qualified credits will be utilized in shortening the program and the tuition fees accordingly. These credits from a previous program will appear on the new transcript.

CPL may also be granted from other previous and related education, training, and/or work experience. Transcripts, related course outlines, employment portfolios or resumes must be submitted for individual assessment and review, during the admission process. These marks will also appear on the student's Academy of Learning® Career College transcript.

*Note: If the document(s) provided does not contain a grade/percentage, or the level of proficiency cannot be determined, a passing mark of 75% will be given to the course(s) granted CPL. This review is at the sole discretion of the college.*

The prospect student may also complete challenge examinations, which indicate acceptable levels of proficiency in specific skill areas. A charge will be applied for these examinations and a score of 75% or greater must be achieved to be considered for the credit. Challenge marks do appear on the student's Academy transcript. No textbooks, workbooks, or notes are issued for courses that were challenged.

Students wishing to enroll in the advanced level of a specific course within a career program must first write the test for the basic level. If the student achieves a passing mark of 75% or more, they may begin the next level of that course. Should the student not achieve a passing grade

(75%) on the challenge exam, the course will have to be taken and the regular price.

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

Requests for challenge exams and/or any discussion regarding academic exemption must be arranged and concluded prior to starting classes.

Approval for CPL is mandatory prior to the Diploma or Certificate being awarded.

Please discuss this with an Academy of Learning® Career College admissions representative for details.

## Academic Probation

Most diploma programs require a 75% overall mark to graduate.

- Different programs may have different passing mark requirements. Please speak to your Learning Coach for course minimums for your program.

A student may be placed on academic probation if their cumulative average falls below the standard minimum of 75% or there is evidence of excessive lateness or problematic attendance.

While on probation, a student must show furthered commitment and effort towards their studies and attendance. Students on probation are expected to achieve a minimum grade of 75% for the duration of their probationary period and/or show significant improvement in attendance.

At the end of the probationary period, the student's performance or attendance will be reviewed. If the probationary requirements have been met, the student will be removed from active probation.

If the student does not meet the probationary requirements, the probationary period may not be extended, and the student withdrawn from the program.

A student wishing to appeal the determination must do so in writing explaining why the student deserves further consideration.

*Note: we always recommend seeking advice from your Learning Coach or other staff member when you are having trouble. It is much easier to assist right away and not let the issue(s) become overwhelming.*

## Mitigating Circumstances

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

## Attendance Policy

The Academy of Learning® Career College's flexibility allows you to work at your own pace. You may select the hours of attendance that suit your circumstances, but this is subject to workstation availability and within the college's hours of operation. The minimum weekly hours you wish to attend is considered and agreed to at the time of enrollment. However, this is subject to the program's registration as set out by the ministry and your funding source. You may put in additional hours before your end dates providing arrangements have been made to reserve a workstation for this purpose.



No refund of tuition will be given for occasional absences from classes. The student is obligated to complete the program of study within the time frame determined as the end date and the college's guidelines for completing individual courses. During the term of the contract, a student's progress is evaluated, and changes may be considered and recommended to adjust for the pace of the student, and his or her attendance and progress requirements.

Regular attendance is not only a good habit, it is also important in terms of your professional growth. In addition, there is often a direct relationship between regular attendance and academic success. A permanent record of your attendance will be kept.

Please give as much advance notice as you can, if you are unable to attend class. You may be placed on probation or dismissed if there is a record of excessive absenteeism. If you are receiving financial aid, please see the [Student Aid BC Loan Requirements section](#), and [Other Funding Sources section](#) for specific details regarding their attendance requirements. We encourage you to clarify any questions with the Admissions Representative at your campus.

## Attendance Records

Each day you attend the college, when you come in and when you leave for the day, you must record your attendance on the school's *attendance computer* located near the reception. You will be shown how to log in and log out on your first day of class. As these records are confidential, you must not share your user identity and password with anyone. For accuracy, please ensure you are assigning your time in class to the course(s) you are working on.

Students found to be logging in for or by another student in the attendance computer will be subject to the following for BOTH students;

- Receive a verbal warning
- Receive a written warning which will outline future consequences for repeat offenses and be put on Academic Probation
- Be dismissed for subsequent offenses

The attendance records are required for reporting purposes. Please note these records are part of your permanent file and are subject to audit by the government, sponsoring agencies or their designated agents.

## Breaks

Students must treat their training as they would an employment situation. As in any job, you are required to "watch the clock" when you take lunch or coffee breaks. A 15-minute, mid-morning or midafternoon coffee break is usually given at work, so get used to this now and ensure you return to class promptly. If a student requires an extended break, he/she must obtain permission from the Learning Coach or Instructor and *must log out* when leaving and log in upon returning to class. If a student fails to notify the college staff, the Learning Coaches or Instructors have the authority to log you out from the attendance computer, or deduct time from your daily attendance, to ensure the accuracy of your attendance records.

## Hours of Attendance

Class hours for Learning Coach or Instructor-led classes will be at the sole discretion of the college. You will be required to attend the classes according to the timetable set by the college. Students are responsible for making up the time they miss, and for arranging to collect any

handouts or notes. If you have questions about the hours of operation at your campus, simply ask a Learning Coach.

A student may be placed on probation if the college believes the student has abused any part of the attendance policy. If the problem(s) persists after being placed on probation, a student may be dismissed. A student will be given every chance to remedy his/her situation. A verbal warning and a written warning will be issued before a student is dismissed for a violation of the attendance policy. Please refer to the complete DISMISSAL/EXPULSION POLICY beginning on Page 19 of this handbook.

### Student Commitment

All students are required to demonstrate a commitment to their studies and to progress at a satisfactory rate. There are minimum standards which all students must meet:

- Meet your minimum weekly hours;
- Complete all assignments, projects, and homework;
- Submit all quizzes, tests, mid-terms and final exams on time;
- Obtain a minimum of 60% in each course; Note: The minimum mark may vary by program.
- Maintain a minimum overall average of 75% in a registered diploma program or registered certificate program; Note: Marks may vary by registered diploma program or registered certificate program
- Obtain a minimum mark of 75% on each individual certificate course.

You can demonstrate commitment in your studies by:

- Attending all scheduled classes;
- Coming to class on time;

- Being prepared (*homework or reading may be required depending on the program*);
- Being an active student, by listening, doing and completing each task assigned;
- Working on assigned work during class time;
- Participating actively (with a good attitude) in labs, classes and clinical placements;
- Remaining in class for the full, scheduled time each day;
- Seeking help when you need it (e.g. academic, financial and budgeting advice and career guidance); Remaining in good academic standing.

These are just a few examples. Should you have any concerns about whether you are meeting your obligations, speak to your Learning Coach, Instructor, or director of the college.

## Student Aid BC Loan Requirements

To stay eligible for Student Aid BC loans or grants, you must attend school full-time\* for the entire study period for which you have received funding.

*\*Full-time is at least 60% of the full course load (40% for students with permanent disabilities) for at least 12 consecutive weeks. At AOLCC, it translates to minimum weekly hours of 20, or more, varies by programs.*

If you stop attending classes, drop below your required course load, or fail to maintain the minimum number of weekly instructional hours for workshops/clinical placements for your entire study period, but you do

not formally withdraw from school, you may still be considered withdrawn for student assistance purposes.

You will be considered withdrawn if:

- You miss two consecutive weeks or 10 instructional days of study (no attendance), or
- You drop below 60% of a full-time course load for three consecutive weeks of study, or
- You miss 20% of the program of study in total, or
- You miss enough classes that school officials feel you cannot successfully complete the program

The college is required to report students' attendance to Student Aid BC and will report the student as withdrawn if the above conditions are met.

If you withdraw from school two times while receiving B.C. student financial assistance, you will be denied further funding by Student Aid BC.

## Other Funding Sources

Please be advised that every funding agency has their own set of requirements regarding minimum attendance. These requirements will be reviewed with you by your funder and again at the time you enroll. If you do not maintain your attendance, the college is required to advise your funding agency. You may then be assumed to have withdrawn, your program cancelled and may be expected to return all or a portion of your payments. Should you require further clarification, please speak to the Admissions Department or the Campus Director.

The college provides attendance record and progress reports on a periodic basis to sponsoring agencies, if required, on behalf of students.

This lets the college, the student, and the agency know if the student is behind or ahead of schedule.

Please note that attendance and progress records may be subject to scrutiny by sponsoring agencies and are maintained by the college as prescribed.

## Learning from Home / Hybrid Learning In response to the COVID-19 pandemic, Academy of Learning® Career College has updated its Integrated Learning System® (ILS®) to allow for Learning from Home and Hybrid Learning. Hybrid Learning is a combination of Learning from Home and Learning on Campus.

The advantage of Learning from Home is that you can access your courses and even the final exams from home using the same myAOLCC Learning Hub that you use at the campus.

Regular attendance is still required. However, Learning from Home allows you to spread your hours across all 7 days instead of just Monday to Friday. And you can work on your courses in the evening, after the kids have gone to bed.

While working from home, you still have the same support that you get at the campus during regular campus hours. If you have any questions outside of the campus hours, you can send an email to your Learning Coach or leave a voicemail, and a qualified learning coach will return your message during the next school day.

### Software and Hardware Requirements

In order to complete your courses from home, there are certain technical requirements that must be met.

These requirements may change at any point. If you are unsure, please ask your learning coach.

*Note: These requirements are only for Learning from Home. All Academy of Learning® Career College campuses are equipped with the hardware and software required to complete your courses.*

### Minimum Requirements

Operating System	Microsoft Windows 8.1 or 10
Screen Size	14 inches
Keyboard	104 key keyboard
Internet	Wifi - 1.5 Mbps or faster
Optional	Office 365 Personal

*Note: Depending on the courses you are enrolled in, you might be able to use other types of computers. Please speak with Admissions or a Learning Coach before purchasing a computer specifically for school.*

### Exams

If you wish to take your exam at home, you will need to reach out to the campus to get an exam code in order to unlock the exam. There may also be certain technical requirements, so please speak with your learning coach before your exam date to ensure you have what you need. Please ensure you request the code *before* your target exam date if you wish to take the exam outside of normal campus hours.

### Keyboard Skill Building Exams

If you are unable to come into the campus to take the Keyboard Skill Building exam, you are able to submit your progress report in order to receive credit for the course. Please speak with your learning coach for more details.

## Programs or Course Changes

Every request for a diploma program or course change will be considered, provided you have discussed the feasibility of the change with the Campus Director. You will be asked to provide a written request outlining your reasons and how this change will help you achieve your career goals. If your request is approved, you will be required to complete a new registration contract.

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

*Any or all of the courses which you have completed, may be applied to the new diploma program (CPL; see the [Academic Exemption \(Credit for Prior Learning – CPL\) \\_section](#)), provided they are listed on the new diploma selection list.*

*You should be aware that any changes to your program after you commence classes may affect your sponsorship or student loan funding. Check with our admissions department, the Financial Aid Office, or your sponsor before you reach your final decision.*

## Interruption and Resumption of Studies

Any prolonged period of non-attendance from scheduled classes for more than 5 days constitutes an interruption. The college will notify the sponsoring agencies and/or student loan providers after 5 days of absenteeism (or sooner, depending on the agency's policy).

If, for any reason, you must interrupt your studies, but wish to return to them later, please ensure that you follow the appropriate procedure to obtain a leave of absence. Contact the Campus Director at your college



for this purpose. Also, please note that an interruption may affect your eligibility for further funding. Check with the Campus Director or your sponsor for more information regarding your interruption of studies.

If you did obtain a leave of absence, and are ready to resume your studies later, you must decide through the Campus Director as soon as you are sure of your return date. Your new start date will depend upon seating and equipment availability.

If a leave of absence was not granted, or you were not in good financial or academic standing at the time you interrupted your studies, you may apply to resume studies by submitting a written request. This written request must explain any reasons and/or mitigating circumstances which prevented you from obtaining a leave of absence. You will be advised of the final decision, and should you be re-admitted, you may be advised of any conditions that you must meet.

## Transfer Policy

Students are expected to complete their program of study at the Academy of Learning® Career College identified on their contract. Under no circumstances can course or program registrations be transferred to another individual.

If you wish to transfer to another Academy of Learning® Career College, you must request this in writing from our campus in advance, but we cannot guarantee that a transfer will be made. Transfers will only be considered if the student is in good standing and are at the sole discretion of the campus director. This policy may be subject to approval from your funding agency and is subject to space availability and acceptance by the campus to which you want to transfer.

## Program End Date & Extensions

Your program end date is specified on your Enrolment Contract. Students are expected to complete all the courses in their registered diploma or registered certificate program outline by this date. You may need to schedule extra time to adhere to your timetable and complete your diploma or certificate on the scheduled end date of your program.

For those students funded through a third party – Workers' Compensation, First Nations, Insurance, or Corporate, if completion by the scheduled end date is not possible, and with the permission of the third-party funder and the Campus Director, this end date may be extended. An additional charge may occur. A valid reason must exist, such as sickness, converting to part-time due to work obligations etc. Any application for an extension must be made well in advance of the end date and must be provided to the Director of the college in writing. The length of the extension will be at the sole discretion of the Director of the college.

Courses not completed within this period will not qualify for any refunds or transfers. Textbooks for courses not started will not be issued after this period has elapsed.

## Dismissal/Expulsion Policy

Academy of Learning® Career College reserves the right to expel/dismiss a student whose conduct is deemed to be unsatisfactory. Such conduct includes: academic fraud, non-payment of outstanding fees, not abiding by the code of conduct, significant omissions or errors in Admissions documentation, academic failure, non-attendance, harassment, bullying or discrimination, misuse of college property,

endangerment of staff or students, and/or failure to abide by school rules and regulations as per the Student Handbook.

Academy of Learning® Career College reserves the right to dismiss/expel any student prior to completing a program or course if it is determined that the student is not attending sessions when scheduled, has an

unsatisfactory attitude or has not adapted to the area of study. Similarly, students not maintaining satisfactory progress must not be permitted to continue with their program. Students must be aware that continued lack of effort on their part may result in dismissal.

## Conditions for Expulsion

The following outlines the conditions under which an Academy of Learning® Career College student may be expelled with cause.

Conduct may include, but is not limited to;

1. Academic fraud
2. Poor Financial Standing
3. Harassment or Discrimination, including [Sexual Harassment](#)
4. Act of Misconduct/Unacceptable Behavior
5. Academic Failure – where a student fails to meet the academic requirements of their program. It is the sole decision of the college to offer any options to the student regarding alternatives for another program.
6. Attendance – where a student is not meeting the required attendance for the program. Students who are not meeting the College's Attendance Policy without enough cause will result in *automatic expulsion*.

The details of above listed items are in the section [Student Code of Conduct](#). We strongly recommend you review this information, and, if necessary, talk with us for any questions or concerns.

## Expulsion Procedure

At the discretion of the college and based upon the severity of the incident, the following steps may be taken prior to the expulsion/dismissal of the student:

1. Verbal warning
2. Written warning
3. Suspension, and
4. Expulsion

## Notification of Expulsion/Dismissal

Where a student is subject to expulsion/dismissal for any of the above reasons, the student will receive notification in writing, either by hand delivery or by registered mail, with a return receipt to ensure receipt of notification. If the registered mail is returned to the college due to an invalid address provided by the student, the college is not responsible for non-delivery.

The notification of expulsion/dismissal will contain the reason as well as the effective date of the expulsion. If the expelled/dismissed student wishes to dispute the expulsion/dismissal; they must file an appeal within three days in writing to the Franchise Support Centre.

If the appeal is unsuccessful, the student will be considered expelled from the college. The student will have the opportunity for further appeals through the Complaints process of the appropriate provincial Ministry.

## Re-admission

A student who has been dismissed for unsatisfactory conduct may be considered for re-admittance upon satisfying the college that the causes for dismissal have been corrected.

Admission is at the discretion of the college Director.

## Fees

Where a student has been expelled by the college, the student will be considered withdrawn from their program as of the effective date of the expulsion. The college will be required to calculate the student's account as of the official withdrawal date of the expulsion based on the College's Fee Refund Policy, as prescribed by the *Private Training Act*.

## Treatment of Books and Equipment

A student who is expelled is responsible for the return of any college equipment or books (which are unopened and in the same state they were supplied) within 10 days of expulsion from the program. If not, the student will be held financially responsible.

## Tuition Fees and Financial Obligations

Tuition fees include all necessary materials. A payment plan can be arranged to suit students' individual needs. Payments may be made by cheque, credit card, or cash. Fees are charged on a per course basis according to established prices. Total fees are due and payable by the start date unless specific arrangements have been made and recorded on your contract. If you are funded by another organization, we require a

letter of authorization. All financial obligations to the school must be met before credit for any courses in the program of study will be given.

## General

The college expects students to pay their tuition according to the arrangements with the Admissions Office and as outlined on the Enrolment Contract.

1. Students are financially responsible for all charges incurred after the Enrolment Contract has been signed. The financial obligations are outlined in the *Private Training Act*.
2. All fees are payable as specified in the payment schedule as shown in the Enrolment Contract.
3. A fee of \$30.00 will be levied for any returned cheques, regardless of the reason it is returned.
4. Academic credits and release of official documents will be withheld until all financial obligations to the college have been met.
5. Some textbooks may not be included in tuition fees, depending on the course. Textbooks will be provided at the start of each course. See also, "Textbooks, Lab Fees and Supplies".

## Tuition Payment, Inquiries and Deferments

Tuition is due according to the terms and conditions of the Student Payment Schedule as outlined on the Enrolment Contract. Students are expected to make payments on time; however, if financial difficulties arise, speak to the Director of the college. Receipts will be provided each time monies are received. (Excludes students funded through a sponsoring agency).

The Campus Director can provide up-to-date and accurate information on tuition accounts. An account statement can be requested at any time. Tuition fees qualify for a federal tax credit. You are also entitled to an

educational status credit for each month that you attend. Tuition receipts (T2202) for income tax purposes will be sent to students who have made payments in the previous calendar year. These are generally available in mid to late February. Students funded by a third party will not receive tuition receipts for income tax purposes. (Workers' Compensation, Band, Insurance or Corporate)

Deferment of tuition is generally given to students who have applied for financial assistance through the student loans program but have not received loan documents by the first day of class. Tuition is also deferred for students who have been sponsored by an agency. There is no charge for this deferment.

Students who do not pay fees as agreed or do not make satisfactory arrangements to pay tuition and other charges (lab fees, textbooks, etc.) will be suspended or dismissed.

## Financial Clearance

Graduating students must be in good financial standing before a diploma or certificate is issued. Graduating students should check with the Campus Director/Finance Office when they finish their programs to ensure their account is cleared and/or up to date. If a student's account is not cleared, arrangements must be made with the Campus Director.

# General Information

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## Break Area or Lunchroom

As a result of the worldwide COVID-19 pandemic, Academy of Learning® Career College no longer provides a lunch area for students. All breaks must be taken outside of the campus.

## Cancellation of Classes

Classes are cancelled only in cases of public emergencies, extremely poor weather conditions or pandemic related lockdowns, as these conditions are deemed to impact on the safety of staff and students. In the event of early closure, the campus will make every effort to contact all students. *Please ensure you keep us up to date with your current contact information.*

## Consideration for Others

Academy of Learning® Career College aims to provide the best possible learning environment for our students. We ask for cooperation in this endeavor. Please be considerate of fellow students to maintain a quiet learning environment and do not disturb other students. Please be especially considerate of students writing exams. Keep conversations to the social areas designated by the college.



## Consumption of Food and Beverages

Students may be permitted to have beverages at their workstation; however, we expect care to be taken to avoid spills. All drinks must be kept in a *SPILL-PROOF* container and are the responsibility of the student. If equipment is damaged due to a spill, the student to whom the beverage belongs, will be held responsible for replacement and/or repair. NO food of any kind is allowed at workstations.

## Cell Phones and Personal Data Devices

Cell Phones, Smartphones, and all other electronic devices must be *turned off* or set to *silent mode* (vibrate mode is not acceptable, as it still disturbs others), while at the campus. If there is an anticipated emergency, please advise the office before the start of the class. All cellphones must be kept on the silent function and should not be used for texting, or as a calculator, etc.

Vibrating/noise making cell phones and in-class texting is a distraction to other students and staff if the phone is on the workstation or you are texting and/or receiving texts continuously. Please respect fellow classmates and keep the cell phone from disturbing others. All conversations must be taken out of the classroom. Any student who disrupts or interferes with a class, lab or activity will be asked to turn off the device, and possibly also to leave the class, lab or activity. Repeated offenses will result in disciplinary action up to and including expulsion.

The definition of electronic devices includes, but not limited to cellular phones, smartphones, computer tablets, personal laptops, portable music player, portable speakers, portable radios, walkie-talkies, etc.

# Digital Cameras and Cell Phone Cameras

Use of digital cameras and cell phone cameras in the lab area/classroom is not permitted. Please respect the rights of others when it comes to their privacy. Also, screen shots of exams are not allowed as all material is protected by copyright. If you are having trouble with an examination, please ask a Learning Coach, and he or she will direct you on how to properly create a screen shot should a Help Desk inquiry need to be made.

## Health and Safety

### Communicable Disease Prevention Measures

Due to the COVID-19 Pandemic, the Provincial Health Officer and the BC Ministry of Advanced Education has issued orders for the safe resumption of in class instruction.

Provincial Health Officer and the BC Ministry of Advanced Education. All students will be notified of any changes.\*

#### **Face Masks**

Face Masks are *Optional*. When worn, they must be worn properly, with your nose, mouth and chin covered.



#### **Handwashing**

Regular handwashing with either soap and water or hand sanitizer is required.



## Sanitize Surfaces

Wipe your computer station and headphones with alcohol wipes at the start and end of your session.



## Illness

If you are experiencing any cold/flu symptoms or any other symptoms advised by the BC Centres for Disease Control (BC CDC), do not attend the campus. Please visit the COVID-19 self assessment tool located at: [bc.thrive.health](https://bc.thrive.health)\_Until further notice, the requirement to obtain a Doctor's note is suspended.



## Vaccinations

While not *mandatory*, the COVID-19 vaccine is highly recommended for students who wish to study on campus. For those who cannot or will not get the vaccine, remote learning is available. Speak with the admissions department for more details.



## Emergencies

- Stay calm, do not panic. Please obey all college and other officials during emergencies.
- In case of an earthquake, get under a workstation. After the earthquake is over or after receiving instructions from staff, leave class and exit the building using the front exit in an orderly fashion.
- In case of fire or at the first sign of smoke, exit building using the exit at the front or rear of the building in an orderly fashion. Keep low.

- After exiting building, please meet outside on the parking lot near the entrance.
- At the meeting site, we must take roll to see who is there and who may be missing.

You are advised to check the Evacuation Procedures posted in your campus for specific details.

Report any hazards, accidents or injuries immediately to a college official. Help us to keep the college healthy and safe for all users by reporting concerns immediately. We will make every reasonable effort to address the concern in a timely fashion.

## Preventing and Responding to Sexual Violence and Misconduct Policy

Name of Policy	Preventing and responding to sexual violence and misconduct policy
Last Revision	August 18, 2021
Implementation Date	August 18, 2021
Position(s) Responsible	Executive Director, SEA

### Purpose Statement

Academy of Learning® Career College wishes to confirm its responsibility to provide a safe and secure learning environment. At Academy of Learning® Career College, we firmly believe that there should be a safe environment for all the students, which is free from any kind of sexual misconduct as the college has zero tolerance towards this kind of misconduct.

Through this policy the institutions strive to prevent sexual misconduct and create a procedure to respond effectively and in a timely manner when incidents occur.

In 2016 the Government of BC introduced the Sexual Violence and Misconduct Policy Act S.B.C. c.23 (the Act). The Act requires BC post secondary institutions to establish, implement, and make publicly available a policy, with associated procedures, that addresses sexual misconduct, its prevention, and responses to sexual misconduct. This Policy has been designed in compliance with the Act.

### Scope and Application

The policy applies to students, faculty and staff members working at Academy of Learning® Career College as well as extends to the visitors, volunteers and contractors at the campus, who may be found involved in any act of violating the respectful environment of the college by indulging in any sexual violence or misconduct.

Sexual misconduct is defined as any form of undesired activity of a sexual nature which intends to violate the sexual integrity of the individual to whom it is directed. Sexual assault is characterized by a broad range of behaviors that involve the use of coercion, threats or control towards a person which makes the person feel uncomfortable, distressed, frightened.

Sexual misconduct may involve:

- Sexual Assault
- Sexual Exploitation
- Sexual Harassment
- Stalking
- Incident Exposure
- Voyeurism

- Distribution of a sexually explicit photograph or video of a person, without the consent of the person in the photo or video.
- Attempt to commit an act of sexual misconduct
- Threat to commit an act of sexual misconduct.

### Reporting/Disclosure Procedure

The person who wishes to disclose sexual misconduct or make a formal report against it may do so as per the following process:

1. The person (victim) may choose to disclose the sexual misconduct to the Executive Director/SEA of Academy of Learning® Career College, without making a formal report. In this case a formal process may not be initiated, but the management will deal with the disclosure seriously and may take steps to avoid the repetition of the incident.
2. To initiate a formal process, the victim or a member of the college community, on behalf of the victim, needs to submit a report in writing to the Executive Director/ Senior Educational Administrator of Academy of Learning® Career College, stating as clearly as possible the details of the incident, including the details of the people involved in the misconduct, along with a request for an action. The report must clearly state the allegations against the alleged person involved in the sexual misconduct. 1.The Executive Director/SEA will, within 24 hours of receiving the complaint, initiate an investigation to the complaint and may ask for more information from the complainant.
3. Depending on the severity of complain, the SEA may seek legal advice or may ask the complainant to follow a legal process besides the complaint filed at the Academy of Learning® Career College.
4. The person against whom allegations are made will be informed about the same, keeping the name and details of the complainant private. The person will be given 24 hours' time to submit written explanation about the incident. The SEA of Academy of Learning® Career College will then verify all the available evidence and if found guilty, the alleged perpetrator will be asked to offer a written apology to the complainant and will also be expelled from work/study (as the case may be).
5. If the perpetrator is a visitor, whom the Academy of Learning® Career College authorities cannot access, the information of the visitor will be given to the local police along with the copy of the complaint, if the complainant agrees to this.

6. The information of the complainant will be kept confidential according to the Freedom of Information and Protection of Privacy Act, unless, it becomes mandatory by law to disclose the information to get full justice to the complainant. If required, the complainant will be given to counseling or emergency medical care to overcome the mental or physical problems faced by the complainant due to the incident.

## Hours of Operation

Monday to Friday	9 1.m. to 5 p.m.
Saturday & Sunday	Closed
Statutory Holidays	Closed (see Holidays)
Winter Break	Closed

The campus doors will be open at 8:50 a.m. Students should make every attempt to arrive before their scheduled class hours.

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

## Holidays

We observe all government statutory holidays. Holiday notice will be posted on our social media and at various locations in the campus in advance. Please consult us for specific closures.

## Illness

During the winter months it is very difficult to avoid coughs, colds and flu. If you are unable to attend your program, please contact the college early in the morning. Sponsored students should also contact your funding agency regarding the absence. Absenteeism of more than 3

consecutive days will require a doctor's note. It is imperative that a doctor's note be submitted to your college for those being sponsored or through the Student Loans program.

*NOTE: Under current COVID19 policies, the requirement to obtain a doctor's note is suspended. You must still contact the college by email or phone to confirm your absence. If sponsored, your sponsor must be informed as well.*

## Internet and Email

Your college has provided you with internet and email access to assist you in completing your course assignments. Please refrain from using these tools for your own personal use. Downloading and streaming anything through the Internet that is not per the instructions in the courseware is prohibited. This constitutes non-compliance of school regulations in terms of our Dismissal policy and as such is grounds for immediate termination of your program.

## Lost Property/Personal Damage

*Academy of Learning® Career College* and their staff are not responsible for loss or stolen of personal property or for personal injury from any cause whatsoever in the school\_. Please always keep an eye on personal belongings and do not leave them unattended. Try to mark all your loose property, your textbooks and/or workbooks. Lost items which are handed in will be held for a limited period. Books which are misplaced will have to be re-purchased.



## Recycling

Please place garbage and recycling in the proper bins that are provided.

We are committed to reducing the amount of waste being sent to landfill. Your cooperation in this will be greatly appreciated.

## Scent-free Environment

The college is a scent-free environment. We have several students and staff members who are sensitive to certain scents causing them physical discomfort. We ask that all students and staff refrain from using perfume, cologne, scented hair products, scented deodorant, and heavily scented laundry detergent or fabric softener. Students may be asked to leave the campus, to change or to wash off the scent. Repeated offenses will result in disciplinary action. Students asked to leave the campus will be required to log out of the attendance recorder and log back in upon return to the campus.

## Smoking and Vaping

The college does not provide a smoking or vaping area or facility. Smoking or vaping inside the premises is strictly prohibited. Please ensure you follow the building requirements and city bylaws as it relates to designated smoking areas. Please keep this area clean and use ash trays provided. Please close all doors when you re-enter the building.

## Special Needs

The college is committed to a philosophy that everyone should have the right and opportunity of improving their lives through better, more

potentially rewarding employment. We will do what we can to accommodate physically challenged students. Written transcripts of all courses can be requested when audio material is insufficient for student needs. Please speak to any of the college staff for assistance.

## Storage Mediums

The use of any storage mediums, other than those which form part of our curriculum, is totally prohibited. Any unapproved copy of the course material, whether physical or digital, will be viewed as reproduction of Academy of Learning® Career College courseware, and may face dismissal. Outside storage mediums may introduce viruses/malware to the college's networked systems. Please show consideration as computer downtime adds unnecessary delay to your and others' study periods.

If you believe the use of a storage medium is necessary, please speak to the Learning Coaches and we are happy to discuss the usage or offer alternative to suit your need.

## Student Dress Code

The college seeks to prepare students for the business world. While casual dress is acceptable, we encourage students to wear appropriate business attire. Unacceptable attire consists of, but is not limited to; ripped clothing, tank tops, midriff baring, flip flops, loungewear, and offensive slogans on shirts. The college reserves the right to request any student wearing inappropriate attire to leave the college. The student may return to the college once they are properly attired. The determination of 'inappropriate attire' is at the sole discretion of the college. Students will be required to log out of the attendance recorder for this infraction and log back in upon return to the campus.

## Telephone Calls

Students may ask college staff to use the campus telephone. Students may only make urgent calls or calls relating to their job search. Please remember that it is a business line, so kindly limit the duration of your calls.

Due to the Freedom of Information and Privacy Act we are unable to confirm to callers whether a student is at school.

The college will only relay a message in cases of extreme emergency. Please inform the office at the college about any situation where we may be required to relay a message (e.g. serious illness in the family, daycare, etc.)

## Visitors

A friend or family member(s) may wait in the waiting area, near the entrance, near the end of your study period. However, you will be solely responsible for the safety and conduct of the visitor(s) while they are on college premises. Permission must be obtained from a college staff to bring a friend or family member to any other areas of the school.

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

## Washroom Facilities

The college will have on-site washroom facilities or have access to a common washroom area in a general place of business (ex. office tower or mall). Please keep the washroom area tidy. When leaving the washroom area, kindly wipe any of your water spills from the counter

and properly discard your used paper towels. Don't forget any personal belongings when leaving the washroom are1. Please notify a college staff when the facility supplies are low.

Please return any washroom keys where required.

## Workstation Guidelines

We cannot guarantee specific computers or workstations to any students. Your Learning Coach will show you how to operate the equipment in the campus. If you are experiencing problems with the facilities or equipment, please call on campus staff for assistance. Please do not attempt repairs on your own.

Regarding your workstation, please follow these guidelines:

- All media presentation material is copyrighted material and as such cannot be removed from the campus.
- Leave workstations clean and tidy. Allow enough time to tidy up and vacate the workstation for the next student.
- Please logout of your account before leaving for the day. You don't need to shut down the computer.
- Please obtain permission to remain at the workstation beyond your scheduled time. Requests for extra time are usually accommodated; however, relocation to another workstation may be necessary.
- Workstations are booked in 4-hour blocks, the average time for 2 lessons. Should you wish to book additional time, please submit your request a minimum of 1 day prior to the day and time you wish to use the workstation and we will do our best to accommodate the request.
- **Please do not leave personal belongings at the workstation.**
- For the health and safety of our staff and students, please put all outerwear in the designated location and not on the back of a chair as this poses a trip and fall hazard for everyone. As well, please put all purses, backpacks, etc. under the desk to keep the aisles clear.

Due to the licensing of software, there may be instances when a Learning Coach must relocate a student to another computer. We do our best to minimize this situation because we understand the inconvenience that results, but we ask for your co-operation in these instances.

We reserve the right to inspect, at any time, the computer displays, hard drive, etc., students are using. Such inspections take place only if there is reason to suspect an infraction of the rules. The appropriate officials will investigate the matter and, if circumstances warrant, proceed to investigate all work and files belonging to the student.

## Privacy Policy

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Academy of Learning® Career College is committed to, and accountable for, the protection and proper use of personal information. Our commitment extends to meeting or exceeding all legislated requirements related to personal information.

"Personal information" is personally identifiable information, such as your name, address, e-mail address, Social Insurance identification, birth date and gender. Personal information is collected when you choose to provide it to us when enrolling for training, requesting information from an Academy of Learning® Career College school on training, or attending an Academy of Learning® Career College school to obtain information. Business contact information such as the name, title, business address, e-mail address or telephone number of a business or professional persona or an employee of an organization is not considered personal information.

'Non-personal information' is information of anonymous nature, such as aggregate information, including demographic statistics.

## Access to Personal Information

For access to your personal information, please contact the Campus Director. Your request must be in writing, and should include enough identifying information, so that we can expeditiously locate your personal information.

## Change of Address and/or Personal Data

It is important that information in your file is accurate and current. It is your responsibility to inform us of any changes in name, address, telephone number or other important information.

## Disclosure of Personal Information

We will not sell or rent your personal information to third parties.

We will only disclose your personal information to third parties:

- Where you have specifically given us your consent to disclose your personal information for a designated purpose;
- Where you have received funding from Government or a Sponsoring Agency;
- Who are acting on our behalf, as our agents, suppliers or service providers, solely to enable us to more efficiently provide you with the training and other services that you have requested;
- To facilitate the provision of training and services that you have requested; or
- As required by law, including by any order of any court, institution or body with authority to compel the production of information.

## Student Identification

A student contract registration number has been issued to you upon enrolment in your program. You should always have the student contract number with you. You will need it for:

- Proof of identification to use college equipment or facilities during college hours of operation
- Obtaining official documents such as transcripts, tuition receipts or letters

## Student Records

All student records (paper files) are confidential and kept in secured file cabinets at the college. When handling the files, college staff is instructed to keep the files secure and ensure that no file is left unattended. These files may include the Enrolment Application and Contract, credential issued, attendance records, payment schedules, transcript of marks, loans documents and any other information relating to the student. Academic records pertaining to grades and attendance are computerized, filed and maintained by Academy of Learning® Career College, Franchise Support Centre.

Archived complete student files are kept in storage boxes for at least 7 years. These records include the enrolment contract, results of entrance evaluations, student transcript, details of payment or refund records, student loan documentation, if applicable, and student dispute information. The enrolment form and transcript (or an electronic copy) is kept for 55 years. Academic records on internet-based system records are available indefinitely and are accessible either by student number or by name.

Transcripts can be supplied by each College at the request of the student. Additional copies of records, transcripts or tax receipts requested after graduation may require a retrieval/reissue fee to be paid. See [Transcripts and Other Official Documents section](#) for details.

These records contain personal information which is subject to our privacy policy. No information about a student will be released or confirmed without proper authorization from the student. Written permission from a student is required before any information is released.

The Private Training Institutions Branch (PTIB) and StudentAidBC may access student files for the purpose of reviewing provincial compliance at any time.

The college will cooperate, where it is deemed appropriate, with police or other government agencies in the investigation of a crime. Upon presentation of a subpoena the college will release a student's file (or copies of the contents – paper or electronic) to the court.

## Student Code of Conduct

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We expect mature and professional behavior from our students. All students have the right to a training environment in which they can learn to their maximum potential. Poor behavior on the part of some students will have a negative impact on all students. All Academy of Learning® Career College staff and students deserve to be addressed by others in a respectful manner and tone. Every student is required to respect the policies of the college and the staff members who are required to enforce them. If you feel that you are not being treated in a fair and respectful manner, please feel free to discuss this with a staff member or Campus Director.



We strive to provide more than skills training to our students. We hope that our students will be exposed to all aspects of the workplace, including the requirement of appropriate professional conduct. For these reasons, we reserve the right to start disciplinary action if we deem a student's work ethics or conduct unsatisfactory.

Any student found to have committed any of the following acts of misconduct is subject to disciplinary consequences outlined below. Please note that this list is not all-inclusive but is designed to give an idea of the categories and scope of what may be considered misconduct.

## Appropriate Use of Information Technology

We are committed to ensuring a learning environment in which all persons are treated with respect. Information technology facilities include computers and associated peripherals, means of communication (namely, the internet) and related equipment, facsimile machines, scanners, copiers, telephones, video and other multimedia devices, and all software. Such resources and tools are made available to students in support of their training objectives and academic needs. Use of these resources is governed by codes such as the Criminal Code of Canada.

Every user of this technology assumes the primary responsibility for the material he or she chooses to access, send or display. The facilities may not be used in any manner to create, send or display material which contravenes our policies and/or statutes of the code named above. Personal computers or other devices used on school property, whether owned by the school or by their users, are subject to the abovementioned standards.

Failure to adhere to these guidelines may result in suspension of access privileges as well as other actions as deemed appropriate by the Learning Coach or Instructor and/or director of the college.

Inappropriate use of information technology includes, but is not limited to, the following:

- Unauthorized access, alteration, transfer, destruction, removal and/or disclosure of data, information, equipment, software, or systems;
- Deliberate interference with the processing of a system, or deliberate vandalism of the equipment and/or software;
- Use of school facilities and resources for commercial or non-academic purposes;
- Propagation of hate literature;
- Harassment, including sexual harassment (includes accessing, displaying, downloading and installing pornographic material from the Internet and/or personal media);
- Theft of resources;
- Malicious or unethical use of resources; and
- Use of resources that violates provincial or federal laws.

The possible consequences will depend on the nature and severity of the misconduct. These consequences can range from the loss of privileges, suspension, or expulsion of the student. If provincial or federal laws have been broken, charges will be laid.

## Other Acts of Misconduct

In addition of information listed above, the following acts of misconduct will not be tolerated:

1. Academic fraud – It could be deemed as any action or deed, performed alone or with others, for the unfair advantage or

benefit of themselves or others, or use of any word or phrase that could be construed as fraud, including:

1. Alteration of records
  2. Bribery
  3. Cheating - use of any means of aid not expressly permitted during examinations, which include, but not limited to, talking to fellow students during an exam, unauthorized use of internet and/or cellular conversations, possession (either physically or electronically) of another student's exam and/or course answer sheets
  4. Copying for the purpose of providing advantage for yourself or another student
  5. Dishonesty, including but not limited to:
  6. Computer piracy – copying software, copyright infringement, and unauthorized computer entry
  7. Forgery, alteration, or misuse of any Academy of Learning® Career College document, record or instrument of identification, or
  8. Giving false/inaccurate information, either before or after enrollment, to any official, Learning Coach, Instructor, or Campus staff member,
2. Plagiarism: the act of representing someone else's work as your own, which includes, but is not limited to,
1. Misrepresentation of homework, written papers, exams, lab assignments, published work, circuit designs, software, etc.
  2. Reproduction of Academy of Learning® Career College courseware
  3. Theft or solicitation of another student's assignments or papers, grade books, un-administered tests, or other academic work/material
  4. Unapproved collaboration: the act of two or more students working jointly on any assignment when this act has not been permitted by the Learning Coach or Instructor. This includes, but is not limited to, homework, papers completed outside of class hours, in-class assignments, lab exercises or

reports. Collaboration also includes writing an assignment or paper for another student.

3. **Poor Financial Standing** – where a student has outstanding tuition and/or fees owing, and has not addressed or made restitution within 7 days or receiving written notification from the Campus
4. **Harassment or Discrimination** – the college will not allow harassment or discrimination of any kind towards any staff member, student, or visitor to the college. This include, but not limited to:
  1. Physical abuse, verbal abuse, threats, intimidation, harassment, including but not limited to, sexual harassment, coercion and/or other conduct which threatens or endangers the health or safety of any person, staff or student
  2. Bullying, including sexual harassment (includes accessing, displaying, downloading, and installing pornographic material from the Internet and/or personal media)
  3. Expressions of discrimination, bias, or racism, including jokes of a stereotyping nature
  4. Use of profane language, rowdiness, fighting or other disturbances in the college
5. **Unacceptable Behavior**
6. **Attempted or actual theft of, and/or damage or caused harm to property of the college, a staff member, other students, or the public**
7. **Disruption of teaching, administration, disciplinary proceedings or other college activities or is insubordinate to a Campus staff member**
8. **Failing to abide by Academy of Learning® Career College policies**

9. Use of Academy of Learning® Career College facilities and resources for commercial or non-academic purposes
10. Unauthorized possession, duplication or use of keys to any Academy of Learning® Career College premises, unauthorized entry, or unauthorized use of the Campus property
11. Being under the influence of alcohol or illegal drugs on the Academy of Learning® Career College premises
12. Selling or knowingly being in possession of dangerous, restricted drugs or narcotics while on the Academy of Learning® Career College premises
13. Engaging in lewd or indecent disturbances or obscene behaviors on the Academy of Learning® Career College premises
14. Illegal or unauthorized possession of any weapon(s) on college premises or elsewhere during school-sponsored activity. 'Weapons' as defined by the Criminal Code of Canada
15. Where a student, previously suspended, fails to comply with the rules and/or terms of probation after returning to studies
16. Violation of federal, provincial or local law on Academy of Learning® Career College premises or elsewhere during sponsored activities
17. Conduct, which is disorderly, lewd or indecent; breach of peace; aiding, supporting, encouraging, or inducing another person to violate the Student Code of Conduct.

Visitors, such as a friend or family member(s), will be subject to the student's code of conduct, while visiting the campus. It will be the student's sole responsibility to inform him/her/them about the policies and consequences.

## Consequences

Except where noted above, one or more of the following penalties may be imposed on a student found violating the Student Code of Conduct:

1. Warning - a notice in writing to the student that he/she is violating or has violated college regulations.
2. Loss of Privileges - denial of specific privileges to the student on a permanent basis, or for a designated period
3. Probation - a written reprimand for violation of a specified section of the Student Code of Conduct. Probation is for a designated period and includes the probability of more severe disciplinary action if the student is found violating college regulations again during the probationary period.
4. Suspension - separation of the student from the college for a definite period, after which the student is eligible to return.

Conditions for re-admission may be specified. During a suspension, a student shall be denied access to all areas of the college.

- College Dismissal/Expulsion - permanent separation of the student from the college and/or all colleges in the chain. For details of expulsion procedure, please refer to [Expulsion Procedure](#).

The above list is not intended to be progressive, and we reserve the right to impose the penalty we deem appropriate. Documentation of any disciplinary action will form part of the student's confidential administrative file. If deemed appropriate, and depending on the situation, sponsoring agencies and the student loans department will be informed. Lack of satisfactory progress may affect financial-aid eligibility and/or continued funding through their funding agency.

## Harassment or Discrimination

If you have good reason to believe you are being harassed:

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

## Dispute Resolution Policy

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Academy of Learning® Career College strives to provide you with the highest quality training available. Our staff have been carefully selected and trained to provide a professional, caring environment. Should we fall short of our goals, we want you to let us know. Our staff is available to review and discuss any concerns you have and are ready to provide you with assistance.

The Dispute Resolution is designed to provide students with two processes, Informal and Formal, to resolve concerns. Students are encouraged to address any concerns immediately with the staff member involved.

We encourage you to follow the steps as outlined in the following Complaint Resolution Policy if you have an issue. Please do not let a minor problem develop into a major one. **HELP US TO HELP YOU.**

## Policy Detail

<b>Implementation Date:</b>	<b>2016-10-01</b>
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Date of Last Revision:	2017-02-08
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Position Responsible:	Executive Director
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Dispute Resolution policies are in place for potential student and staff grievances at the college. For either situation, the Franchisor sometimes becomes a neutral mediator.

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

1. Initially, students should always try to resolve the issue informally and promptly by taking to the other party involved. If the issue cannot be resolved, the student should schedule a meeting with one of the Executive Director (Alda Messiah) to discuss the situation. The Executive Director will be responsible for making the determination in the respect to the complaint. If one of the Executive Director's are absent or named in the complaint, the other Executive Director will then be responsible for deciding in respect of the complaint.
2. Should the student be unable to resolve the grievance satisfactorily, the grievance should be addressed formally, in writing, to an Executive Director (Alda Messiah). Written submission of the grievance should include a detailed and clear description of the grievance and include all relevant



information, such as the *nature of the problem*, *date of occurrences(s)*, and *names(s) of parties involved*.

3. The Executive Director (Alda Messiah) should then request similar submissions from all other involved parties and should attempt to resolve the grievance within five (5) business days of receipt of all written submissions. The Executive Director should orally communicate a decision then follow with a written decision to the student.
4. If the Executive Director (Alda Messiah) is unable to resolve the grievance, the student then may choose to submit the grievance in writing, and including all relevant information and the Executive Director's decision, to the Franchisor at the address below for immediate review:

Academy of Learning® Career College

Attention: Carol Stanford, Director of Operations

100 York Blvd, Suite 400

Richmond Hill, Ontario, L4B 1J8

Phone: 1-855-996-9977 Extension: 2399

Email: [cstanford@academyoflearning.com](mailto:cstanford@academyoflearning.com)

1. The Franchisor will investigate the student's grievance within ten (10) business days. If required, arrangements for further communication, i.e. conference calls or face-to-face meetings, will be made with the campus. All aspects of the dispute resolution will be completed within 45 days from the start of the student making a written complaint to completing the entire process including appeal/arbitration. A final written decision will be issued to the student, and the Executive Director will be notified of the outcome.
2. Students making a complaint may be represented by an agent or lawyer.
3. Students will not be subject to any retaliation as a result of their complaint.

4. If a mutually satisfying resolution cannot be reached, the student may file a claim with the Private Training Institutions Branch of the Ministry of Advanced Education on the basis that the institution misled the student regarding any significant aspect of an approved program.

[www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)

## Tests and Final Examinations

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There are usually two components to exams: A Practical Pre-test which tests your practical knowledge of the course and must be looked at by a Learning Coach before you may proceed. Secondly, an Online Multiple-choice Exam - which tests your theoretical knowledge.

These exams are normally scheduled for the last day of the course. Practical tests must also be completed before the final examination.

Additional in-class tests or quizzes are left to the discretion of the Learning Coach or Instructor. You will receive your results almost immediately, along with feedback on areas that may need further review.

Learning Coach or Instructor will advise you on your exam dates. Depends on the course, if you have completed the study material ahead of schedule, you are encouraged to advise the Learning Coach that you wish to take your exam early.

## Exam Procedures

1. One day before the exam, please speak to a Learning Coach. He/she will help you understand what is expected in the exam and prepare your exam in advance.
2. If applicable, textbooks, workbooks, notebooks, and related study materials must be handed in. Unless otherwise stated, all exams are closed book. The study materials also include, but not limited to electronic documents, web search results, online video/audio

files, etc. You may use your computer or program built-in Help function and test your answers with the relevant program.

3. Do not remove Practical Pre-test from their covers and do not mark the covers of the exam pages.
4. You may ask questions during an exam regarding the interpretation of exam questions. Answers will be limited to only those questions which pertain to interpretation of the exam questions.
5. You may not ask Learning Coaches to check your answers prior submitting to Head Office.
6. You may not ask another student(s) for help. If another student(s) wishes to offer help during your exam, please respectfully decline.
7. You are not allowed to leave the classroom during an exam. You may leave once the examination session is finished, and when you have submitted the exam. In case of emergencies, the college will interrupt the exam.
8. No time extensions will be given on a test or exam. All tests and exams must be completed within the official time allotted. Unless approved by a Director, all exams must be completed and submitted the same day. No additional time will be given for a test or exam if the student is late.
9. You are responsible to schedule enough time to complete your exams in advance. Online Multiple-Choice Exams must be started 3 hours before closing time; therefore, if the campus closes at 5:00pm, then no exams should be started after 2:00pm. If a course has a Practical Pre-test, it must be complete before the Online Multiple-Choice Exam. In the above example, you may need to start your exam at 1:00pm.
10. If you are absent for a test or exam without enough reason, you will receive a grade of zero. If you had special circumstances, a letter outlining the reasons must be submitted to the campus director within three business days of the examination date. If your appeal is approved, only one date will be arranged for a make-up test/exam. Failure to write a make-up test/exam as scheduled will result in a grade of zero, which is not open to appeal.
11. Should any examination be cancelled due to extreme weather conditions, alternate arrangements will be made by the college to reschedule the examination.
12. If a student is caught cheating, their exam will be confiscated and submitted incomplete to Head Office for marking. If Head Office

or the campus determines that a student has cheated on an exam, the matter will be further investigated. Depending on the circumstances, the student may fail the exam and suspension from the program or expulsion from the centre will be considered.

Learning Coaches/Instructors reserve the right to refuse an exam to a student if they believe;

1. The student has not achieved the necessary proficiency in the program to pass the exam.
2. The student lacks the necessary time required to write the exam.
3. The student has not done the necessary review to successfully complete a rewrite of an exam.
4. The student is under the influence of drugs or alcohol.

## Exam Passing Marks

Academic requirements for all approved diploma and certificate programs require a minimum final exam mark of 60% in any one subject, while maintaining an overall average of 75%. Students achieving a mark of 90% and higher will pass their course(s) with Honors. A mark below 60% will automatically require a rewrite.

You must ensure that your overall average is acceptable. If your average falls below 75%, you may be asked to stop taking new courses and rewrite exams to bring your average up.

As for individual courses, you must achieve a 75% mark or greater for a single course for an individual Certificate to be awarded.

## Exam Re-writes

If a student receives a mark between 60% and 74% on a subject, one rewrite is permitted without charge. After one rewrite, a \$30 fee will

apply to future rewrites. In any rewrites, the total mark available will be a maximum of 89%. This is because a rewrite is not considered honors.

Academy of Learning® Career College develops examinations to test the student's knowledge or ability to use the skills they have learned. Should the student fail at the second attempt(s), he/she will need to repeat the course; however, regular fees will apply.

## Exam Appeal Policy

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

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

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

the Academic Division. The final decision of the grade appeal will be reported back to the Learning Coach by way of the Academic Division.

## Academic Dishonesty

Academic Dishonesty, such as cheating, copying, plagiarism, collaboration, on assignments, tests or exams will not be tolerated. Any student caught acting dishonestly will face the following penalties:

1. First offence: zero on the assignment, test, or exam
2. Second offence: expulsion

*Detailed explanation of each act are listed under [Academic fraud](#) – It could be deemed as any action or deed, performed alone or with others, for the unfair advantage or benefit of themselves or others, or use of any word or phrase that could be construed as fraud, including:*

## Protecting Academic Integrity

All students and staff are responsible for protecting the academic integrity of the college. This is best done through preventing and stopping academic dishonesty. Here are some ways to achieve this:

- Report any irregularities immediately to your Learning Coach or Instructor
- Make it unacceptable and difficult for students to cheat.

Here are a few suggestions:

- Cover your work during exams.
- Give discouraging glances to students trying to cheat.
- Refuse to give away old term papers, assignments, etc.
- Deny others access to your computer files.
- Always try to protect your belongings. Do not leave your work unattended.

## Repeating a Course

If you have attained a grade of less than 60% in a course, (marks may vary by registered diploma program and registered certificate program) or you have obtained a credit (60% or more) in every course but do not meet the graduation requirements (average of 75% or more), you may be allowed to repeat a course. It is important to note that the course repeat is a privilege you must earn. Your eligibility is determined at a formal interview with the director of the college.

Where possible, the course to be repeated will be rescheduled after you have completed the balance of your program. The college will make an exception when the course to be repeated is a prerequisite to one or more courses. Please note that there may be a fee for the tuition, course material, and/or the current textbook.

*Please note the minimum grade required for graduation may vary by program.*

## Textbooks, Lab Fees and Supplies

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All courses are delivered as complete learning packages, including all the required materials. Our student textbooks/manuals and corresponding multimedia presentations form the foundation of our learning system. Each multimedia presentation has been prepared with meticulous care in order to act as your Instructor. It carefully coordinates with your textbook and any other course material. Mastering how to follow the multimedia presentation carefully will become the key to your learning success.

The textbooks become the property of the student once the course of study is made available by the college and issued to the student upon

receipt of full payment for the course, except for library copies. Textbooks are the property of the student upon completion of each course. The textbook(s) for each course is supplied at the beginning of each course. Textbooks are not supplied in advance. Textbooks for courses not started will not be issued. The multimedia component, all necessary student data files, and the original software remain the property of LaunchLife™ International Inc.

It is our policy to have all your training material ready for you on the first day of the course. Supplies for computer or other specialized labs are provided by the college as you need them and are included in the program lab or material fee.

You will be required to buy general school supplies, such as pens, pencils, notebooks, and USB flash drive (if approved).

## Transcripts and Other Official Documents

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Official Transcripts shall be issued for programs, in accordance with Provincial Requirements.

1. An Official Transcript will be provided by your college upon successful completion of all course requirements. A fee of \$25.00 will be levied for any additional Official Transcript requests.
2. Diplomas and Certificates for registered diploma programs and registered certificate programs for are issued by Academy of Learning® Career College – Franchise Support Centre – provided that all financial obligations have been met. The college will contact you as soon as your diploma or certificate is received at your college location. You may choose to pick it up or have it mailed to your current address on file. A fee of \$50.00 will be levied for replacement of lost or damaged diplomas and \$30.00 for replacement of lost or damaged certificates.
3. Certificates for individual courses will be awarded upon successful completion of the respective course if the grade achieved is equal to or greater than 75% (or percentage specified



for your certificate program), and all financial obligations have been met.

## Graduation Requirements for Diploma Level Programs

Graduation requirements for all students are as follows:

1. You must successfully complete all courses and other requirements as specified in the Diploma program outline.
2. In order to receive your diploma, you must achieve a minimum overall average of 75% with no grade less than 60% (marks may vary by diploma program). Please note that there may be additional requirements specific to your program not noted here. Refer to your diploma program outline or program handbook.
3. All financial obligations have been met.

It is the responsibility of each student to ensure that all graduation requirements have been met. To avoid any disappointment, it is strongly recommended that students obtain a copy of their progress report near the end of the training period, and check with the Admission Department to ensure that all financial obligations have been met.

## Graduation with Honors

In order to receive a diploma or certificate with the honors designation, a student must obtain a minimum overall average of 90% with no grade lower than 60%.

## Withdrawal and Refund Policy

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Academy of Learning® Career College's policy on withdrawals and refunds adheres strictly to the Bylaws issued by the Private Training Institutions Branch. It is part of your enrolment contract. Your Admission

Representative will review this with you prior to signing your contract.

Students wishing to withdraw from their program must:

1. Meet with the Admissions Representative or the Director of the college and
2. Submit a letter of withdrawal, delivered personally, by registered mail or by regular mail to the college. This letter is your Official Notice of Withdrawal. Please be advised that the date of program withdrawal will be the date the letter is received by our office, not the date of the letter.

Please make sure you understand the refund policy. It is your responsibility to ensure you follow the correct procedure if you withdraw. Should you have any questions regarding this policy, please speak to a campus staff member.

Please note that non-attendance does not constitute Notice of Withdrawal. A student is responsible for all charges up to the time that the school receives an Official Notice of Withdrawal.

A refund calculation will be processed after receipt of the student's official notice of withdrawal or the college notifies the student regarding their nonattendance and completes the withdrawal process. All refunds are calculated in accordance with provincial regulations. This regulation provides both colleges and students with specific policies on the retention of fees and the payment of refunds. If you have any questions, please speak to the Director at your college.

The student will receive a statement of charges in the mail.

## Study and Exam Tips

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There is no overnight formula for getting better grades, but you can ensure your maximum potential is reached by proper preparation and

planning. Start by setting your own goals and developing a personal action plan at the start of each course. The following study tips can show you how to score better on tests and examinations.

## Time Management

- Enter major tests and project due dates on a calendar.
- Record daily homework, minor assignments and readings. A pocket-sized notebook is perfect.
- If you are enrolled in a Keyboard Skill Building course, practice for at least 30 minutes a day.

## Study Environment

- Select one study location at home. Ensure there is good lighting, a firm chair and flat writing surface.
- Keep reference material and supplies handy.
- Eliminate distractions such as cellphones, radios, and TV.

## Study Strategies

- Study every day.
- Set a definite time limit. The length of time you need for studying depends on you and your goals. No two students are identical.
- Do "One Thing at a Time", that is, either listen OR write OR read, etc. Do not attempt to listen and read OR listen and type at the same time.
- Highlight key sentences and write notes in your books will help you review effectively.
- Review each lesson quickly. Get the overview and then tackle any details and difficulties.
- Review relevant textbook sections or chapter and make use of all other resources available.
- Allow for brief breaks of 5 to 10 minutes if studying for a long period of time.

- Know the examination format – essay questions, short answer, multiple choice, etc.
- Reinforce what you learn in class by:
- Writing summaries in outline form,
- Reciting material aloud without referring to notes,
- Telling someone what you have learned,
- Testing your answers with flashcard question and answer items.

Listen to the Learning Coach's or Instructor's tips on what will be emphasized. Never assume something won't be included on a test or exam unless told so specifically.

## Note Taking

You may feel secure to write down everything said on the audio/video files. It is likely you will fail to grasp the concepts and key details. We encourage you to only take notes on key points.

## Module Answers

At the end of each module/lesson, there are review questions for you to complete. Depends on the course, these questions can be complete on the computer or on the workbook. You are encouraged to complete these questions on your own. They provide you with your first opportunity to assess your level of understanding. Certain courses count these review questions towards your mark for the course.

If these questions are on the computer, you can check the answer keys after completing them. If they are in the workbooks, you can ask the Learning Coaches the location the Answer Binder, which contains the answer keys.

Please refer to the answers and make corrections, re-reading applicable sections if necessary. You will not benefit by merely changing/copying the answers. Please discuss with a Learning Coach to find out the reason.

*Answer keys in the binders cannot be photocopied.*

## Assistance from Learning Coaches

Our Learning Coaches are always eager to help you.

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

## Student Success

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### Program Outline and Progress Report

A Program Outline is issued to you at the start of your program. It will include target start dates and end dates for each course. This is the date when your course examination should take place.

It is your responsibility to adhere to these timelines as closely as possible in order to complete each course by the prescribed end date. Dialogue between you and the Learning Coaches or Instructors is ongoing. You will have many opportunities for discussion, assessment and feedback in a comfortable environment. Depending on your progress, this could occur daily, weekly or monthly.

Regular feedback is provided by college staff, as well as providing any explanations, encouragement and guidance through the selected material. This is meant to help you to monitor your own progress, and where applicable, schedule additional study hours to improve progress. While you are also responsible for maintaining satisfactory academic progress in your program, college staff will suggest changes to ensure academic success and completion. If you feel you are falling behind or are not coping with your schedule, please discuss this with us as soon as possible. You may request a progress report at any time.

The school reserves the right to schedule the courses within your program of study, in such order as we may deem appropriate. We may modify our curriculum, programs, start dates, rules and regulations, whenever we deem it necessary, without notice, and subject to required approval from our provincial regulators.

## Student Feedback

Each student can suggest improvements or voice their concerns. This is considered a very important part of our effort to continually improve wherever we can. You are welcomed to discuss your idea or concern with a Learning Coach. If further action is required, you may make an appointment to speak with the Director.

## Employment Preparation/Assistance

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

Colleges maintain Job Boards in student areas to assist you with your job search. Students, graduates, and alumni, who may apply for any of the suitable posted jobs. These jobs are acquired from advertisements, from employers who call Academy of Learning® Career College campuses directly with job orders, or through people hired by the Academy of Learning® Career College. Please do not remove jobs from the board. Simply give the job number to one of the staff who will provide you with the required information.

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

## Refresher Time

As a graduate, you are welcome to re-visit the college to refresh and review the course material, if:

1. You have already passed the course AND
2. We still offer the version of the course you took.

Before your visit, please call us for information and book an appropriate time. You may not be able to book "*prime times*" for this, but we will be happy to accommodate your needs when possible.

## Our Locations

	<b>Abbotsford Campus</b>	<b>Langley Campus</b>
	#204 – 2692 Clearbrook Rd Abbotsford, BC V2V 2Y8	#201 – 20621 Logan Ave Langley, BC V3A 7R3
Phone	(604) 855-3315	(604) 532-4040
Fax	(604) 855-3365	(604) 532-4004
Email	<a href="mailto:admin.abbotsford@aolccbc.com">admin.abbotsford@aolccbc.com</a>	<a href="mailto:admin.langley@aolccbc.com">admin.langley@aolccbc.com</a>
Website	<a href="http://www.aolccbc.com">www.aolccbc.com</a>	



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## ACKNOWLEDGMENT

I hereby acknowledge that I have received a copy of the Academy of Learning® Career College Student Handbook. I further acknowledge that I have read it and understand its contents. I understand and agree that this handbook is intended to provide me with an overview of the Policies and Procedures of the campus and does not necessarily represent all such policies in force.

I acknowledge that it is my sole responsibility to ensure I understand the Student Handbook as provided, and that I am responsible for seeking clarification of topics as required.

Further, the Company may, at any time, add, change or rescind any policy or procedure at its sole discretion, without notice. By signing below, I agree to adhere to the policies and procedures found in the version of the Student Handbook, dated August 19, 2021. Any changes made after the below signed date must be agreed separately.

Student Name (Please Print)

Student Signature

Date

**August 19, 2021**