



# Academy of Learning

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

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## **WESTCOAST CAMPUSES**

### **STUDENT HANDBOOK:**

### **POLICIES, PROCEDURES & HELPFUL TIPS**

**Welcome to the Academy of Learning Career College – Vancouver/North Vancouver.**

**Thank you for choosing us for your Career and Education aspirations. We will do our best to ensure that all your needs are met to the best of our ability.**

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

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

**Shan and AOLCC Staff**

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

Updated April 2022

# Our Mission

**R**ESPOND TO THE DYNAMICS OF AN EVER-CHANGING MARKET WITH THE MOST RELEVANT, UP-TO-DATE SOLUTIONS FOR OUR CLIENTS.

**D**EMONSTRATE A CONSTANT COMMITMENT TO STUDENT SUCCESS AND EMPLOYABILITY.

**C**REATIVELY MEET EACH CLIENT'S SPECIFIC REQUIREMENTS THROUGH THE FLEXIBILITY AND CUSTOMIZATION OF OUR INTEGRATED LEARNING™ SYSTEM.

**P**ROVIDE ADVICE AND TREAT EACH CLIENT WITH CARE AND SENSITIVITY.

**M**AINTAIN VISIBLE AND MEANINGFUL PARTNERSHIPS WITH OUR COMMUNITIES.

**E**NSURE THE INTEGRATED LEARNING™ SYSTEM REMAINS THE MOST UP-TO-DATE, EFFECTIVE LEARNING PROCESS.

**E**NSURE THAT WE MEET THE HIGHEST STANDARDS FOR QUALITY TRAINING PRODUCTS, SERVICE, AND DELIVERY.

**C**REATE OPPORTUNITY FOR GROWTH AND SUCCESS AT THE ACADEMY OF LEARNING CAREER COLLEGE.

### **Our Commitment to You**

We will meet your individual needs.

We will act with integrity, honesty, and professionalism in everything we do for and with you.

We will absolutely respect the confidentiality of our relationship.

We will provide a high-quality learning experience in a warm and friendly environment.

We will work with you to help you successfully achieve your goals.

You are the sole judge of our performance. If anything we do falls short of your expectations, we will do whatever it takes to resolve your concerns and make your experience here a positive one.

### **Your Commitment to Us.**

You will be open, frank, and honest with us at all times. You will let us know immediately of any concerns or suggestions you have that may affect your training here at our school.

You will arrive on time to school every day, work your full scheduled hours and not miss any days.

You will take your tests on time and do whatever hours and effort it takes in and out of school to accomplish this end.

You will maintain a positive attitude towards staff and students while being accountable for your own success.

You will take pride in your school by treating the equipment and facility with respect.

You will give consideration to referring us to friends and family whom you believe would benefit from an association with us.

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## AN INTRODUCTION TO OUR STAFF:

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## **TIPS ON HOW TO MAXIMIZE YOUR LEARNING:**

### **ON-LINE DELIVERY:**

Our on-line programs form the foundation of our training system. Each lesson has been prepared with meticulous care in order to act as your instructor. Each lesson carefully co-ordinates with your textbook/E-Book, your software and your student data files. If you learn how to follow your on-line courses carefully and patiently, it will become the key to your learning success.

The Canvas/Learning Hub (MY AOLCC) is to be the learner's primary study environment. Workbooks/E-books are just a reference tool and a place to take notes as the student progresses through the course.

### **TAKING NOTES:**

Do not attempt to write down everything in detail from your courses. Doing so may make you feel secure but you will fail to grasp important concepts and key details. We encourage you to take some notes but focus on Major idea's and key points.

### **MULTI-TASKING:**

While learning, always ensure that you do "ONE THING AT A TIME." EG: Either listening OR writing OR reading etc. Do not attempt to listen and read OR listen and type at the same time.

### **KNOWLEDGE QUIZZES:**

Completion of module answers, quizzes and practical exams are very important.. Most of our ILS courses will include a series of Knowledge Quizzes that could appear at any point of your lessons and that can be repeated as many times as you need. The idea with these is that you recognize which topics are you weak and spend additional time reviewing it before moving on to next lessons.

### **MODULE QUIZZES:**

At the end of each Module, you will find a series of questions named Module Quizzes which are MANDATORY to answer. You will have 30 minutes to respond 10 Questions with multiple choice answers.

Be aware that the MODULE QUIZZES can only be done three times so don't waste the opportunities. It is better that you respond them when you feel prepared to get a good mark. The points obtained after completing these quizzes will be taken towards your final Exam results.

Once you complete the three attempts The system would take the highest mark.

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

Our Learning Coaches (Facilitators) are always eager to help you.

- Whenever you encounter a problem, first check your understanding of the instructions provided, check your logic and your work.
- If your difficulty persists, please feel free to seek help from any available instructor.



- DO NOT spend an enormous amount of time in solving a problem without instructor assistance. Seek help before anxiety and/or frustration sets in.
- Learning Coaches (Facilitators) are here to help you, when you rise the question mark in your computer station however, please be patient if an instructor is helping another student.
- Please be considerate of other students when seeking instructor assistance for a long period of time.
- Our facilitators are available 9am – 6pm Monday to Friday, excluding holidays and weekends. They are available face to face in campus or online or via phone calls for remote students.
- Online students can call in for assistance through the following methods: Phone Call, Remote access software or Video Conference Call.

## **ADMISSIONS REQUIREMENTS:**

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

- Prospective students must be Grade 12 equivalency or have Mature Student status (19 years of age or over with at least one year out of high school. This is subject to the discretion of the College Director. All students will be required to write and pass an Entrance Evaluation Exam. The minimum passing grade for this examination is 75%.
- Prospective students must have the ability to work with an individualized learning system (particularly the Integrated Learning™ System or "e-learning", as applicable) and to follow self-led instruction.
- Prospective students for more specialized programs such as Health Care programs or I.T. programs will be further evaluated on specific criteria and testing related to individual program requirements, and pre-requisites.
- All international students must demonstrate English proficiency through one of the above requirements or through an English language assessment (IELTS 5.5, TOEFL – Minimum score 46 or CELPIP Minimum score 6 or DuoLingo 85+). If the student does not have any of the above credentials, they may be asked to enroll into ESL courses as a pre-requisite. Domestic students should demonstrate a fair, workable knowledge of the English language and may be asked to demonstrate ability as above.

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

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

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

Some programs may also have additional entrance requirements or prerequisite courses:

#### Human Resources Administration Certificate

- The Admissions representative will inform the student about the Online Instructor-supported format of the Canadian Payroll Association's Payroll courses provided through the CPA's scheduled and structured online courseware.

#### IT Programs and Web Design

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

#### A+ Network+ and Microsoft Certification Preparation

- The Admissions representative will inform the student that IT courses are provided through the Franchisor's "E-learning" tools, and whether he/she will be supported by an on-site Facilitator or the Franchisor's qualified Online Instructors that facilitate the courses online.

#### Microsoft Certified IT Professional (MCITP) Enterprise and Server Administrator Certificates

- A candidate should hold CompTIA A+ or Network+ certification or have adequate experience working with a desktop operating system, a network operating system, and an existing network infrastructure.
- The Admissions representative will inform the student that the IT courses are provided through the Franchisor's "E-learning" tools, and whether he/she will be supported by an on-site Facilitator or the Franchisor's qualified Online Instructors that facilitate the courses online.

#### Microsoft Certified Systems Administrator (MCSA) and Engineer (MCSE) Certificates

- A candidate should have six to 12 months of experience working with a desktop operating system, a network operating system, and an existing network infrastructure.
- The Admissions representative will inform the student that the IT courses are provided through the Franchisor's "E-learning" tools, and whether he/she will be supported by an on-site Facilitator or the Franchisor's qualified Online Instructors that facilitate the courses online.

#### Web Designer/ Graphic Designer/Software & Web Developer Diplomas

- The Admissions representative will inform the student that Web Designer specific courses are provided through the Franchisor's "E-learning" tools, but indirectly provided by Sessions.edu, an internationally recognized provider of such courseware. Students are supported by the Franchisor's qualified Online Instructors that facilitate the courses online.

### MOA and CSW Programs

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

Pre-requisites: 19 years of age or older, Attend a personal Interview - Good English language skills.

- Clear Criminal Record Check (with Vulnerable Sector check for Community Service Worker (CSW) or Addictions Worker (AW)).
- Adequate level of physical health to be able to fulfill job requirements
- N-95 Mask Fit Testing which *may* be mandatory based on provincial requirements
- Hepatitis B, other vaccinations and/or a TB test may be required by this industry.

### Payroll Administrator Certificate, Payroll Specialist Certificate, and Payroll Supervisor Diploma

- The Admissions representative will inform the student about the Online Instructor-supported format of the Canadian Payroll Association's payroll courses provided through the CPA's scheduled and structured online courseware.

### **ENGLISH PROFICIENCY:**

**All** courses provided by the Academy of Learning Career College require a reasonable understanding of the English language. We are interested in your success at the Academy, so English upgrading opportunities may be recommended. We provide the Pitman English learning system under license at our AOL locations for students wishing to upgrade their conversational and comprehension in the English language.

Accepted International Applicants must demonstrate English proficiency through one of the admissions requirements or through an English language assessment (IELTS 5.5, TOFEL – Minimum score 46 or CELPIP Minimum score 6/Duolingo 85+).

### **CREDIT FOR PREVIOUS TRAINING (PRIOR LEARNING or CPP):**

Academy of Learning Career College recognizes that many students have important 'prior learning' experiences.' Prior Learning Assessments at the Academy of Learning Career College measure and recognize learning that is equivalent to learning acquired at Academy of Learning Career College, but has been gained outside our facility. Some of these may have been gained through work experience, life experience, volunteering, self-study and short work-related courses.

Prior Learning Assessment is the process in which credits for previous education, training, and/or work experience is awarded to the student, and occurs during the registration process.

If a student can demonstrate that the knowledge he/she has gained meets the outcomes of an Academy of Learning Career College course, a credit is awarded. This allows the student to take only the courses they specifically need to complete a

certificate or diploma. Challenges reduce the time and the cost required to finish an Academy of Learning Career College program.

A \$50.00 administrative charge will be applied for these examinations with a score of 75% or greater and the entire duration/cost of the course can be removed from the program. If the student does NOT pass, there is NO administrative charge, the course remains as part of the program as originally intended. Challenge marks will appear on the student's Academy transcript and become part of the student's overall grade average.

**No** workbooks or notes are issued for courses that were challenged.

Education at other institutions and related work experience can also qualify for credit as prior learning. When this is the situation, transcripts, related course outlines, employment portfolios or resumes must be submitted for individual assessment and review. These marks will not appear on the student's Academy transcript.

Credits earned through either prior learning or challenges can qualify for only up to a maximum of 20% of the selected program.

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

### **PROGRAM OUTLINE/STUDENT RECORDS:**

Student Records and Student Outlines are issued to you at the start of your program. These contain detailed course schedule information and are used by yourself and the school to keep track of your progress.

Please take note of the dates scheduled for completion of each course. This is the date when your course examination should take place. You may need to schedule yourself extra time in order to keep up to date and to complete your program by the contracted end date. If you feel you are falling behind or are not coping with your schedule, please let us know so we may provide assistance.

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

Each course in the program of study may be postponed at the discretion of the school in the case of extenuating circumstances. Any fees paid will be credited to future courses or refunded according to our Refund Policy, less any non-refundable testing and/or registration fees.

### **FEES:**

All courses are presented as complete packages with all of the necessary materials included. All fees must be made payable to Academy of Learning Career College – Vancouver/North Vancouver. Payments may be made in the form of cheque, *Visa*, *MasterCard*, Debit, EMT or cash. Fees are charged on a per course basis in accordance with established prices. The total tuition fees are due and payable by the start date unless specific arrangements have been arranged with the school and recorded on your contract. If a government agency or other association is sponsoring the student, the school requires a letter of authorization prior to start.

Academic credit for any courses in the program of study is not given until all financial obligations to the school have been met.

### **LEARNING COACHES (FACILITATORS):**

The Academy of Learning Career College employs qualified individuals to facilitate the training process of students. All facilitators are qualified and trained in accordance to our high standards. It is important for you to understand **we do not have Teachers/Tutors but Learning Coaches (Facilitators)**. For those Instructor Lead Programs (for example, Thought Patterns or Job Search) you will be notified on time who your Instructor will be and the individual classes you will be taking with them.

### **DRESS CODE:**

Our dress code is **modest comfortable or Business Casual**. We request no wearing of sleeveless tank tops, halter tops, short shorts, clothing with inappropriate verbiage/pictures, controversial affiliations or cutoffs. **Remember that you are in a professional learning environment**. Where appropriate, students may be asked to dress as they would for a job interview for specific days during their job search courses. **Important:** Some staff and students have extreme allergies to perfumes, hand creams, hairspray, colognes and other scented products. Please do not use these prior to coming to school.

### **FRAGRANCE-FREE ENVIRONMENT/SMOKING**

Please be aware that we may occasionally have staff and students that suffer allergic reactions to certain perfumes, to cigarette smoke and other nontypical sources of allergies (like oranges and other fruits).

Staff and students must refrain from wearing perfume when attending school and if you smoke, please remember a few rules:

1. No Smoking within 6 meters of ANY doors leading into the building (access to the lobbies, stairwells or parkades)

2. When you smoke, and before you return to your workstation, **please be cognizant of your odor.**
3. We have had students with citric fruit allergies before, please inquire before peeling/eating these on campus.
4. Please restrict your smoking to the designated area of the building. Please keep this area clean and use ash trays provided. Please close all doors when you re-enter the building.

Students found in flagrant non-compliance of this rule may be requested to go home, and you will have to take responsibility for making up missing hours.

### **ATTENDANCE POLICIES:**

#### **ATTENDANCE:**

Students are contracted to certain attendance obligations, depending on their funding sources and schedules. These times must be strictly adhered to and attendance must be in compliance with your latest program outline. Failure to put in the contracted hours of school per week may result in withdrawal from your course or cancellation of your funding.

Students who attend in Campus may choose their hours of attendance at the time of your enrollment, which suit your circumstances. This is subject to workstation availability and is determined solely at the discretion of the school. Students may also put in additional hours before their program end date providing that arrangements have been made to reserve a workstation for this purpose.

Workstations are booked in blocks starting at 9am. Subject to availability, a morning session must be booked for a minimum of two hours, which is the average time of one lesson.

Students who schedule sessions and do not attend without cancellation, and who appear to make this a habit, may be asked to withdraw from their program. Academy of Learning Career College attempts to accommodate all students in all aspects. Those students who do not advise the school of cancellation of their session may be denying others of an opportunity.

**Students are requested to contact the school if they are unable to attend or if they will be late. Twenty-four hours notice would be appreciated whenever possible.** In the event of a student being more than 15 minutes late without notification, the student's allocated computer may be given to another student who is wait-listed for that schedule.

No refund will be given for absences from scheduled classes.

### **Absences:**

If a student misses a day of school, we request that you call the school and provide a reason for the absence. If the student misses two or more days of school we may request a written reason for absence such as a doctor's note. If the student follows one or more of the above requirements we will (in most cases) classify the absence as excused. If there is no reason for absence on file, then it will be considered an unexcused absence.

- a) Excused Absences – May be made up on a different date using the flexibility and availability of our schedules.
- b) Unexcused Absences – No additional time will be provided.

### **Completion Date:**

Academy of Learning Career College has no responsibility to train clients after their completion date. Any decision to provide additional time after the client's end date will be subject to evaluation. We will ascertain if the client has demonstrated intent to complete the course/program on time, i.e. number of absences, unexcused absences, attempts to make up time, etc. If the above-mentioned requirements have been met, an extension may be granted. Upon completion of the granted extension, if the student still requires additional time, a fee of may be applied. Please Note: for students receiving sponsorship, extensions given by the school may not correspond to continuation of sponsor funding.

### **STUDENTS RECEIVING STUDENT LOANS:**

Students receiving Student Loans should refer to the following for minimum hourly requirements: **Any student who drops below 60% of their required hours or "course load" in any given week for three consecutive weeks will have their Student Loan cancelled without exception.**

- The minimum attendance hours for a full time Student Loan is 20 hours per week. No student may drop below 60% of this amount of hours per week within a 3 weeks period if they are receiving full time Student Loan funding.
- For Example: If your course load is 20 hours per week, 60% of that is 12 hours. This means you could miss a maximum of 8 hours in that week; a total of 24 hours in three consecutive weeks. You need to make sure that you are not affected by the missing hours as no extension will be granted. If you miss more time and you fall below 60% the school will be required to inform Student Loan Services and your funding may be cancelled.
- Students have a maximum of total hours that they can miss during their entire study period. It is important for you to know that every hour missed effects your total hours. Students are required to ensure they are attending their scheduled



hours and to be in touch with their Facilitators regularly to verify that they are not falling below those maximum hours.

**It is the students duty to be certain of how many hours per week/month they are required to complete for any given month.**

**STUDENT LOAN OBLIGATIONS:** – In addition to the above:

- You must notify the school asap if your address or phone number changes.
- You must contact your Bank immediately if your address changes after completing your program of study.
- You UNDERSTAND that you are solely responsible for repaying all your student loans.

Failure to do so may result in serious consequences, including:

- being denied any further funding through a student financial assistance program.
- having personal income tax refunds seized and used to pay outstanding student loans.
- having judgment obtained against yourself, whereby, personal property (cars and anything of value), bank accounts, etc. can be seized.
- having your name given to a credit bureau and/or collection agency.

Unsuccessful Completion of Program for Student Loan Students:

- If a student has not completed Graduation requirements, the school will notify Student Loans by filling out an, “Unsuccessful Notification Form”. This will affect the future funding and grants. **If an “Unsuccessful Notification Form,” has been sent from the school, any grants you are going to receive may turn into a loan which will need to be paid back. This may cost you many thousands of dollars for not completing your course on time.**
- Unsuccessful terms of up to 68 weeks will make the student ineligible for future student loan funding.

Please UNDERSTAND that if you leave school before completing your academic course **YOU WILL STILL BE RESPONSIBLE FOR PAYING BACK YOUR STUDENT LOAN.**

**BREAKS:**

Students are reminded to treat their training **as they would an employment situation.** As in any job you are requested to ***'watch the clock,'*** when you take lunch or coffee breaks. ***A 15-minute mid-morning or mid-afternoon coffee break*** is typically standard. **When taking your breaks for more than 15 minutes you are required to logout and login.** We request that students who require longer breaks in order to attend to urgent matters inform a staff member. If staff notices that you have been away from your desk longer than 15 minutes, they will log you out of the system and place a notice at your

station reminding you to log back in. When a student is required to make up for more hours and he/she is found abusing their breaks, they will be subject to receive a warning.

### **ATTENDANCE RECORDS:**

Each day of school requires that you must record your attendance on the attendance computer. These are required for our records and reporting purposes which may be subject to scrutiny by sponsoring agencies or their designated agents. Please be aware that we cannot make corrections to attendance once the month has concluded so if you have errors on your schedule, ensure to notify a staff member prior to the last day of the current month. We pay very close attention to students log in and out habits and if we find a student is logging in then leaving the school for an extended period of time we will dock your hours for that day. In addition, do not have friends log you in or out as it is your sole responsibility to keep track of your hours. Be sure to check the daily list of students who did not logout for your name. Your name will appear in blue letters with a note to "See Administrator". For remote students, you will be shown the proper procedure to login your attendance through the Canvas dashboard. Please remember your login information and ensure that you are entering the correct steps to properly log your attendance.

### **SATISFACTORY PROGRESS:**

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

**You may only work on one course at a time (Except for keyboarding courses that can be worked on at the same time as other computer/business courses). Additional courses may be requested under special circumstances.**

### **COMPLETION DATES**

Students are expected to complete their courses by the completion date reflected on their Enrolment Application and Contract. In the event that this is not possible, and with the permission of sponsoring agencies and/or the School Administrator, this end date may be extended. End dates for individual courses will not be extended by more than three months. Courses not completed within this period will not qualify for any refunds or transfers.

### **REQUESTS FOR EXTENSIONS:**

The end date can be adjusted on your contract solely at the discretion of school administration and will only be considered due to just cause (e.g. sickness, converting to part-time due to work obligations etc.) Any application for an extension must be made within the 30 days prior to the end date, or such an extension will not be considered. The granting of an extension will also take into account the student's conduct and effort throughout their program as well as their contract, funding sources and other obligations. Students may need to change their scheduled times in order for us to accommodate such extensions. Extensions are given to students with good attendance and demonstrate the dedication to finish. Students that need more than one month of extension may be required to pay an extension fee.

### **SCHOOL PHONE RULES:**

Students may only make urgent calls or calls relating to their job search using school phones. Please remember that it is a business line, so kindly limit the duration of your calls.

### **PERSONAL CELLULAR PHONES:**

Out of respect for other students, cellular **phones must be turned off while you are in school.** Repeat violations of cellphone noise abuse may result in privilege loss of Campus facilities. We highly recommend the use of silent/vibrate mode while in campus. It is advised to step into the hallway to have personal phone conversations.

### **FOOD AT THE WORKSTATIONS:**

Food or drinks are not allowed at the workstations. We may allow safe drink containers with lockable lids if requested. Please refrain of having open cups, plates, or food containers, plastic or paper bags with chips, cookies, candies, chocolates, etc. on your desk. Failure to comply with this rule may be subject to suspension and/or probation.

### **CONSIDERATION:**

Please be considerate of fellow students and maintain a quiet environment. **Do not disturb other students especially when they are writing exams.** If you have friends attending the campus please ensure that any visiting that takes place is done in the lunchroom or off campus. Guests are not permitted at the workstations or on computers at any time. If you have a friend who wants more information on the school then please refer them to an Admissions Representative.

### **FACILITIES/EQUIPMENT:**

Students should call on Centre Staff for assistance if they are experiencing any problems with the facilities or equipment. Under no circumstances should students attempt to rectify or repair the problems on their own.

All instructional Media/Audio, and course materials are the property of Academy of Learning Career College and may **not** be removed from the Centre.

### **BOOKS AND SUPPLIES:**

Our easy-to-understand programs are sometimes presented with the use of course workbooks. All courses are presented as complete packages with all of the necessary materials included. If a workbook is lost, the student will be responsible for purchasing a new book. Please note that all materials presented to you are protected against copying by relevant Copyright Laws. You are only permitted to print what your course specifically requires you to print. If you would like to pay for additional printouts the fee is \$0.03 per sheet.

Course workbooks (when available) are the property of the student and may be written in, highlighted or used in ways that will assist you with your studies. Look after your workbooks, as they are an excellent reference tool long after your studies end.

### **KNOWLEDGE QUIZZES:**

Completion of module answers, quizzes and practical exams are very important. Within the MYAOLCC Canvas Learning Hub, you will see a number of “Leaves,” that will turn GREEN as you progress through the course and complete all tasks and assignments. They should be fully green at the completion of each lesson. Some courses (manual courses e.g. bookkeeping, Office Procedures, Business Correspondence, etc) will require you confirm your answers by checking the answers provided in the Student Guide or book. Most of our ILS courses will include a series of Knowledge Quizzes that could appear at any point of your lessons and that can be repeated as many times as you need. Remember you will not benefit by merely copying the answers provided. **No answer sheets will be photocopied for students.**

### **MODULE QUIZZES:**

At the end of each Module, you will find a series of questions named Module Quizzes which are MANDATORY to answer. You will have 30 minutes to respond 10 Questions with multiple choice answers.

Be aware that the MODULE QUIZZES can only be done three times so don't waste the opportunities. It is better that you respond them when you feel prepared to get a good mark. The points obtained after completing these quizzes will be taken towards your final Exam results.

Once you complete the three attempts The system would take the highest mark.

**Students will need to contact their facilitators in order to schedule their final exams. Facilitators may request to review that all the module answers are completed prior to providing exam codes. The schools Canvas learning system will not allow you to move on to do an exam if the modules were not completed 100% (fully green leaves).**

**COMPACT DISCS or USB DEVICES:**

The uses of any compact discs and or USB Devices, other than those which form part of our curriculum, are prohibited. Outside media may introduce viruses to networked systems. If you request files to be transferred to your own storage device, please inform a facilitator.

**STUDENT MEDIA:**

Student Media Files that you access as a supporting tool for your courses are ® property of Academy of Learning Career College. These files may not be copied for students.

**JOB BOARD:**

Employment opportunities displayed on the board are there to assist you with your job search. All jobs are open to all students who are deemed suitable for the position. 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.

**FACILITATORS AREA (RECEPTION AREA OR FRONT DESK):**

Please do not enter this area. If you need something, ask the facilitator on duty for assistance. This includes all offices and stock room as well as the front desk area.

**COMPUTER AND WORKSTATION AREA:**

Students choosing to work in Campus will be issued a workstation with a computer. Students may bring their own laptops if they wish. Certain courses must be completed using a specified computer due to the requirement for specific software. (For example: Sage Accounting, ACCPAC, QuickBooks and Web Designer courses).

Please follow these guidelines while using the facility:

- Headphones are provided at all workstations for use with audio-video learning throughout your program. Please use these devices with care and in case of failure please inform your facilitators so they can be replaced.
- Leave your work area clean and tidy. Allow yourself sufficient time on completion of your day's schedule to tidy up and vacate your workstation for the next student.
- If you would like to remain in school beyond your scheduled time, please confirm this with a member of staff. If a place is available, this will be permitted. You may be required to move to a different workstation.

We have cleaner available for the monitors, mice and keyboards for student use. Just ask a staff member.

### **COMPUTER AND WORKSTATION RELOCATION:**

At our campus we try our best not to disturb students. Upon beginning your classes, you will be assigned to a specific workstation. Please keep in mind that due to the nature and licensing of software, there may be instances when a Learning Coach (Facilitator) must relocate a student to another machine. Realizing the inconvenience this can cause to the relocating student, we will do our best to minimize these moves and look forward to your cooperation in these rare instances. We cannot guarantee specific machines or work stations to any student, all the time. However, there are some courses you will be required to sit in a specific spot and a Learning Coach/facilitator will notify you of this. If you find another student is sitting in your designated spot please do not approach them yourself ask a facilitator to assist you.

### **INTERNET CONNECTIONS:**

**We request that students refrain from logging themselves onto the Internet unless they are doing so for one of their courses. Downloading anything through the Internet that is not per the instructions in the courseware is prohibited. This constitutes non-compliance of school regulations in terms of our Dismissal policy and as such is grounds for immediate termination of your program.**

Students requiring Internet connection for other purposes e.g. job search may only connect with permission and assistance from a member of staff. Failure to adhere to this policy will be dealt with in accordance with the Dismissal Policy.

### **LUNCHROOM:**

The lunch room comes equipped with a student refrigerator, microwave, sink and storage cupboard for your personal items. There are some utensils but we suggest you supply your own. There are no food or drinks other than non spill containers permitted anywhere else on Campus. All items left in the lunchroom are at your own discretion and the school is not responsible for any lost or stolen property. ALL FOOD ITEMS STORED IN THE REFRIGERATOR BELONG TO SOMEONE. DO NOT HELP YOURSELF. You will notice that the lunchroom will only accommodate a small number of students at one time so we ask you to keep your breaks short and **it is not to be used as a study room.** Please remember to clean your food items out of the refrigerator by end of the day.

### **EXAM PROCEDURES:**

1. **We request that all exams be scheduled a minimum of 1 day in advance.**
2. **Workbooks must be handed in** to the facilitators. Unless otherwise stated, all exams are closed book. Where applicable, make use of your computer by using Help and testing your answers within the relevant program.
3. **A practical Pre-exam Exercise or Exam Preparedness** must be completed to the satisfaction of your facilitator(s) before you will be permitted to do your on-line exam.
4. **No Instructor support** will be provided during an on-line exam except for clarification of questions or to troubleshoot any computer problems (e.g. full disks, missing toolbars, printer problems, etc.)
5. **Students are NOT permitted to request facilitators to check exam answers prior to submitting the exam for a final mark.**
6. Unless approved by a staff member, all exams must be completed and submitted the **same day**. Students are responsible to schedule sufficient time to complete their exams in advance.
7. **Students may NOT take a break during an exam. Please do not leave your workstation unless you have cleared it with a facilitator.**
8. **NO headphones** may be used by students during their exams.
9. Absolutely **NO STUDENT ASSISTANCE** is to be given to any student who is taking an exam. Where a student is caught cheating, their exam will be confiscated and submitted as incomplete. If Head Office or the Centre determines that a student has cheated on an exam, the matter will be further investigated. Depending on the circumstances, the student may fail the exam and suspension from the program or expulsion from the Centre will be considered.
10. Please do not remove practical exams from their covers and do not mark the covers or pages.

### **EXAM DATES:**

A specific amount of time is allocated for each course according to your schedule. You may refer to your student record from your contract as a guide. These dates should be treated as a goal for you as you move forward. If you can adhere to these scheduled exam dates, it will greatly improve your chances to meet your end date and graduate.

### **EXAM PASSING MARKS:**

Academy of Learning Career College develops examinations to test the student's ability to use the skills they have learned. Individual exams are given and require a minimum percentage pass mark prescribed by the Academy of Learning Career College. There are limited exceptions where the course mark is given in different form (for example, in words per minute). To graduate in a program of study, you must successfully complete and pass all courses in the program of study with an overall average of **75%**. An individual mark on any one course can be 60% however the student must maintain a 75% average at all times.

Students achieving an average grade of 90% and higher will pass their course(s) with Honors.

All completed examinations are electronically submitted to our Regional Head Office. The marking scheme and procedure is governed by strict guidelines set by our National Head Office.

Should you not agree with your final examination mark, an exam petition may be introduced for reassessment of your exam's result. See next section for applicable policies and procedures. The final authority in any such petition will be the Head Office of the Academy of Learning Career College. Examination papers are not to be removed from the Centre.

The **Canadian Payroll Association** (CPA) announced that effective January 1, 2013 the minimum passing score for their courses, *and Basic Bookkeeping Level 1 (when transferred to the CPA)* will be **65%**. An overall grade of at least **65%** and a mark of **65%** on the final exam will be required to successfully complete any CPA certification course. If a student fails a CPA course they will be required to enroll in the course again and all appropriate fees will apply. CPA does not allow exams to be rewritten.

### **GRADE APPEAL POLICY:**

Academy of Learning Career College has established an exam petition procedure for a reassessment of a student's exam. When the Director, Facilitator or the student queries a question or feels that a question on an exam was marked incorrectly, they may make a Head Office "Help Desk," inquiry to ascertain the nature of the issue.

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



### **EXAM REWRITES:**

Academy of Learning Career College allows students to rewrite exams once. After one re-write a \$30 fee will apply if a third rewrite is necessary. The maximum attainable grade for any examination, which is re-written, is 89%. **Should the student fail at this 'third' attempt, they may reapply to repeat the course and regular course fees will apply.**

### **THIRD PARTY REWRITE FEES:**

#### **CANADIAN PAYROLL EXAM REWRITES**

The CPA no longer allows exams to be rewritten. If you do not pass your course, you will be required to pay for and complete the course again before proceeding to the next CPA course. All relevant fees will apply.

### **MAXIMUM TERM FOR MAKING USE OF VOUCHERS INCLUDED IN THE IT PROGRAMS AS PART OF THE TUITION:**

To ensure all Vouchers for external examination included in our IT programs are fully used by students by the end of their program: (Applicable for students that have not used all their vouchers within their scheduled period of study)

1. Any outstanding voucher must be used within the next six months after completing school.
2. First outstanding voucher must be used within the first three weeks after finishing school.
3. Students should not take more than three weeks between examinations
4. After the first voucher is used, the student must present their exam score (with a passing mark) when requesting their next voucher.
5. NO EXEMPTIONS will be accepted. If a student does not use all the remaining vouchers as indicated in this policy, the school is not obligated to provide them with any more vouchers. After six months of finishing school, if there are still exams to be done, the student will be responsible to cover their vouchers on their own.

### **INSTRUCTOR-LED SEMINAR RE-SCHEDULE FEE:**

Students who are scheduled to take a seminar or lecture and either do not attend or do not meet required hours to complete the course will be required to pay an additional \$100.00 towards another session. This applies to seminars such as "Thought patterns," or "Job Search." Etc.

### **COURSE EVALUATION:**

It is important for us to know if we're meeting your academic and service needs. At the end of each exam you will be prompted to answer a confidential course evaluation survey which is submitted to the Head Office of Academy of Learning Career College. All of your comments and suggestions are welcome.

### **CERTIFICATES/DIPLOMAS:**

A Certificate or Diploma will be issued to each student who successfully completes a course and meets their financial obligations to the school. Certificates and Diplomas are issued by our Head Office and are only handed out at graduation. If you are not present at the graduation you may pick up your certificate/diploma after graduation at your campus.

### **GRADUATION REQUIREMENTS:**

Students are required to complete and pass all courses registered in order to graduate from a specific program. In the event that a student does not complete an entire Advanced Certificate or Diploma, no certificates will be issued for the individual courses completed and passed.

### **EMPLOYMENT ASSISTANCE:**

We provide Graduates with continuing employment assistance in the form of internet, our Job Placement Coordinator, access to job leads on our school board or web site, internet search, faxing, and photocopying. We are happy to allow students to continue to utilize our services until they obtain employment as this allows the staff to work with you and support you through this process.

### **POST-GRADUATE REFRESHER TIME:**

Graduates are welcome to come in after completion of their courses to refresh and review their course material as long as: 1) you have already passed the course and 2) we still teach the version of the course you took. You will be required to book workstation and facility time accordingly.

### **ACADEMY OF LEARNING INTERNAL STUDENT TRANSFER POLICY:**

1. All transfers must be approved by the School Director.
2. Transfers are allowed by providing proof of residency within the desired campus's territory or by presenting proof of exceptional circumstances which deter a student from attending the original Campus.

3. Transfers depend upon seat availability at the new destination Campus.
4. Student must request his/her petition in writing to the original Campus Director who will respond to the request within 10 business days.

**Transfer to a different campus or educational institution:**

If a student wants to transfer to a school other than the Academy of Learning, the student must withdraw from the Academy of Learning and re-enroll at the new school. If you are receiving Student Loan funding, Academy of Learning will fill out an Appendix 5 (Student Loan Transfer).

**Transfer Fees:**

Upon approval of a transfer request the student is required to pay a \$150.00 transfer fee. This fee must be paid before student starts attending the new campus.

**WORK EXPERIENCE/FIELD PLACEMENT POLICY:**

**(Placement must be in an appropriate facility, clearly connected to learning outcomes)**

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

Where the College offers programs that include Work Experience or Field Placement, the suitability of the facility is based jointly on the decision of the College 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 program.

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.

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

### **MISCELLANEOUS:**

#### **CHANGE OF NAME/ADDRESS:**

Please notify your Facilitator should there be a change in your name, phone number, address, or any other pertinent details.

#### **UPDATING YOUR RECORDS AND CONTACT NAMES FOR STUDENT UNDER A STUDENT LOAN PROGRAM:**

Your records must be kept up to date at all times and a list of a minimum five contact names (family members and close friends) should be kept and reviewed at least 3 times while you are at school. The last review of your contact list will be done during your Exit Interview. Another three reviews should be done after completing your program. The first time will be done one month after your completion, withdrawal or cancellation; the second time, one month before your repayment plan starts and a third time at least three months after you start your repayment. You should always keep in touch with your school administration and Student Loan Services Branch.

Students that fail to be contacted three consecutive times will be reported in default to Student Loans.

#### **HOLIDAYS:**

Academy of Learning observes all government statutory holidays. Please consult us for specific closures. The Campus typically also see's an extended winter closure over the Christmas period.

#### **HOURS OF OPERATION:**

Monday	9:00 a.m. to 6:00 p.m.
Tuesday	9:00 a.m. to 6:00 p.m.
Wednesday	9:00 a.m. to 6:00 p.m.
Thursday	9:00 a.m. to 6:00 p.m.
Friday	9:00 a.m. to 6:00 p.m.
Saturday	Closed
Sunday	Closed

#### **LOST PROPERTY/PERSONAL DAMAGE:**

Academy of Learning Career College is not responsible for loss of personal property or for personal injury from any cause whatsoever in the school.

Try to mark all your loose property, in particular your workbooks. Lost items, which are handed in, will be held for a limited period of time. Workbooks, which are misplaced, will have to be re-purchased.

### **TAX RECEIPTS:**

Tuition fees over \$100.00 in value qualify for a federal tax credit. You are furthermore entitled to an educational status credit for each month that you are in attendance. Talk to us or to your tax consultant if you require any additional information. In order for you to claim this tax credit, an official receipt will be issued to you upon request after payment of your program. It is usually included in your Graduation folder but can be made available for you at the school. They will typically be prepared by the end of the month of February of the following year that you attended the school. **We do not mail receipts unless you have specifically requested us to do so.**

### **WITHDRAWAL POLICY FROM PROGRAM OF STUDY:**

If a student wishes to withdraw from studies at the Academy of Learning Career College, they are asked to submit a written request. The institute's refund policy is outlined on the "Enrolment Application and Contract" and follows PTIB Bylaws.

### **DISPUTE RESOLUTION POLICY:**

Grievances by any student that pertain to the Academy of Learning as a whole or an owner/operator as an individual or any other staff member should follow the prescribed course as set out below; in order to provide resolution as quickly as possible.

The following steps should be followed in the event of a student grievance:

1. Students should always try to resolve the issue informally by meeting with and talking to the other party involved.
2. If the issue cannot be resolved in this manner, meeting with the school Director and discussing the situation may help resolve the issue.
3. Should students be unable to resolve the grievance to their satisfaction, the grievance should be submitted in writing to the Executive Director, Shan Wang Ng. The description of the incident should be very clear and concise and should include all relevant information, such as the nature of the problem, date of occurrence, name(s) of parties involved (staff, other students, etc.). Copies of any other important information pertaining to the problem should also be included.
4. The Executive Director may take up to 10 days to respond in writing to the complainant.
5. The Executive Director will request similar submissions from all other involved parties and will attempt to resolve the grievance.
6. If the grievance is still unresolved after 10 days, a copy of the grievance is submitted to Academy of Learning College Head Office (at address stated below) for immediate arbitration:

100 York Blvd. Suite 400, Richmond Hill, ON, L4B 1J8

Telephone: 1 855-996-9977 Fax: 1 905-886-8591

7. If the student is still dissatisfied with the outcome of Academy of Learning College Head Office, the student has the right to file a complaint to the Private Training Institutions Branch (PTIB) at the address below:

#203 – 1155 West Pender Street, Vancouver, BC, V6E 2P4  
Telephone: 604-569-0033 or 1 800-661-7441 Fax: 778-945-0606

Every effort will be made to resolve the grievance at this point within a reasonable amount of time. A written decision on the grievance report will be sent to the student and the Director.

### **DISMISSAL POLICY:**

Academy of Learning Career College reserves the right to dismiss, suspend or place on probation, any student whose conduct is deemed to be unsatisfactory or who fails to comply with any of the above rules.

All of the rules mentioned above are expected to be understood, accepted and followed by our students. Failure to adhere/respect them may incur warnings, probation, suspension or dismissal. Please ensure you understand the rules. If you need clarification, approach your Facilitators or the School Director for clarification.

The following may be grounds for immediate dismissal, suspension or probation of students from the Academy of Learning Career College Vancouver Campus:

- Absenteeism for a period longer than two days without notifying the School or providing a Doctor's note. For students on student loans, Academy of Learning adopts and adheres to the policies reflected in the Declaration Document of the BCSL Application forms.
- Cheating.
- Damage to the Centre's property or disruption of classes.
- Theft.
- Forgery, fraud, alteration or misuse of documents, records or identification.
- The use of alcohol or any non-prescription drugs while in attendance at the Centre.
- The sale, use or possession of narcotics on the Centre's property.
- Abusive behavior towards a staff member.
- Engaging in lewd, indecent or obscene behavior.
- Soliciting or assisting another student to commit any act which would subject either student to expulsion, suspension or probation pursuant to this section.
- Flagrant disrespect of the Centre's rules of conduct and policy.

Refunds on dismissal or termination will be made in accordance with the Refund Policy as prescribed by the Private Post-Secondary Education Act, General Directives, and effective July 1<sup>st</sup>, 2000.

A copy of this policy may be found on your Enrollment Application and Contract.

### **MITIGATING CIRCUMSTANCES:**

The school reserves the right to make exceptions on a discretionary basis to any of its stated administrative policy actions based on specific mitigating circumstances which may exist with regard to students. If the school 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.

### **RE-ADMISSION POLICY:**

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

### **REFUND POLICY:**

Academy of Learning Career College's policy on refunds for Domestic students is in accordance with the Bylaws issued by the Private Training Institutions Board(PTIB). Please refer to your Tuition and Fee Refund policy page included in your enrollment contract package.

### **HARASSMENT:**

We have zero tolerance for harassment of any type at our Campus. Harassment may consist of bullying, discrimination, sexual assault, exploitation, stalking, indecent exposure, or voyeurism. Harassment is offensive, insulting, intimidating, hurtful and malicious and has no place in our school. It is against the Law and also against our School's Policy. Harassment should not be ignored. Silence can be, and often is, interpreted as acceptance.

The following steps should be taken in the event that you have good reason to believe you are being harassed:

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

### **CHILDREN AT WORK PLACE:**

The Academy of Learning Career College is an adult education school therefore no children are allowed on the premises except during special events like Student Appreciation Day, Family Picnics, Halloween and Christmas Parties.

### **HEALTH AND SAFETY:**

In the Academy of Learning Career College's Pledge to Students, we strive to provide a warm and friendly learning environment. This includes our commitment towards safety, comfort and cleanliness.

All Academy of Learning Campus locations are bound to follow rules set by their local Municipality and landlords or property management companies. Internal inspections are made by the College Director and designated staff in conjunction with any external inspections by safety (WCB), elevator and/or Fire Dept. officials. Where applicable, validation certificates are attached directly to the equipment (e.g. fire extinguishers). In other cases, the documentation is on file with the local municipality.

### **FIRST AID:**

Each college has a small First Aid kit on hand. There is a designated staff member who is trained in First Aid.

### **FIRE PREVENTION:**

Fire prevention is the responsibility of all employees. Fire extinguishers have been installed throughout our location. In case of fire, staff is instructed to sound the alarm and get assistance immediately. In case of an emergency, staff are instructed to call 911. If a fire alarm is activated, staff and students are instructed to stay calm, evaluate the situation and evacuate the building. Fire exits are to be kept clear at all times.

### **EARTHQUAKE:**

In the event of an earthquake, go to a safe place - under a sturdy table or desk or under a reinforced doorway opening. Wait until the shaking is over, count to 60 and only exit if it is safe to do so. Proceed to the muster location. Stay away from windows.

### **EMERGENCY PROCEDURES:**

If the school is vacated for an emergency, everyone attending Academy of Learning Career College must immediately meet across the street on 10<sup>th</sup> Avenue. Avoid over hanging wires or unstable structures.

During an emergency, remember the following:

Stay calm and do not panic.



***In case of an earthquake:***

Get under workstation immediately.

After earthquake is over, exit the building and head to nearest muster station.

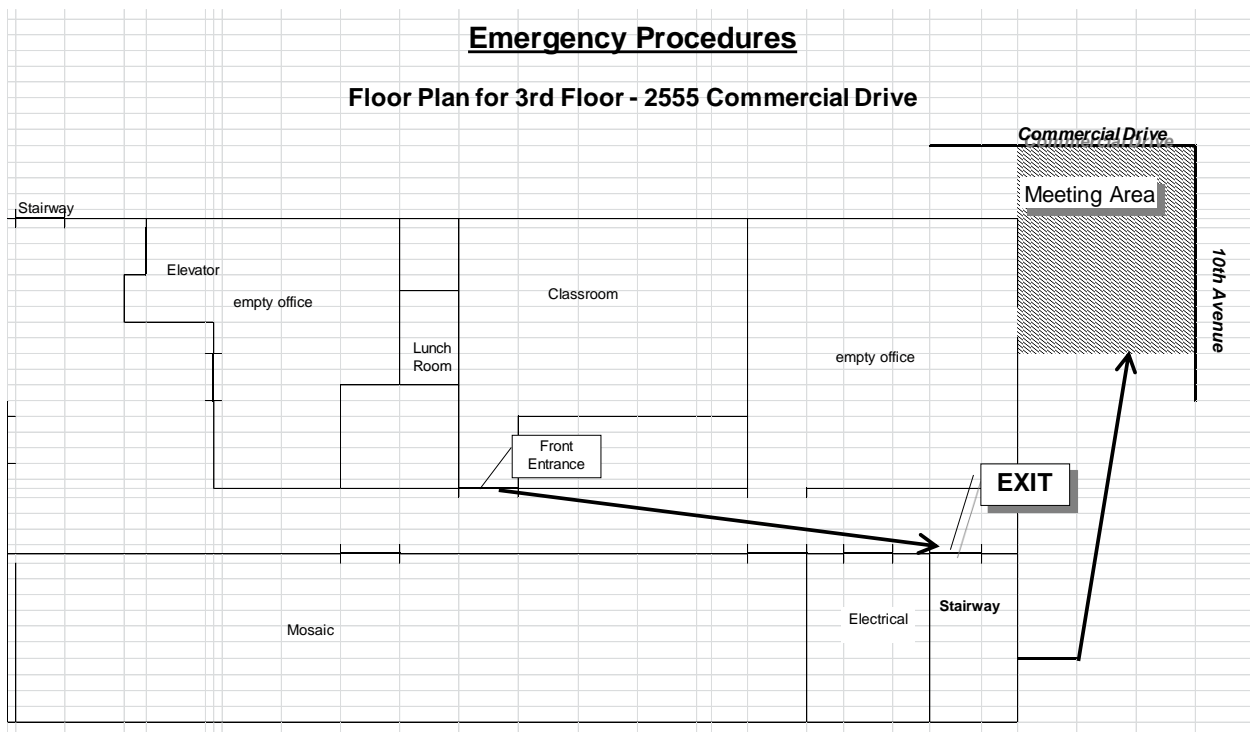
***In case of fire or if you hear an alarm:***

Exit building as calmly and quickly as possible.

Know your exits (see attached map).

At the meeting site, attendance will be taken to determine who is present and who may be missing.

Always listen to staff for directions. A designated staff member will make sure the school is empty and will take attendance at the designated meeting place. If you have any questions, please ask a staff member.



### **FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT:**

In accordance with current provincial law, any personal information collected from you or held by the Academy of Learning Career College is confidential. It will only be issued to a third party with your written authorization or where you may have received funding from a Government or Sponsoring Agency.

### **STUDENTS RECORD RETRIEVAL AND ARCHIVING SYSTEMS POLICY:**

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

At the college level, student records are kept in an online format through a web secured Onedrive that can only be accessed by specific school staff.

All required information regarding these files is kept confidential. Files may include a copy of the Enrolment Application and Contract, credential issued attendance records, payment schedules, transcript of marks, loans documents and any other information relating to the student.

Academy of Learning uses an online system to keep track of student's attendance and grades. While each college can only access its own students, Head Office can access individual student records across the province.

Archived paper student files are kept for seven 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 (if applicable). The enrolment form and transcript (or an electronic copy of the transcript) is kept for 55 years. Online 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.

### **JUST FOR FUN AT THE ACADEMY:**

At Academy of Learning Career College we believe that students learn better when they are enjoying what they are doing. It is our goal to help each and every one of our students successfully complete their program and find gainful employment. We are dedicated to this end and believe that it should be achieved in a relaxed and motivated atmosphere.

### **STUDENT APPRECIATION POTLUCK LUNCHEONS:**

Since 1999, we have been holding pot luck luncheons as a way for all of us to get to know each other a bit better. Students can invite family and friends to these events. In July 2003 we held our first annual summertime family barbecue featuring great fun and games with prizes to be won by all.

School will post a notice to the students to invite them to participate in any special event.

### **STUDENT OF THE MONTH AWARD:**

Student who demonstrate exemplary dedication, progress and uphold a high standard of learning have the opportunity to earn a Student of the Month award. We give this to students who demonstrate perfect attendance, great attitudes towards students and staff and have excelled academically. This can only be given to one student a month and it is always a difficult decision to make.

### **ATTENDANCE AWARDS:**

We celebrate the students success by giving out attendance awards to the students who have completed all their required hours in the prior month. We recognize that it is not easy to have perfect attendance especially with external responsibilities such as children and/or jobs.

### **HONOR ROLLS:**

Similar to Attendance Awards, we celebrate student achievements by giving out Achievement Awards to those who have obtained more than 90% in their exams (without rewrites).

### **GIFT CARD GIVE AWAY:**

Every month we enter all the names of the students who have achieved attendance and honours awards into a "lucky draw". The winner will receive a gift card as appreciation for their performance. We recognize that going to school is hard work and sometimes we just need a break. 😊

### **REFERRAL REWARDS PROGRAM:**

We have found over the years that numerous students who attend our college make the decision to do so in part because a friend of theirs was already attending or had attended in the past. We think this is the highest compliment we can receive and in return we want to give something back. As a form of appreciation, we give a cash reimbursement to you if your friend enrolls in our school.

For this purpose, the following policies apply:

1. The referred student must be enrolled and be paid in full towards any Advanced Certificate or Diploma program. Unfortunately, we cannot offer rewards for individual programs.
2. The referred student must have attended his program a minimum of 1 month.
3. The reimbursement will be provided to the person making the referral once all above conditions are met.

### **ANNUAL GRADUATION:**

Every year we host a formal graduation ceremony which includes caps, gowns, guest speakers and depending on circumstances, catering. This is a very important event as it represents the culmination of many hours of hard work. We are proud of our students and it is with great pleasure that we celebrate their success with them.

### **SPECIAL EVENTS:**

We are a community oriented school and we take pride in taking part in special fundraising events such as the Juvenile Diabetes Walk for a Cure or holding a Dress Down or Up day to raise funds for Breast Cancer research and donating to many other community events.

### **STUDENT SUGGESTIONS AND CONCERNS:**

We have a process in place that allows each student to suggest improvements or voice their concerns. This is considered a very important part of our effort to continually improve wherever we can. The process is as follows:

- a) Discuss your idea or concern with a facilitator or;
- b) If further action is required, make an appointment to speak with the School Director or;
- c) A "How are we doing," survey may be requested to be completed when you are at least one month into your program. We encourage students to take this opportunity to provide us with their honest feedback and also to communicate to the school administration about any issues/matters that affect the well-being of all students attending school. Please give us your comments, complaints or constructive feedback regarding your experience while studying at the Academy of Learning Career College. We will make sure that your requests are answered as soon as possible.



### **ONE MINUTE MINDER:**

1. I will dress modestly (Business Casual) – I am in a professional environment.
2. I will make or receive cell phone calls in appropriate area's.
3. I will switch off the cell phone ringer before I enter the school.
4. I will take breaks only for 15 minutes or less, while at school.
5. I will only use professionally appropriate language on school premises.
6. I will maintain appropriate indoor sound levels.
7. I will not wear perfume or any other scented product to school.
8. I will not abuse internet or computer privileges.
9. I will seek help from facilitators when required.
10. I will clean up the kitchen after myself.
11. I will respect my fellow students and facilitators.
12. I will use the school printer only for school work and only when necessary.
13. I will sign in and out myself.
14. I will follow my study schedule.
15. I will graduate.

By doing all the above, I am striving to be the best student and maintain a professional attitude at all times.

### **Paperless Initiative:**

Academy of Learning Career College, as an organization, realize the damage done to the environment and are focusing on changes we can make to reduce our impact.

Reduce, reuse and recycle are three effective policies of efficient environmental management. As a response to our environmental concerns, the Academic Department is making all efforts to go to a paperless system. Please be aware that some of your courses will include a printed support manual and others may not.

- **Print only when necessary** - Print only when you must and print on both sides whenever possible.
- If you need any scrap paper, we will start storing reusable/recycled paper with the Learning Coaches/ Facilitators to reduce the use of new paper, please feel free to ask any Facilitator if you need any scraps.
- Recycle whenever possible, recycling boxes are situated in the kitchen and facilitators area.

