



Academy of Learning

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

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VANCOUVER CAMPUS

STUDENT HANDBOOK:

POLICIES, PROCEDURES

&

HELPFUL TIPS

Welcome to the Academy of Learning Career College.

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

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

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

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

Shan and the 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 October 2021

Our Mission

RESPOND TO THE DYNAMICS OF THE EVER-CHANGING MARKET WITH THE MOST RELEVANT, UP-TO-DATE SOLUTIONS FOR OUR CLIENTS.

DEMONSTRATE A CONSTANT COMMITMENT TO STUDENT SUCCESS AND EMPLOYABILITY.

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

PROVIDE ADVICE AND TREAT EACH CLIENT WITH CARE AND SENSITIVITY.

MAINTEIN VISIBLE AND MEANINGFUL PARTNERSHIPS WITH OUR COMMUNITIES.

ENSURE THE INTEGRATED LEARNING™ SYSTEM REMAINS THE MOST UP-TO-DATE, EFFECTIVE LEARNING PROCESS.

ENSURE THAT WE MEET THE HIGHEST STANDARDS FOR QUALITY TRAINING PRODUCTS, SERVICE, AND DELIVERY.

CREATE OPPORTUNITY FOR GROWTH AND SUCCESS OF 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.

TABLE OF CONTENTS

AN INTRODUCTION TO OUR STAFF:	8
TIPS ON HOW TO MAXIMIZE YOUR LEARNING	9
ADMISSION REQUIREMENTS	11
ENGLISH PROFICIENCY	13
CREDIT FOR PREVIOUS TRAINING (PRIOR LEARNING).....	14
PROGRAM OUTLINE/STUDENT RECORD	15
FEES.....	15
LEARNING COACHES (FACILITATORS)	15
DRESS CODE	16
SMOKING	16
FRAGRANCE-FREE ENVIRONMENT	16
ATTENDANCE POLICIES	17
ATTENDANCE	17
ATTENDANCE RECORDS	18
SATISFACTORY PROGRESS	18
BREAKS.....	19
STUDENTS RECEIVING STUDENT LOANS	20
COMPLETION DATE	21
REQUESTS FOR EXTENSIONS.....	21
TELEPHONE	22
CELLULAR PHONES.....	22
NO FOOD AT THE WORKSTATIONS.....	22
CONSIDERATION	23
FACILITIES/EQUIPMENT	23
BOOKS AND SUPPLIES	23
MODULE ANSWERS.....	23
COMPACT DISCS OR USB DEVICES.....	24
STUDENT MEDIA	24
JOB BOARD.....	24
FACILITATORS' AREA (RECEPTION AREA OR FRONT DESK)	24
COMPUTER AND WORKSTATION AREA.....	24
COMPUTER AND WORKSTATION RELOCATION	25
INTERNET CONNECTIONS	25
LUNCHROOM	25
EXAM PROCEDURES	26
EXAM DATES	26
EXAM PASSING MARKS	27
GRADE APPEAL POLICY.....	27
EXAM REWRITES	28
THIRD PARTY REWRITE FEES:	28
CANADIAN PAYROLL EXAM REWRITES.....	28
MAXIMUM TERM FOR MAKING USE OF VOUCHERS INCLUDED IN THE IT PROGRAMS AS PART OF THE TUITION:	28
INSTRUCTOR-LED SEMINAR RE-SCHEDULE FEE.....	28

COURSE EVALUATION	29
CERTIFICATES/DIPLOMAS	29
GRADUATION REQUIREMENTS	29
EMPLOYMENT ASSISTANCE	29
REFRESHER TIME	29
STUDENT TRANSFER POLICY	30
WORK EXPERIENCE/FIELD PLACEMENT POLICY	30
MISCELLANEOUS	31
CHANGE OF NAME/ADDRESS	31
UPDATING YOUR RECORDS AND CONTACT NAMES FOR STUDENT UNDER STUDENT LOAN PROGRAM .	31
HOLIDAYS	32
HOURS OF OPERATION:	32
LOST PROPERTY/PERSONAL DAMAGE	32
TAX RECEIPTS	32
WITHDRAWAL POLICY FROM PROGRAM OF STUDY	32
DISPUTE RESOLUTION POLICY	33
DISMISSAL POLICY	34
MITIGATING CIRCUMSTANCES	35
RE-ADMISSION POLICY	35
REFUND POLICY	35
HARASSMENT POLICY	37
CHILDREN AT WORK PLACE :	38
HEALTH AND SAFETY:.....	39
FIRST AID:	39
FIRE PREVENTION:	39
EARTHQUAKE:.....	40
EMERGENCY PROCEDURES:	40
IN CASE OF AN EARTHQUAKE:	40
IN CASE OF FIRE, OR AT THE FIRST SIGN OF SMOKE OR IF YOU HEAR AN ALARM:	40
FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT	42
STUDENTS RECORDS RETRIEVAL AND ARCHIVING SYSTEMS POLICY	42
JUST FOR FUN AT ACADEMY:	43
STUDENT APPRECIATION POTLUCK LUNCHEONS	43
STUDENT OF THE MONTH AWARD	43
ATTENDANCE AWARDS.....	43
HONOR ROLLS	43
GIFT CARDS GIVE AWAY	43
REFERRAL REWARDS PROGRAM	44
ANNUAL GRADUATION	44
SPECIAL EVENTS	44
STUDENT SUGGESTIONS AND CONCERNS:	44

ONE MINUTE MINDER:	45
PAPERLESS INITIATIVE	46
ACKNOWLEDGMENT	48

AN INTRODUCTION TO OUR STAFF:

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Ronarz & Luz	Student Loan Administrators	see above for e-mails

TIPS ON HOW TO MAXIMIZE YOUR LEARNING

ON-LINE DELIVERY:

Our on-line audio-videos 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, your software and your student data files. If you learn how to follow your on-line audio-video carefully and patiently, it will become the key to your learning success.

The CANVAS (MY NEW AOLCC : <https://mynew.aolcc.ca/>) is to be the learner's primary learning environment. The workbook / student reference guide, (when available), is just a reference tool and a place to take notes as the student progresses through the course. With the release of new courses, the workbook / student reference guide truly becomes an optional course component; students will be able to complete courses without ever needing to consult the reference guide.

TAKING NOTES:

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

MULTI-TASKING:

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

MODULE ANSWERS:

Completion of the module answers is very important. With MY NEW AOLCC CANVAS, you can see a number of “Leaves” that will turn GREEN as you progress in the course and complete all the tasks and assignments. They should be fully green at the completion of each lesson. Some courses will require you confirm your answers using an Answer Sheet for verification. Answer books are available for your use in the school. Please return answer books promptly when finished. Remember you will not benefit by merely copying the answers provided. **No answer sheets will be photocopied for students.**

It is very important that once you complete and feel satisfied with your answers you should request your facilitators to initial each questionnaire. This will help the facilitators to be aware about your progress.

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 typed entries.
- 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, however, please be patient if an instructor is helping another student. **DO NOT ASK ANOTHER STUDENT** for assistance.
- Please be considerate of other students when seeking instructor assistance for a long period of time.

ADMISSION REQUIREMENTS

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

- Prospective students should have a fair understanding of the English language.
- Prospective students must be Grade 12 graduates, or equivalent, or have Mature Student status (19 years of age or over with at least one year out of high school) and subject to the discretion of the College Director. Grade 12 or equivalent graduates who cannot supply written documentation for the same and Mature 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 instruction.

Prospective students for more specialized programs such as the Health Care programs and the IT programs will be further evaluated on specific criteria and testing related to individual program requirements, and pre-requisites.

ALL APPLICANTS 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).

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.

For Academy 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 in the admissions process.

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

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

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 test and attend a personal interview.

A+ Network+ and Microsoft Certification Preparation

- 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 through e-mail, a chat line, and bulletin board postings.

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 through e-mail, a chat line, and bulletin board postings.

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 through e-mail, a chat line, and bulletin board postings.

Web Designer Diploma

- The Admissions representative will inform the student that the 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 through e-mail, a chat line, and bulletin board postings. Sessions.edu Instructors mark projects and exercises submitted through the Sessions.edu courseware but otherwise have no direct involvement with the students.

- Our Web Designer Students will be given the contact information of the Franchisor’s online support that will provide additional support when the 3rd party facilitators do not respond promptly.

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 - ‘Wonderlic’ Scholastic Level Equivalent test with a score of 20 points or better - 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)).
- For CSW and AW the student must sign the *Disclaimer for Students in Programs Leading to Work with Vulnerable Sectors*.
- CAST testing must be used for Mature Students or where proof of graduation cannot be provided.
- Adequate level of physical health to be able to fulfill job requirements
- Completion of Wonderlic SLE admission test with a minimum score of 18 points
- 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.
- The Admissions representative will inform the student whether the healthcare courseware will be delivered Instructor-Led or by “Virtual Learning”, the latter involving a Virtual Instructor for 1 hour each day with the remaining 4 hours the students working through the curriculum online but regularly communicating with the Virtual Instructor.

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, which will have to be undertaken in your own time, may be recommended. All students may bring in their own dictionaries to assist them as required.

All Accepted 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).

CREDIT FOR PREVIOUS TRAINING (PRIOR LEARNING)

Academy of Learning Career College recognizes that many students have important 'prior learning' experiences. Prior Learning Assessment (PLA) at Academy of Learning Career College measures and recognizes learning that is equivalent to learning acquired at Academy of Learning Career College but has been gained outside Academy of Learning Career College, for example, 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 really need to complete a certificate or diploma. In that way, PLA reduces the time and the cost required to finish an Academy of Learning Career College program.

Credit for previous education and training may be awarded to students who are able to successfully complete challenge examinations, which indicate acceptable levels of proficiency in specific skill areas. A charge will be applied for these examinations and a score of 75% or better can result in the student qualifying for exemption. Challenge marks 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.

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

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

Credits earned through either prior learning or challenges can qualify for only up to a maximum of 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 RECORD

Program outlines are issued to you at the start of your program. Copies are also kept in the Facilitator's binder and in our Central database and are updated regularly. Copies are placed in your student files and once you have completed your program they are used to prepare your transcripts where appropriate.

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

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

At the discretion of the school, students will only receive course materials for courses completed.

Each course in the program of study is held subject to enrolment and may be postponed at the discretion of the school. Any fees paid will be credited to that future course or refunded according to our Refund Policy, less any non-refundable 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. Payments may be made in the form of cheque, *Visa*, *MasterCard*, Debit, and 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 Centre requires a letter of authorization.

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 take training programs in course content provided by the Academy of Learning Career College. It is important for you to understand **we do not have Teachers 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

We do not have a strict dress code. Students are however reminded that dress should at all times **be modest or Business Casual**. This precludes the wearing of sleeveless tank or halter tops, short shorts or cutoffs. **Remember that you are in a professional environment**. Where appropriate, students may be asked to dress as they would for a job interview on 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 prior to coming to school.

SMOKING

This is a non-smoking building. 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.

FRAGRANCE-FREE ENVIRONMENT

Please be aware that we have different staff members and students that suffer severe allergic reactions to perfume, 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 go out for smoking, and before you return to your workstation, **please make sure you check your clothes don't have a strong smell of cigarettes.**
3. We kindly ask for your understanding and collaboration and avoid to peel and eat oranges/mandarins at school premises.

Several students have severe allergic reactions to cigarettes as well, and it is very uncomfortable for those who don't smoke to sit beside a person with a strong smell of cigarettes.

Students that may be found in flagrant non-compliance of this rule may be requested to go home, and you will have to take responsibility for making up for the missing hours, so you do not fail to meet your required attendance.

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.

You may choose the hours of attendance at the time of your enrollment, which suit your circumstances, but 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 two to five hour blocks starting at 8.00 a.m. or 9:00 a.m depending on the campus you are attending. Subject to availability, a morning session must be booked for a minimum of two hours, which is the average time of one lesson. The morning and afternoon sessions are subject to availability. Evening sessions (where offered) do not have these restrictions.

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. In order to do this, we must schedule computer time for individual students. Those students who do not advise the Centre of cancellation of their session may be denying others of an opportunity.

Students are requested to contact the Centre if they are unable to attend or if they will be late for a scheduled time. Twenty-four hours notice would be appreciated whenever possible. In the event of a student being more than 15 minutes late and not notifying the Centre, the student's allocated computer may be given to another student who is wait-listed for that schedule.

The date and time of re-scheduled sessions due to lateness or absence is at the sole discretion of the school.

No refund will be given for occasional absences from scheduled classes.

Absences: If a student misses one day of school, they must call the school and provide a reason for the absence. If the student misses two or more days of school they must provide 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 in a different date using the flexibility and availability of our schedules. Making up hours can only be made while the student is officially enrolled in the school –official study period-.
- b) Unexcused Absences – No additional time will be provided.

ATTENDANCE RECORDS

Each day you attend, on arrival at the Centre, and on completing the days' classes, you must record your attendance on the computer system that is maintained at the reception area. All details are required for our records and reporting purposes. These records 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 make sure 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”.

SATISFACTORY PROGRESS

Students are all issued a program outline, which includes target dates for starting and ending each course. These dates must be adhered to as closely as possible in order for you to complete your courses by your prescribed end dates. Should you be falling behind in this, you will be expected to put in extra time, at a mutually convenient time, in order to be able to maintain satisfactory progress. **Students receiving funding, especially those that are under student loan program, 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.**

A good method for staying on track is:

If you receive your textbook, make sure to look at the control sheet in the front of the book. If you don't receive a book at start day, or when you finish any exam, make sure you talk with your Learning Coaches/Facilitators and ask them when is the due date for the exam for the course you are just starting. Then, using a calendar determine how many school days you have to complete that book then check the number of lessons in the book. If you divide the lessons by the number of days, you will get an expected daily completion rate. This is what you must do in order to meet the average for that course.

For Example: The average hours spent on Microsoft Word Level 1 last year was 25. If you are attending Monday to Friday for 20 hours per week then you would have 6 days plus 1 hour to complete the course. Word Level 1 has 6 lessons so you would need to complete 1 lesson per day.

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 must be authorized by the Campus Director. Remember, we do not sell books separately as they are integrated to the course delivery system so, **No textbooks will be issued to you prior to your start date or after your end date for courses that have not been completed within that period of time.**

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 usually given at work, so get used to this now and do not spend longer than this in the coffee room. **When taking your breaks for more than 15 minutes you are required to logout and login.** Students, who require longer breaks in order to attend to urgent matters, on occasion, must inform a staff member. If the 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 call, verbally or in writing.

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 full time Student Loan is 20 hours per week. No student may drop below 60% of this amount of hours per week and missing in a 3 weeks period, for any reason, 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 and 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. You are required to make up for those missed hours within the same week. If you miss more time and you fall below 60% the school will have to inform the Student Loan Services and your funding will be cancelled.
- Students have a maximum of total hours that they can miss during their whole study period. It is important for you to know that every time that you miss an hour or when you attend extra hours during the week, which will affect directly, and immediately, your balance with regards to the maximum missing hours. Students are required to make sure 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.

Each student must be certain how many hours per week/month they are required to complete for any given month. To do this, please ask your facilitators to check your accumulated hours every week.

STUDENT LOAN OBLIGATIONS – In addition to the above:

- You must notify ACADEMY OF LEARNING CAREER COLLEGE immediately 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:

- Student must complete all requirements for Graduation by the study period end date.
- If the student has not completed the Graduation requirements, the school will notify Student Loans by filling the “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.**

COMPLETION DATE

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 Centre Administrator, this end date may be extended. End dates on 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. Please refer to Books and Supplies section regarding unused textbooks.

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 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 at the sole discretion of the School Director. At the completion of the granted extension, if the student still requires additional time, a fee of \$10.00 per hour will be applied. This fee will be payable at the beginning of every additional week that student attends. Please Note: for students receiving sponsorship, extensions given by the school don’t mean continuation of sponsorship.

REQUESTS FOR EXTENSIONS

You are obligated to complete your program of study by the contractual end date. The end date can be adjusted on your contract solely at the discretion of the school 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

well in advance of the end date, or such an extension will not be considered. The granting of an extension will also take into account the student's 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. *Our extensions are solely given from the Academy of Learning Career College, and have no influence on any funders.* Students that need more than one month of extension may be required to pay \$10.00 per hour for any extended time beyond the first authorized extension.

- If a student misses 10 consecutive days, they will be withdrawn from Student Loan Funding and major arrangements would need to be made to allow the student to complete their program. Missing 10 consecutive days is a Technical Withdrawal as per Student Loan policies.
- You must notify ACADEMY OF LEARNING CAREER COLLEGE immediately if your address or phone number changes.

You must contact the National Student Loan Services as well.

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. In terms of the Freedom of Information and Privacy Act in order to protect your privacy, students will not be called to the telephone but we will take messages.

CELLULAR PHONES

Out of respect for other students, cellular **phones must be turned off while you are in school.** If your cellular phone rings in class a staff member may ask you to leave your cellular phone at the front desk for the remainder of your session or you will be sent home for the day. If this becomes a problem you could be withdrawn from your program. Vibration Mode is allowed as long as it is used appropriately, you should never leave it unattended on the working station and you should never answer a cell phone call within the school premises, except where is indicated.

NO FOOD AT THE WORKSTATIONS

Food or drinks are not allowed at the workstations. No coffee, no juice, pop, etc. Only safe drink containers with non-sugary water are accepted. 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 make sure that any visiting that takes place is done in the lunchroom or off campus. Guests are not permitted in 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 the Admissions Representative. Students are not permitted to use music/audio devices or the computer CD ROMs, MP3s or IPHONES for music in the school. Please keep such items in your bag while in the school.

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 presented sometimes with the use of course workbooks, on-line audio-video instruction, and original software. 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 need to print more information we suggest that you do it at home. 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.

MODULE ANSWERS

Completion of the module answers is very important. With MYAOLCC Learning Hub, you can see a different number of “Leaves” that will turn GREEN as you progress in the course and complete all the task and assignments. They should be fully green at the completion of each lesson. Most of the courses include Knowledge Questions at the end of important sections or at the end of every module (Module Questions).

The Module questions have some point values that will be applied towards your final mark so it is important that you respond them all before trying your final test.

It is required that students approach their Learning Coaches/ Facilitators for their Final Exam - Code. Facilitators may request to review that all the module answers are completed. The CANVAS 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 totally prohibited.

STUDENT MEDIA

The 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. **You may access the Learning Hub from your computer at home.** To do this you must type : <https://my.aolcc.ca/d2l/login> in the address bar of your internet browser. The time you spend on the Hub at home is considered supplemental study and does not count toward your total attendance at school. Please ask your Facilitator/Learning Coach for advice related to accessing the courses from home.

JOB BOARD

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

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

At this campus, most of the time, we will assign computers individually. All our computers allow you to follow your courses. In some instances courses must be completed using one specific computer for example: Sage Accounting, ACCPAC, QuickBooks and some special software for Web Designer courses).

Your Facilitator will show you how to operate the equipment in the Centre. Please follow these guidelines while using the facility:

- All on-line audio is copyrighted material and we are under contract not to allow it out of the Centre.

- All computers can play, through a browser, the audio-video lessons for each one of the courses that we offer and each one of the computers has been provided with headphones to help you to follow your audio lessons. Please use these devices with care and in case of failure please inform your facilitators so they can replace them.
- 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, however, 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 our student. When you start, you may be assigned to a specific computer to start your program. Please keep in mind that due to the nature and licensing of software, there may be instances when an Learning Coach (Facilitator) must relocate a student to another machine in order to accommodate another student. Realizing the inconvenience this can cause to the relocating student, we do our best to minimize these moves we look forward to your cooperation in these rare instances when such a move is necessary. Because of this reason, 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

No student may, under any circumstances, log themselves onto the Internet unless they are doing so for one of the prescribed courses. Downloading anything through the Internet that is not per the instructions in the courseware *is prohibited*. This constitutes non-compliance of school regulations in terms of our Dismissal policy and as such is grounds for immediate termination of your program.

Students requiring Internet 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 in the workroom or back classroom. 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 4:30 pm every day. All left over items including storage containers will be thrown out.

EXAM PROCEDURES

1. **Exams must be scheduled at least one day in advance, NO EXCEPTIONS.**
2. **Exam Preparation Exercises** must be completed to the satisfaction of your
3. **Exam Codes** are only provided by the School Staff.
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 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. Exam dates will be written on the control sheet in the text for each course. 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

You must take the exam for one course before proceeding to the next course. 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 Regional 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, according to the courseware studied, the Director or Facilitator, if they agree that the student's claim is legitimate, will submit a Petition to the Help Desk.

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

EXAM REWRITES

Academy of Learning Career College allows the student to rewrite the exam once. After one rewrite 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; however, regular 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 first the 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 student s does not use all the remaining vouchers as indicated in this policy, 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 the seminar or lecture and do not attend or miss enough hours so they cannot complete the course will not be able to take the seminar or lecture at a later date unless an additional \$100.00 payment made.

The following courses are:

1. Thought Patterns for a Successful Career
2. Job Search

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 welcomed.

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 or 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 for or challenged, in order to graduate from a specific program. In the event that a student does not complete their entire program, NO certificates will be issued for individual courses completed and passed.

EMPLOYMENT ASSISTANCE

We provide Graduates with continuing employment assistance in the form of internet or phone contact with our Job Placement Coordinator, access to job leads on school board or web site, internet search, faxing, and photocopying. We hope Graduates will make a habit of coming into the school at least once a week until they are employed as this allows the staff to work with you and support you through this sometimes difficult process.

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. Please remember that you may not be able to book 'prime times' for this, but we will be happy to accommodate your needs whenever possible.

STUDENT TRANSFER POLICY

1. All transfers are to be approved by the Centre's Director.
2. Transfers are allowed only on 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 are allowed only on seat availability at the destination Campus. Please note that our Campuses do fill up during the year.
4. Student must request his/her petition in writing to the original Centre's 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 three mentioned campuses or to a different educational institution, 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 Appendix 5 (Student Loan Transfer).

Transfer Fees:

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

WORK EXPERIENCE/FIELD PLACEMENT POLICY

(must be in appropriate facility, clearly connected to learning outcomes, acceptable method is in place for joint assessment of student by the instructor/facilitator and the employee)

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 programs.

Eligible students in healthcare related programs will receive a worksite placement in a "medical/administrative setting". Placements will be made based on the student's

choice of program, host availability, and geographic location. Students must be prepared to work shifts and to travel a reasonable distance to their placement site.

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

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

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

MISCELLANEOUS

CHANGE OF NAME/ADDRESS

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

UPDATING YOUR RECORDS AND CONTACT NAMES FOR STUDENT UNDER 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 the Student Loan officers.

HOLIDAYS

Academy of Learning observes all government statutory holidays. Please consult us for specific closures. We also have a winter holiday.

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 to you at the school or they will 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, students are asked to submit a written request. The institute's refund policy is outlined on the "Enrolment Application and Contract" and follows the Bylaws from PTIB.

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 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 compliant.
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 fail 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 implicate to receive warnings and eventually probation, suspension or dismissal. Please make sure you understand the rules, and in case you need clarification approach your Facilitators or the School Director at your earliest convenience.

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

Special Note: All circumstances will be thoroughly investigated by the Centre Administrator and or Director and will be at his/her discretion.

- 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.
- Previewing of exams or cheating during exams.
- Physical abuse of Centre's property or disruption of classes.
- Theft of or non-accidental damage to the Centre's property.
- Forgery, alteration or misuse of Centre's documents, records or identification, or knowingly furnishing false information to the Centre.
- The use of alcohol or any non-prescription drugs while in attendance at the Centre.
- The sale or knowing possession of dangerous drugs, restricted dangerous drugs or narcotics on the Centre's property.
- Abusive behavior towards a member of the Centre's staff or behavior displaying insubordination and /or refusal to cooperate with staff.
- Engaging in lewd, indecent or obscene behavior on the Centre's property.
- 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.
- Using MSN/Yahoo Messenger, Facebook or checking personal E-Mail without the permission of a staff member.

In addition, the school reserves the right to dismiss any student prior to course completion upon determination that the student is not complying with school regulations, is not attending sessions as scheduled, has an unsatisfactory attitude or is not adapted to the field of study.

Students who schedule sessions, do not cancel but do not attend, and who tend to make this a habit, may be asked to withdraw from their programs.

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 Centre Director.

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 1st, 2000.

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

MITIGATING CIRCUMSTANCES

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

RE-ADMISSION POLICY

A student who has been dismissed for unsatisfactory conduct may be considered for re-admittance upon satisfying the Centre that the causes for dismissal have been corrected. Readmission is at the discretion of the Director. Tuition charges on termination will be made in accordance with the standard refund policy. (See your Enrollment Application and Contract). Students are only allowed to get enrolled two consecutive times at the School,

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). An outline of the refund policy is on the back of the Enrolment Contract that every student signs and receives at the time of registration.

CURRENT REFUND POLICY

Before program start date, institution receives a notice of withdrawal (applies to all students)

- No later than seven days after student signed the enrolment contract, and
 - Before the program start date.
- Amount to Refund: 100% tuition and all related fees, other than application or registration fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
- At least 30 days before the later of:
 - a) The program start date in the most recent Letter of Acceptance (international students)

b) The program start date in the enrolment contract. Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.

- More than seven days after the student and institution signed the enrolment contract, and

- Less than 30 days before the later of:

a) The program start date in the most recent Letter of Acceptance (international students)

b) The program start date in the enrolment contract. Institution may retain up to 20% of tuition, to a maximum of \$1,300.

Institution must refund fees paid for course materials if not provided to the student.

After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)

- After the program start date, and up to and including 10% of instruction hours have been provided: Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.

- After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided: Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.

Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):

- Student does not attend the first 30% of the program. Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.

International Students:

Institution receives a refusal of study permit (applies to international students requiring a study permit):

- Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:

a) The program start date in the most recent Letter of Acceptance

b) The program start date in the enrolment contract

- Student has not requested additional Letter(s) of Acceptance. Institution must refund 100% tuition and all related fees, other than application fee.

After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):

- Student completed up to 30% of the program: Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.

- Student completed more than 30% but less than 50% of the program (based on evaluation provided to student): Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.

Student enrolled in a program without having met the admission requirements for the program:

- If the student did not misrepresented the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 100% tuition and all related fees, including application fees
Institution does not provide a work experience
- The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.
100% tuition and all related fees, other than application fees
Institution must pay the tuition or fee refund within 30 days after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

HARASSMENT POLICY

Academy of Learning Career College – Vancouver believes all students and employees have a right to study and work in an environment that respects the dignity, worth and basic human rights of every individual. We are committed to ensuring a study and workplace free of harassment and bullying. In pursuit of this, the Academy of Learning Career College Vancouver will not tolerate any harassment or bullying within the School and workplace. We have a zero tolerance for harassment of any description. Harassment may consist of but not be exclusive to bullying, discrimination, sexual assault, exploitation, stalking, indecent exposure, or voyeurism. Harassment is offensive, insulting, intimidating, hurtful and malicious and has no place in our Centre. It is against the Law and also against our School's Policy.

Harassment should not be ignored. Silence can be, and often is, interpreted as acceptance.

Academy of Learning Career College - Vancouver is further committed to investigating any complaints regarding School/Workplace harassment and bullying, using the method of progressive discipline, up to and including the point of dismissal of conflictive student(s) or termination of employment for the perpetrator(s).

Canada's Criminal Code specifically lays out matters such as violent acts, sexual assault, threats, and behaviours such as stalking. In the event of any of the above, our staff will immediately contact the police.

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's Harassment policy will become effective.

Complaints regarding harassment, bullying, or discrimination may be brought forward to:

- Our Student's Affairs Manager and/or to our Campus Director and eventually to any of our Training Coaches/Facilitators if the firsts are not available.
- An alternate report may be made to Executive Director Shan Wang, if either of the above are the alleged harasser(s).
- Immediately upon receipt of a complaint, an investigation will be started, and additional information and context will be sought. The investigation may include:
 - A review of the details of the incident;
 - Separate interview(s) with the parties involved and any witnesses;
 - Examination of any relevant documents, emails, notes, photographs, or video;
 - A decision about whether the complaint constitutes workplace harassment; and
 - The preparation of a report which summarizes the incident, the steps of the investigation, the evidence collected, and any findings.

The School Administration will take appropriate measures to ensure that students or employees and/or witnesses involved in filing the complaint are protected, as necessary. This may include temporary reassignments or shift changes. The School Administration will ensure that these changes do not penalize any employee who brought forward a complaint, or any witness to the complaint.

- The School Administration, or rest of staff, will not disclose any information regarding a complaint of harassment (including any identifying personal information of any of the individuals involved), unless the disclosure, if necessary. The disclosure may become necessary for the purposes of investigating the complaint, taking disciplinary action, or as required by law;
- The Student or employee who disclosed the complaint, as well as the alleged harasser (provided they are both employees of Academy of Learning Career College - Vancouver), will be kept up to date on the investigation and will be notified of the results of the investigation and any subsequent actions to be taken.

CHILDREN AT WORK PLACE :

The Academy of Learning Career College is an adult education school and hence no children are allowed at the premises except on those 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, colleges strive to "Provide a warm and friendly learning environment". Along with that is an unspoken overall commitment for safety, comfort and cleanliness.

Responsibility for a healthy and safe college rests on the Owner of the Academy of Learning Career College location. While this may be delegated to the Director, college staff are bound to follow the rules 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.

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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 facilities. In case of fire, staff is instructed to sound the alarm and get assistance immediately. In case of an emergency, staff has been instructed to call 911. If a fire alarm is activated, staff and students are instructed to stay calm, evaluate the situation, and go to their normal place of work and/or evacuate the building immediately if required. If clothing catches fire, staff or students are instructed not to run but to STOP, DROP and ROLL. Fire exits are to be kept clear at all times.

EARTHQUAKE:

In the event of an earthquake, staff are instructed to go to a safe place -under a sturdy table or desk or against an inside wall where nothing can fall onto them. Staff and students are instructed to DROP, COVER, AND HOLD ON! In addition they should only move a few steps to a nearby safe place, to stay indoors until the shaking stops and to only exit when it is safe. Staff and students are advised to 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 10th 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, or by instruction from staff, leave class and exit building.

In case of fire, or at the first sign of smoke or if you hear an alarm:

Exit building with calm but as quickly as possible.

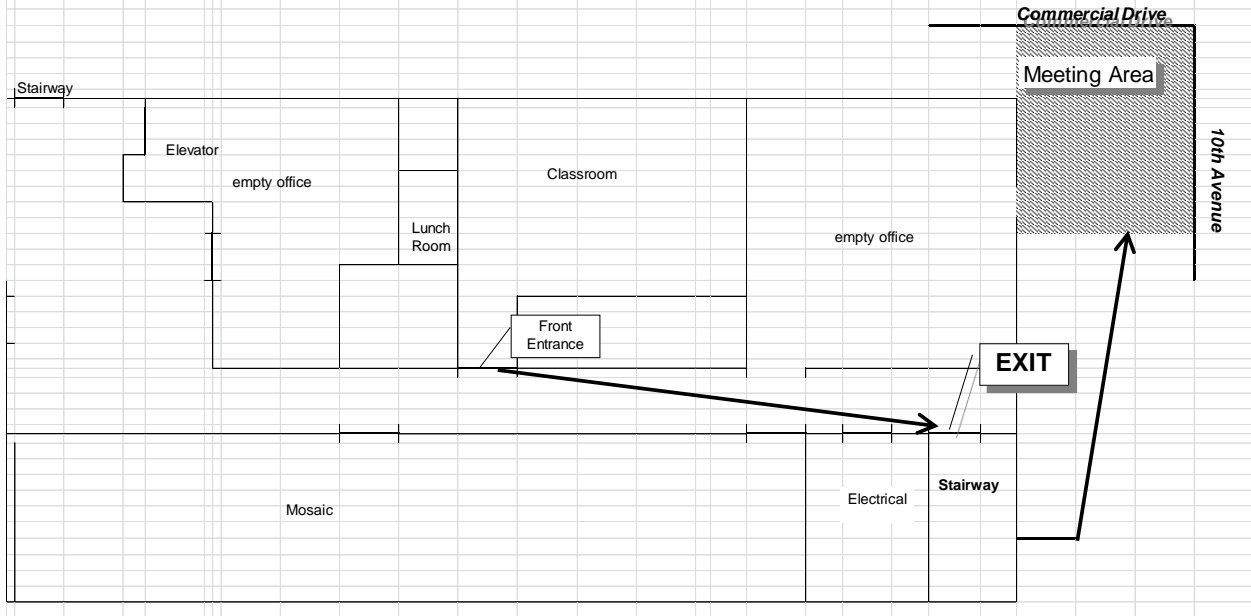
Know your exits (see attached map).

At the meeting site, we must take attendance 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.

Emergency Procedures

Floor Plan for 3rd Floor - 2555 Commercial Drive



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 RECORDS 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 (paper files) are kept in secured file cabinets accessible by college staff only. Students are not allowed to review their files without the presence of college staff. When handling the files, college staff are instructed to keep the files secure and to be sure that no file is left unattended.

All required information in the files is kept confidential. These 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. Once student files are inactive, they are placed in secured back office or off-site storage.

Colleges may use the internet based system to keep track of student's attendance or another method. The internet based system serves as the place where student grades are recorded. While each college can only access its own students, the Franchisor can access individual student records across the province.

Archived complete student files are kept in storage boxes for seven years. These records include the enrolment contract, results of entrance evaluations, student transcript, 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. 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.

JUST FOR FUN AT 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

This is an engraved glass plaque with the student's name and the month they received it. We give this to students who demonstrate perfect attendance, great attitude 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. Student of the Month will be included in our WALL OF FAME as recognition of their achievement.

ATTENDANCE AWARDS

At the Potluck luncheons 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 when you have children and/or jobs.

HONOR ROLLS

Similar to the Attendance Awards, at the Potluck luncheons we celebrate the students' Achievements by giving out Achievement Awards to the students who have obtained more than 90% in their exams (no rewrites).

GIFT CARDS GIVE AWAY

Every month we enter all the names of the students who have achieved perfect attendance and got honors in their exams into a "lucky draw". The winner gets a gift card as appreciation for doing a good job for the said month. We do this because 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 most students who attend our college made 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. We understand that when you are a student you are usually living on a very small budget. So to say thanks, we give a cash reward to you if your friend enrolls in our school. In addition we may have special draws that you will be entered to win.

For this purpose, the following policies apply:

1. The name of the person referring the student has to appear in the Personal Data Sheet
2. The referred student has to start school and attend at least a month
3. We pay the referral cheques in the next potluck/student appreciation day following the 1 month anniversary of the referred student attending school.

ANNUAL GRADUATION

Every year we host a formal graduation ceremony including caps, gowns, great guest speakers and buffet style appetizer 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 the facilitator(s) or;
- b) If further action is required, make an appointment to speak with the School Director and;
- c) "How are we doing" survey is 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 wellbeing of the students while attending school. You will find it easy to communicate your concerns or good experience or any suggestion to the Director of the School, Luz. 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 and in Business Casuals – I am in a professional environment.
2. I will make or receive cell phone calls in kitchen or outside the school premises.
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 study at my computer and not in the kitchen.
6. I will only use professionally appropriate language on school premises.
7. I will be quiet.
8. I will not wear perfume or any other scented product to school.
9. I will use the Internet only for course work and nothing else.
10. I will seek help from facilitators when required.
11. I will clean up the kitchen after myself.
12. I will respect my fellow students and facilitators.
13. I will use the school printer only for school work and only when necessary.
14. I will sign in and out myself.
15. I will write and pass one test every 8 business days.
16. I will graduate.

By doing all the above, I am striving to be the best student, best fellow student and best professional in the future.

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 on the environment.

Reduce; reuse and recycle are the three effective policies of efficient environmental management. The maximum benefit though is derived from the reduction of resource use. Because of our concerns in the environment, the Academic Department is making all efforts to go paperless in all of our courses but the transition is coming gradually. Please be aware that some of your courses will include a printed support manual and other not. The goal is that with the time all our courses will have integrated the support material online.

Another method is that we will be working towards is reducing our paper usage. On an average, an employee uses 10,000 sheets of paper every year.

We have implemented a few procedures to help reduce our paper usage:

- **Print only when necessary** - Print only when you must. And print on both sides of the paper 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 scrap paper.
- And as per always we have a paper recycling box at the Learning Coaches/Facilitator's work station.

It is agreed that paper retention will be necessary in some cases and that the goal of this initiative is to reduce paper, not eliminate it altogether.

ACKNOWLEDGMENT

I have received a copy of the **Academy of Learning Career College (the Company)** *Student Handbook* and acknowledge that I have read it and understand its contents.

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

The Company may at any time, add, change or rescind any policy or procedure at its sole discretion, without notice.

Student Name (Please Print)

Student Signature (for receipt of April 2019 Edition)

Date