



Academy of Learning

C A R E E R C O L L E G E
STUDENT HANDBOOK

Thank you for choosing Academy of Learning Career College!



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Canada's Largest Career College Network
myAOLCC.com

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EDMONTON DOWNTOWN / EDMONTON SOUTH / EDMONTON WEST / RED DEER / CALGARY CENTRAL / MEDICINE HAT

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OUR HISTORY

Academy of Learning Career College (AOLCC) was founded in 1987 as an international organization specializing in computer and business skills training for adult learners. Currently, there are around 50 locations across Canada, making us the largest network of Career Colleges in Canada. The first Academy of Learning Career College was opened in Thornhill, Ontario. The college expanded westward to British Columbia in 1990, and since then has opened campuses in PEI, New Brunswick, Nova Scotia, Alberta, Saskatchewan, Manitoba and the Northwest Territories. Academy of Learning Career Colleges have been operating in Alberta for over twenty years. These colleges have been registered and licensed by their provincial regulatory agencies.

We attribute this growth to our success in identifying the gap between the formal education that was available and the realities of the working world. We fulfill the needs of learners by developing customized programs for each student, while providing convenient and effective training at an affordable cost.

High-quality training is not only important but essential to career success. Academy of Learning stands out as a training provider relied on by students, employers and government agencies. Currently, Academy of Learning offers over 30 licensed diploma and certificate programs, a variety no other private college in Canada can match.

THE INTEGRATED LEARNING™ SYSTEM

In today's job market, everyone is looking for a competitive advantage. The secret of our students' success comes from training with Academy of Learning's exclusive Integrated Learning System. Available only at Academy of Learning, the Integrated Learning System has helped our graduates successfully complete over one million training courses.

Our easy-to-understand courses are presented using a variety of learning styles – Audio, Visual and Written, with a hands on approach, so that all students can be successful. Trained Learning Coaches are available to give one-on-one assistance. Students can work at their own pace and review sections if necessary. Keeping their end date in mind, they may spend extra time in class or even complete ahead of schedule. Each session is on flex time basis allowing students to design their own schedules. Students can fit their courses around their lives, making it easier to hold a part-time job or look after child care

arrangements. Enhancing current skills and acquiring new ones becomes so much easier with the Integrated Learning System (ILS).

Some specialized courses are presented by qualified instructors who also incorporate a variety of learning styles along with technology.

THE CONSUMER CHOICE AWARD™

The Consumer Choice Award is a seal of excellence. For recipients the award not only constitutes the crowning achievement of their efforts, but also represents the most valuable reward of all, the knowledge that they have earned the trust and loyalty of the people they serve.

The Academy of Learning Career Colleges in Edmonton and Calgary have each won their region's Consumer Choice Award category every year since the award was initiated. We are extremely proud of each campus that has received a Consumer Choice Award as it represents the hard work, commitment and dedication to our students by every team member of the colleges.

OUR VISION

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

OUR MISSION

- ❖ Respond to the dynamics of the ever-changing market with the most relevant, up-to-date solutions for our clients.
- ❖ 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.
- ❖ Treat each client with care and sensitivity.
- ❖ Maintain visible and meaningful partnerships within our communities.
- ❖ Ensure the Integrated Learning™ System remains the most up-to-date, effective learning process.
- ❖ Meet the highest standards for high-quality training products, service, and delivery.
- ❖ Create opportunity for growth and success of Academy of Learning.

OUR PLEDGE TO STUDENTS

We will:

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

AT ACADEMY OF LEARNING CAREER COLLEGE

We believe we have a better, more effective way to learn

We believe no two students learn exactly the same way

We believe motivated and encouraged students will succeed

We believe college life should not conflict with the rest of your life

We believe your time is valuable, and we will give you the tools to make the most of it

We believe everyone has opportunities, abilities and individual talents

We believe career training should be focused on training you for your career

We believe your training shouldn't take long, but you should be qualified for life

TOP TEN REASONS ACADEMY OF LEARNING CAREER COLLEGE IS RIGHT FOR YOU

1. Guided, Independent Learning

Our Campuses provide a supportive atmosphere where students are guided through their studies via our Integrated Learning System. The ILS allows continuous review of multimedia and other course materials so you are never scrambling to keep up in, or being held back by, a traditional learning environment.

2. One-On-One Attention

For additional one-on-one instruction, you'll receive personal support from a qualified Learning Coach to help you succeed. Learning Coaches are on campus, as well as virtual, and available at all times to provide assistance.

3. Competency-Based Learning

We help you master the subject matter before moving onto the next lesson. Real-time scores are provided so you always know your grades and progress as you move throughout the program.

4. Hands-On Training

Audio and visual instructions are used to explain concepts and guide learners through skill-based applications. Hands-on tasks give students an opportunity to apply skills to real-world scenarios.

5. Career Training On Your Terms

Don't give up on your dream of a better career to help you and your family. We have helped hundreds of thousands of people like you earn Diplomas and Certificates with minimal disruption to their daily schedule. You'll be able to balance your education with your employment and your family.

6. Diploma and Certificate Programs

We offer a wide variety of Diploma and Certificate programs for you to choose from. Find the right program to move into the career you want.

7. Short, Effective Courses

We offer condensed programs, so you can earn your Diploma or Certificate in 12 months or less

8. Comfortable Learning Environment

We create an encouraging environment with a community-based culture. We ensure a comfortable and friendly learning environment for all our students.

9. No One Left Behind

Our Integrated Learning System means you never miss a class or fall behind. If you need to miss a lesson you can take it at another time.

10. Convenient Start Dates

With our continuous enrolments, it's always the right time for you to start. We have students starting new programs every week. Contact your local campus for details.

STUDENT REFERRAL PROGRAM

We understand that our most valuable assets are our quality of service and word of mouth referrals. Over 30% of our students first learn about our college through a referral. We encourage you to join in, inviting more students to our college who would benefit from our life-changing educational programs just as you are.

Like any business, we spend a good portion of our budget on advertising and promoting the benefits of our programs and services to our potential clients. Rather than spending the money this way, we prefer to reward our students directly when they refer friends, family, or colleagues to Academy of Learning.

Here's How It Works:

- The person you refer must enroll in and start a Diploma or Certificate Program at any of the participating Academy of Learning Career College campuses in Edmonton, Calgary, Red Deer, and Medicine Hat

- If a referred student enrolls in a Diploma or Certificate Program, the referring person is entitled **\$500 cash**.
- There is no limit to how many people you can refer.
- This reward offer is valid to everyone.
- The Declaration of Referral must be submitted at the time of enrollment.
- Reward payment will be presented to the referrer, once the referral has been processed.

CAMPUS LIFE

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

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

ACADEMY OF LEARNING CAREER COLLEGE OFFERS STUDENTS:

- ❖ An effective approach to career training
- ❖ Industry standard equipment and software
- ❖ Career-specific programs
- ❖ A consistently high standard of curriculum
- ❖ Qualified Learning Coaches and Instructors
- ❖ An environment conducive to learning
- ❖ Practical, hands-on training

One-on-one support is available by dedicated, trained Learning Coaches for every phase of every course. Our students' training is our number one priority. We make sure they get the help they need every step of the way.

- ❖ Flexible training hours (Instructor-led classes run mornings, afternoons and in some campuses in the evenings)
- ❖ Convenient locations
- ❖ Transfer opportunities for many programs between AOLCC campuses across Canada
- ❖ Job search assistance

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

ACADEMY AWARDS

One of the ways we recognize the hard work and achievements of our students as they work toward their diplomas and certificates is the Academy of Learning Academy Awards, normally held every month, with refreshments, awards, and prizes. We often invite guest speakers such as graduates and prominent men and women from the community to speak on topics directly related to your journey as a career college student.

GRADUATION CEREMONIES

Every year each campus of Academy of Learning hosts a graduation ceremony in honor of all the students who have completed their studies in the past year. Graduates and their guests are invited to celebrate student success! Graduating students have their pictures taken by a professional photographer in the traditional graduation cap and gown. Speakers include government officials, campus valedictorians, senior management, and college owners. The experience is one that will never be forgotten.

ACADEMIC PARTNERS

The Pacific Institute

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

The Pacific Institute developed Thought Patterns for a Successful Career, an exciting educational process designed to give students an intensive exposure to concepts that can effect significant changes in their lives. Thought Patterns teaches persistence and high achievement skills and is facilitated toward student issues such as returning to school as an adult, fear of success, managing personal challenges while attending school, and making a transition into a successful lifestyle following graduation.

Launchlife International

Academy of Learning's parent company, LaunchLife International (LLI), provides our colleges with top-quality courseware for high-demand healthcare areas such as Health Unit Clerk, Medical Office Assistant, Veterinary Assistant and Dental Administrative Assistant, Community Service and Addictions Worker, Community Service Worker, as well as Immigration Consultant.

LLI has offered healthcare training since 1995, and has established the Certified Medical Assisting Professional (CMAP) designation for graduates of its well-known Medical Office Assistant program.

Government of Alberta

Provides Academy of Learning Career College the Government of Alberta Health Care Aid Curriculum.

National Payroll Institute

The National Payroll Institute (NPI), formerly Canadian Payroll Association, founded in 1978, is the national association representing the payroll community in Canada. The NPI is considered to be the authoritative source of payroll knowledge for the payroll community in Canada.

Academy of Learning has established a relationship with the NPI in order to incorporate payroll-specific courses into our diploma and certificate programs. Payroll-specific courses offered at Academy of Learning Career College include Payroll Compliance Legislation, Payroll Fundamentals 1, and Payroll Fundamentals 2. Students who complete either the Payroll Administrator or Payroll Accounting

Professional program with Academy of Learning are qualified for the NPI's Payroll Compliance Practitioner certification.

Carson Dunlop

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

American Hotel & Lodging Educational Institute

The American Hotel & Lodging Educational Institute (AHLEI) was founded in 1953 to provide working hospitality professionals with education and training. AHLEI continues to meet the needs of the industry with a variety of hospitality solutions, including online learning, professional certification, and resources for colleges and workforce agencies.

AHLEI is the global leader in hospitality training and hotel management certifications and offers courses with textbooks and digital material to enhance the hospitality learning experience. AHLEI's programs are all recognized by the American Hotel & Lodging Association (AH&LA) and conform to the best practices in the hotel and lodging industry.

Professional Development Training Center Inc.

(Training for Insurance Professionals)

PDTC is among the industry leaders in successful completion of the insurance licensing examination processes. Licensing seminars incorporate the Alberta Insurance Council updated exam content.

Canadian Bookkeeping Association

The Canadian Bookkeepers Association (CBA) is a national, not-for-profit organization committed to the advancement of professional bookkeepers. Membership in the CBA provides bookkeepers with the resources to succeed in an ever changing environment.

Penn Foster

Academy of Learning has partnered with Penn Foster, to deliver the Educational Assistant program. Penn Foster's mission is to enhance the lives of our students and clients through the acquisition of knowledge, skills, and credentials that can help them work toward their goals of advancing in their chosen field, starting a new career, or pursuing lifelong learning.

ILS E-BOOKS AND SUPPLIES

Academy of Learning's Integrated Learning System programs are presented using course e-workbooks, audio and video instruction, and original software. All courses are presented as complete packages with all of the necessary materials included. There are no additional costs. All materials presented to students are protected by relevant copyright laws.

In specific programs, core subject books are the responsibility of the student to purchase. This will have been explained to the student during the enrollment process.

STUDENT IDENTIFICATION CARDS

Student identification cards will be available for Academy of Learning Career College students. We will photograph each diploma or certificate student on the first day of your program and issue student ID cards shortly thereafter. A student ID card may enable you to get student rates on transit passes, on software at participating retailers, and access to special deals from a wide variety of retailers and service providers. Have your student ID card handy when you make any education-related purchases and ask the merchant about any possible student discounts.

ACME

We use a computer system called ACME (Academy Content Management Environment) to record student attendance, employment, schedule, payments, phone calls, progress, and program details.

In order to keep accurate records, we ask that students inform the campus of the following:

- ❖ Change of Address
- ❖ Schedule Change
- ❖ Employment Status
- ❖ Emergency Contact Name(s)
- ❖ Reasons for not attending
- ❖ Change of Payment Plan

PASSING MARKS

Individual exams must be taken for each course before proceeding to the next, and require a minimum percentage pass mark prescribed by Academy of Learning Career College. To graduate, students must pass all courses in their program of study with a minimum overall average of 75%. Students achieving an average of 90% and higher will receive Honours status. The marking schemes and procedures are governed by strict guidelines set by LaunchLife International Inc.

AOLCC EXAMS / PETITIONS

Most of our exams are in the form of online exams. Online exam results are instantaneous. The results are automatically submitted to our Regional Head Office for their records and are entered synced into ACME. The marking scheme and procedure is governed by strict guidelines set by our National Head Office.

Academy of Learning develops ILS exams to test the students' ability to use the skills they have learned. A mark of less than 70% indicates that the student is not fully competent in the application and will be required to rewrite the exam.

A student can request a rewrite of an exam if they pass the exam with a percentage between 70 and 74. Students are given one exam rewrite free of charge with each ILS course. Please note this does not include third party courses.

Any mark over 90% on a rewrite will be marked as 89%. This is because a rewrite cannot be considered an "honours" mark. This applies to both online and written exams. Should the student fail the first rewrite, it will be suggested from the Academy that the student repeat the course, on an agreed amount of time, prior to re-writing the exam.

Each ILS course includes two exam rewrites, if necessary. Subsequent rewrites will be subject to a rewrite fee. If a student is unable to successfully pass a course after three attempts, this will result in having to redo the entire course and the student will be liable to pay for the entire course fee to have it set back in progress.

Should the student disagree with their final examination mark, an exam petition may be submitted for a reassessment. The final authority in any dispute will be the Head Office of Academy of Learning Career College.

Any third-party exam petitions will be subject to the rules and regulations set by the third party vendor. The ultimate decision for third party exams will be made by the individual vendor.

Students are welcome to review most of their exams but examination papers are not to be removed from the Learning Coach stations or classrooms. No photocopies of exams are permitted.

Students are not allowed to leave while writing an exam or the exam will be submitted as is.

Extenuating medical conditions may be accepted if arrangements are made in advance of the exam commencement.

We allow ample time to complete an exam. Online exams have a time limit of 3 hours and students are required to do an exam preparation exercise prior to writing the online exams. This is to assist the Learning Coaches and Instructors in the determination of a student's readiness to write the exam.

A summary report of questions incorrectly answered on ILS exams can be made available to the student for review. A score of 75% or better is required for all non-licensed (not part of a diploma or certificate program) individual courses.

THIRD PARTY EXAMS

Passing marks, exam timelines and availability of rewrites on third-party exams may differ from the ILS exam standards. Instructors will make clear what passing grades are in these cases. Charges may apply to any rewrites that may be offered for certain third-party exams. All policies and procedures for third party exams will be dictated by third party vendors.

ILS EXAM PROCEDURES

Students are not allowed to leave while writing an exam without authorization or the exam will be submitted as is.

There can be absolutely no talking to anyone but a staff member while an exam is in progress. This is considered cheating. If another student is talking to you, please notify your Learning Coach.

Learning Coaches are not to be asked to confirm, check, or scrutinize exam answers. If you feel that you have to ask for help on the exam then you are probably not familiar with the material and it is at the discretion of the Learning Coaches that an exam may be cancelled. All checking of the exam is done by

Head Office and is not the responsibility of the local campus staff. The only assistance Learning Coaches are allowed to give is to clarify wording of exam questions.

Exams must be started no later than 3 hours prior to closing. Please ask any Learning Coach the approximate length of the exam. Some exams, such as Bookkeeping, may require more time to write.

Should you experience a technical problem during an exam, e.g., printer or computer problems, please ask a Learning Coach for assistance. If the problem is extensive, you may ask a Learning Coach for a 10-minute break.

Should you experience an online exam technical problem, please ask the Learning Coaches or Instructors for assistance. Should the problems persist, and not be rectified in a prescribed amount of time, the student will be asked to finish the exam the next day. Course material will not be given back until the exam is complete.

Learning Coaches reserve the right to refuse an exam to a student if they believe:

- The student has not achieved the necessary proficiency in the program to pass the exam
- The student lacks the necessary time to complete the exam
- The student has not done the necessary review to successfully complete a rewrite of an exam
- The student is under influence of alcohol or drugs

CHEATING

Cheating is subject to academic penalty. A grade of zero on an assignment or test, or suspension or expulsion from the program will be considered if the student is found to be cheating. A limited list of examples of cheating is:

- Talking to fellow students during an exam
- Possession of another student's exams
- Unauthorized possession of an exam on paper
- Possession of course answers on one's hand, or on a computer file
- Unauthorized cellular phone usage
- Unauthorized recording or viewing of another student's exam
- Unauthorized Internet use

PLAGIARISM

Plagiarism is considered cheating and will be treated as cheating.

- to steal and pass off (the ideas or words of another) as one's own
- to use (another's production) without crediting the source
- to commit literary theft
- to present as new and original an idea or product derived from an existing source

CREDIT FOR PREVIOUS TRAINING

Credit for previous education and training may be awarded to students who are able to successfully pass challenged exams, which indicate acceptable levels of proficiency in specific skill areas.

A score of 75% or better on these exams is required to be considered for the credit.

For past Academy of Learning students who have previously completed the same course, full credit can be given, at the discretion of the College.

Students wishing to enroll in the advanced level of a specific course within a career program must first write the exam for the prior basic and intermediate levels.

Credit for prior learning is available for ILS content only. Third party courses are not included, with the exception of Health Care Aide 2019 curriculum offered only in the province of Alberta.

COURSE CHALLENGES

A course challenge is defined as a student writing an exam for a course without receiving course material. Course challenges are possible if a student has prior training or experience with a particular ILS program. The challenges are normally determined at the time of enrollment. A student can challenge if they meet all of the following criteria.

- ❖ All challenges must be completed within 5 school days based on the actual start date.
- ❖ A maximum of 40% of the program course load can be challenged.

- ❖ Instructor-led courses cannot be challenged.
- ❖ The course is considered an ILS course.

A challenge fee of \$30.00 is paid for each course that is successfully challenged instead of the full course cost. The difference of the two amounts is applied to a program tuition credit which can be applied towards additional courses at the end of the program. These courses **must be completed by the program's contract end date.** No course material will be issued for courses successfully challenged.

A minimum exam mark of 75% is required to pass all challenges.

If the challenge fails, the student must pay the full fee for the course and is ineligible to write the test again for that course without first taking the course in its entirety.

SATISFACTORY PROGRESS

Academy of Learning's programs are designed to ensure that all students benefit from their training and are able to apply their skills in the workforce. Courses are competency-based with evaluations built in to measure the student's progress. Students are unable to progress to the next level of their programs until they have satisfied the requirements of a passing mark in their current course. Students who are committed to the learning process, maintain regular, consistent attendance, and progress at a reasonable pace will be successful.

Student progress will be reviewed regularly, as it is essential that students maintain satisfactory progress to complete programs on time.

In order to receive a credential, students must achieve a minimum overall average of 75%. Regular feedback from college staff ensures students can monitor their progress. If applicable, college staff may implement initiatives to ensure academic success.

ATTENDANCE POLICY

Students are contracted to attendance and progress obligations that depend on their funding sources and schedules. Failure to attend and maintain acceptable progress in order to successfully complete your program by your scheduled end date may result in withdrawal from the program. Attendance and progress records may be subject to scrutiny by sponsoring agencies and are maintained by the college as

prescribed. Students may choose their hours of attendance for their ILS courses, subject to workstation availability, and at the discretion of the college.

We use the ACME computerized database to record student attendance and progress records, all communication regarding absenteeism, employment outcomes, tuition payments and course completion times.

In order to keep accurate records, we need students to log in when they start their studies, log out and back in for their lunch breaks, and log out when they are finished studying for the day.

For accurate record keeping, ensure you're accurately assigning your time in class to the course(s) you're actually working on.

It is not acceptable to log another student in or out. If we become aware of someone doing this, they could be suspended for a day. If it continues, actions up to and including termination from the offending student's program may be taken.

Logging out when off the premises is critical in case of fires and emergencies as well as for phone calls and visitors.

Acceptable progress is mandatory for all students in all programs. For almost all diploma programs this means an average of 25 hours per week. We offer extended hours online into the evenings and weekends for students requiring more time to maintain acceptable progress.

The school must be notified by phone or email for non-attendance for any reason. Ordinarily, a medical absence such as a flu day will be accepted as excusable, but there may be requirements for doctor's notes at Student Support Services' discretion if the absence or absences extend beyond what may be considered an ordinary number of sick days. This is essential for any student who is receiving funding from any government institute (student aid, WCB, etc.) or Aboriginal band funding.

Lack of attendance is recorded in the ACME system and in the student's file as either Excused or Unexcused. Unexcused absences and/or unacceptable progress can result in formal warnings and eventual termination of enrolments. Please refer to the Attendance Policy Acknowledgement that you received when you enrolled for specifics, as it varies depending on your funding source. Please don't hesitate to ask for another copy of this acknowledgement if you've misplaced yours, as it's important you fully understand it.

All courses and programs are to be completed by the contract end date. Extra time in the non-peak hours is available and students are encouraged to work ahead if possible to complete on time.

Verbal warning and warning letters will be issued to those whose attendance does not comply with the colleges' governed regulations.

REFRESHER PRIVILEGES

Graduates are welcome to return to the college they attended after completion of their courses to refresh and review their course material. This is available to students for 1 year only after their completion date and as long as they have already passed the course and Academy of Learning still has and teaches the same version. Refresher privileges are only available for Integrated Learning System courses.

CANCELLATIONS / CHANGES

Because of the ILS, there is no need to be concerned about a course or program being cancelled or delayed or to be put on a waiting list for a popular program. Instructor-led programs may be subject to cancellation or delays.

Training at the Academy of Learning Career College is highly individualized. The student can enroll immediately in the program or course of their choice, and design their training schedule (ILS Courses only - excluding Instructor Led Programs) according to their lifestyle commitments. Of course, any instructor-led component must be scheduled for all students to attend at the same time.

TRANSFER POLICY

Students must complete their program of study at the college identified on their contract. If a student wishes to transfer to another Academy of Learning Career College, they must request this in writing from their originating college well in advance. A transfer will only be considered if the student is in good standing and is at the sole discretion of the Admissions Advisor of the college location to which the student wants to transfer. Academy of Learning cannot guarantee that a transfer will be made. This policy is subject to approval from the student's funding agency and space availability at the college to which the student wants to transfer. Enrolment contracts are not transferable from one student to another. Please consult with your Admissions Advisor for further details.

REFUNDS / WITHDRAWALS

Academy of Learning's refund policy in Alberta is subject to the rules and regulations of the Private Vocational Schools Act. Please refer to your enrolment contract for details.

REQUEST FOR EXTENSIONS

We try to estimate the length of time that will be required by students to complete their course; however, some students may require additional time due to circumstances beyond their control. In order to ensure that our obligations to all students are met, an agreement between the student and the college must be made after requesting a new completion date.

FEES

Courses are presented with all of the necessary materials included. All fees are payable to Academy of Learning and may be in the form of Visa, MasterCard, or E-transfer. Please consult with the Admissions Advisor on payment arrangements as recorded on the student's contract. If the student is being sponsored, the college requires a letter of authorization. Academic credit is not given until all financial obligations have been met.

COURSE EVALUATION

We value student feedback. Comments are a valuable part of the course upgrading process. Please let us know how we are doing and how you feel about your experience. Ask your student support staff for a student satisfaction survey. You can also send constructive feedback, suggestions or comments to aolstudents@myaolcc.com.

DIPLOMA / CERTIFICATE

A Diploma or Certificate is issued to each student who successfully completes a course or program and meets their financial obligations to the college. Diplomas and Certificates are issued by LaunchLife International Inc.

JOB PLACEMENT ASSISTANCE

Academy of Learning maintains an active placement service to assist graduates in locating entry-level, educationally related career opportunities. The Student Support / Employment Officer works directly with business and industry members to assist in each student's access to the marketplace and, as a by-product of this endeavour, assists employers in meeting their employment needs. This is accomplished not only by presentation of graduates as potential career professionals to employers, but also through aiding in the graduates' development of a positive self-image, and in assessing competencies, strengths, and career expectations.

Although the College does not in any way guarantee employment, it is the goal of Academy of Learning to help every student realize a high degree of personal and professional development and find employment related to their program.

STUDENT CONDUCT POLICY

Academy of Learning reserves the right to dismiss any student whose conduct is deemed to be unsatisfactory. Unsatisfactory conduct includes but is not limited to theft; being under the influence of alcohol, cannabis or illegal drugs on campus premises; failure to abide by campus regulations; assault, including uttering threats upon another student or a staff member; destruction of property; insubordination to a faculty or staff member; and the disruption of classes or activities.

The college reserves the right to terminate any student prior to course completion upon determination that the student:

- Is not complying with campus regulations
- Has an unsatisfactory attitude
- Is not attending sessions when scheduled
- Is not making sufficient progress
- Is involved with bullying or harassment

- Bullying
 - ❖ Bullying is a conscious, willful, deliberate, repeated and hostile pattern of behaviour intended to intimidate, offend, degrade or humiliate a particular person or group.

- Harassment

Harassment can include:

- ❖ Sexist or racist jokes
- ❖ Display of offensive material
- ❖ Derogatory name calling
- ❖ Derogatory social media postings
- ❖ Persistent, abusive, obscene and unwelcome phone calls or texts; calls or texts of an explicit nature
- ❖ Persistent and unwelcome requests
- ❖ Unwanted touching
- ❖ Verbal threats or abuse
- ❖ Graffiti of offensive words

RE-ADMISSION POLICY

A student who has been dismissed for unsatisfactory conduct may be considered for re-admission upon satisfying the college that the causes for dismissal have been corrected. Re-admission is at the discretion of management. Tuition charges on termination will be made in accordance with the standard refund as specified on the enrolment contract, which is an excerpt from the Private Vocational Schools Act.

MITIGATING CIRCUMSTANCES

The college 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 college administration 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 Management.

STUDENT GRIEVANCES

Academy of Learning wants to hear from our students. Whether it is general feedback, opportunity for improvement, or a specific issue that needs addressing. Any student concern, comment or question should be sent to aolstudents@myaolcc.com

Emails sent to this address should ask general questions that are not answered at the campus level, provide feedback, or make an inquiry or complaint that needs resolving.

Student complaints should always come in the following format:

Date and time of incident or if the matter is ongoing:

What the concern is:

What steps have been taken by you to address the concern:

What steps do you feel have been taken by the campus to address the concern:

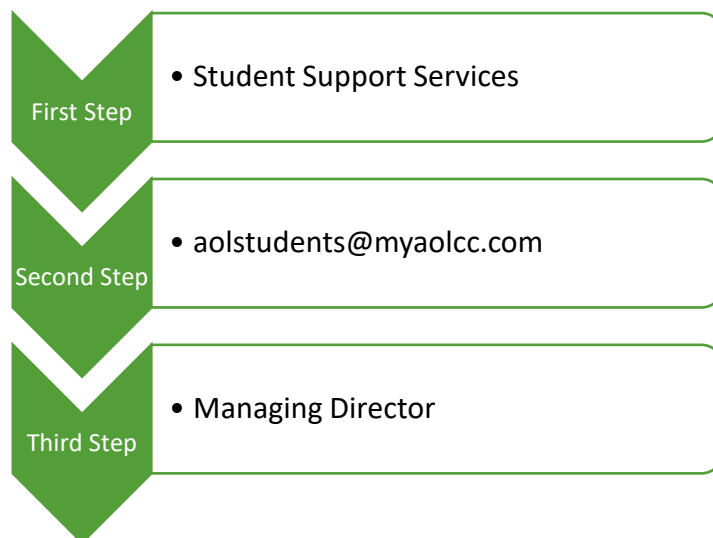
What the solution is that you are looking for:

What your preferred method of contact is:

The Academy of Learning Complaint Policy escalates the student complaints not resolved at the campus level to the Student Relations. If the matter is not resolved between the student and Student Relations, the matter will then be escalated to the Operations Manager. If the matter is still not resolved, the next step is to escalate the concern to the General Manager.

Students always have the right to appeal any decision made at any level. Students should clearly identify in their email to aolstudents@myaolcc.com if they are appealing a decision(s) already made, with appropriate details.

The email will be acknowledged as received. If the email requires further follow up (i.e. a concern or question), it will be directed to the appropriate staff or management who will respond to the student within a maximum of 72 business hours.



Students always have the right to appeal any decision made at any level. Students should clearly identify in their email to aolstudents@academyoflearning.ab.ca if they are appealing a decision(s) already made, with appropriate details.

If students feel that their concerns still have not been addressed by the aolstudents email, their concern will be escalated to the Managing Director.

If students feel that their concerns still have not been addressed, they should contact the Franchise Headquarters.

Franchise Head Office:

100 York Boulevard, Suite 400
Richmond Hill, ON, L4B 1J8

Phone: 1-855-996-9977

Fax: 1-855-996-9977

PRIVACY (FOIP/PIPA)

Academy of Learning will limit the collection, use and disclosure of students' personal information to the extent required to conduct business and to provide on-going services to them. This information is confidential and is only issued to a third party with students' written authorization or where students are funded by a government agency

TAX RECEIPTS

Tuition fees qualify for income tax credits. Students may also be entitled to an educational status credit based on their attendance. Students are requested to talk to college staff or to their tax consultant if they require any additional information. An official receipt is issued by the college at the appropriate time.

REPAYING YOUR LOAN

ARE YOU UP-TO-DATE WITH YOUR STUDENT LOAN PAYMENTS?

Yes! - Great

Don't Know? - Talk to your campus Student Support

No! - Ask for Help! – Talk to your campus or Student Aid

REPAYMENT ASSISTANCE PROGRAM (RAP)
(Helps students who can't afford their loan payments)

Apply Online: <http://www.canlearn.ca> (Click on "Apply for repayment assistance")

Phone: 1-855-606-2096 (toll free in North America)

ALWAYS BE CURRENT as of July 31st.

TAKE ACTION NOW TO PROTECT YOUR CREDIT RATING. WE'RE HERE TO HELP.

CHANGE OF NAME OR ADDRESS

Please notify the staff of the campus you are attending should there be a change in your name or address.

If you change your address while you are a student, or for one year after you finish your program of studies with us, please notify either a Learning Coach or Receptionist of your new address and phone number. This is for our records – we will need to forward your tax receipts to you – and we like to keep in touch periodically with our graduates. As always, this information is held by Academy of Learning and its staff as confidential.

We also require your employment status for Alberta Advanced Education tracking, so please let us know where you are working. Requiring this information was referred to in the enrollment contract you signed. We would also like to have your email address so you will be able to stay in touch should we have important information to pass on to you even after you have graduated.

ENGLISH PROFICIENCY

All courses provided by Academy of Learning require a reasonable understanding of the English language. We are dedicated to your success, so English upgrading opportunities may be recommended to you should you have difficulty undertaking the program of your choice. Ask your campus Admissions Advisor for further information.

STUDENTS WITH SPECIAL NEEDS

Our philosophy is that everyone should have the right and opportunity to improve their life through better-employment. Academy of Learning's innovative method of individualized instruction, coupled with flexible scheduling, gives most students with special needs access to the benefits of our unique learning method. Written transcripts of courses may be available when audio material is insufficient for

student needs. Should accommodations be needed, requests must be submitted to and approved by management, before the enrollment contract is completed.

CHILD CARE

You may qualify for a Child Care subsidy. An application form can be obtained at your local Career and Employment Center. You will want to start early to ensure you will get the help you need. Before you begin your studies, make long term child care arrangements *and* have a backup option. Delay your start date if necessary (with advance notice to your Admissions Representative and your funding agent) until you have secured steady child care. Missed scheduled time will result in getting behind in your studies, and you will likely have to make up for these lapses by putting in extra time to stay on schedule.

STUDENT SCHEDULE

The Academy of Learning is committed to the success of all our students and is fully compliant with the attendance and progress policies of Student Finance. Your success as a student is reliant on your commitment to your studies and your compliance with our policies.

All students are expected to maintain acceptable progress defined by the amount of courses they've successfully completed compared to the amount of time they've been in their program. This is necessary for students to finish their programs by their expected end date. Different courses have different credit amounts, the program outline provided to you by your Admission Advisors will show all the different courses your program consists of, and how many credits each is worth.

If you are absent on any given day for any given reason, you must contact the school to explain why.

If you have a reasonable excuse to be absent and/or your academic progress is acceptable, your absence can be excused by your Student Support Service.

If your progress is unacceptable and you don't have a reasonable excuse to be absent, your absence will not be excused.

If you are ever out of contact with the school for five consecutive days, you will automatically be withdrawn from your program and Student Finance advised to withdraw you from your funding.

If you have been in contact with the campus, but have not been in attendance for 30 consecutive days, you will automatically be withdrawn from your program and Student Finance advised to withdraw you from your funding.

Please provide documentation for any absence whenever possible and understand the importance of staying in contact with the school.

With our extended hours, all Academy of Learning students are welcome to spend any extra time they may need to stay on progress with their courses. Whenever our campus is open, including the help desk ticket system on evenings and Saturdays, Learning Coaches are on staff ready to give you any one-on-one attention you require.

MEDICATION AND MEDICAL INFORMATION

At Academy of Learning we care about our students' health. If you have a medical condition that may require occasional or frequent medical attention, please inform our Student Support Services advisor. We would appreciate a written description of your condition along with any instructions regarding your care that may apply. If you feel that due to your medical condition you may require an Academy staff member to administer lifesaving or sustaining medication, please submit a letter describing your condition and any medicine necessary for your care. We will put this information in our medical file and keep it on hand for emergency personnel.

If an Academy of Learning staff member is to administer emergency medication, please be advised that we will do so only in an emergency situation. Under the Good Samaritan Act, we will not be held responsible for any medical problems resulting from the administering of medication.

HOLIDAYS & HOURS OF OPERATIONS

Academy of Learning Career College operates year-round and observes all statutory holidays. Some campuses arrange closures between Christmas and New Year's Days. Consult your local campus for specific dates. Holiday closures are factored into your program length.

Students should check with their college regarding hours of operation. Most Academy of Learning Career College campuses are open six days a week, i.e., Monday to Saturday, and selected evenings.

DRESS CODE

Academy of Learning Career Colleges do not follow a strict dress code; however, attire should be tasteful and should be considered compliant to reasonable office attire. Courteous and positive human interactions are important job skills as well as a complement to the skills you will obtain in your training program. We wish for our students to foster these skills to make them the best employees possible. Students may be asked to dress as they would for a job interview on specific days.

As a courtesy to others who may have extreme allergies, students are asked not to use strongly scented products prior to coming to the college.

FACILITIES / EQUIPMENT

Academy of Learning programs are designed to meet the special needs of the adult learner. Our easy-to-understand programs are presented using course e-workbooks, audio, and original software. Each campus is equipped with current operating systems and software. Our “hands-on” method of learning ensures that our students have access to equipment at all times during their training.

All on campus instructional materials are the property of Academy of Learning and are not to be removed from the campus’ property.

Please do not change or modify computer settings unless specified by the course material. Unauthorized internet downloading is prohibited.

Food and drink, except for drinks in spill proof containers, are not permitted in the classrooms or computer labs, or at workstations. Some exceptions may apply for special occasions and events.

LUNCHROOM

For our students’ convenience we offer a comfortable lunchroom with a refrigerator and a microwave oven for student use. Students are required to keep the lunchroom as clean as possible and to keep the noise level low as the sound does carry into the main classroom area.

Make sure to remove drinks and food items from the refrigerator as all items in the refrigerator will be purged on Fridays to maintain cleanliness and hygiene.

CELL PHONES

Out of respect for other students, cellular phones must be turned off or set to silent / vibrate mode while you are in campus. Faculty members may ask for cell phones to be set aside under their care during exam writing at their discretion.

INTERNET POLICY

- ❖ Use of the internet is strictly limited to college-related activities
- ❖ Unauthorized downloading will not be tolerated
- ❖ All internet activity must be legal, professional and appropriate

VISITOR POLICY

Visitors are welcome at Academy of Learning Career College, however, please be sure to introduce your visitor to campus Reception. We wish to make Academy of Learning a safe haven free from interruption and distraction for all who attend. Inform potential visitors that they must not enter the school without checking in at the front desk. The student will be told that they have a visitor, and may need to speak with their visitor in the waiting area, or off the premises.

Because we strive to maintain a quiet and professional atmosphere to enhance learning and out of consideration for our fellow students we ask that children not be allowed to remain on the premises while their parents are studying.

PARKING

Parking availability differs from campus to campus. Consult with your local campus staff for more details.