

# STUDENT HANDBOOK



Academy of Learning

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

# AOLCC

*Winnipeg  
North/South*

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Check with the Student Services for the most current copy.*

*A copy is available upon request.*

**TABLE OF CONTENTS**

**WELCOME MESSAGE ..... 5**

**OUR TRAINING PHILOSOPHY ..... 6**

**GOVERNMENT REGISTRATION, LICENSING & TRADEMARKS..... 6**

**ACADEMIC POLICIES..... 6**

Admission Requirements ..... 6

Academic Dishonesty Definition ..... 6

International Students..... 6

English Proficiency ..... 6

Academic Exemption ..... 7

Academic Probation..... 7

**ATTENDANCE POLICY ..... 7**

Attendance Records ..... 8

Breaks ..... 8

Hours of Attendance ..... 8

Other Funding Sources..... 9

**PROGRAM CHANGES..... 9**

Interruption and Resumption of Studies ..... 10

Program End Date..... 10

**DISMISSAL/EXPULSION POLICY..... 10**

Academic Dishonesty ..... 11

Conditions of Expulsion ..... 11

Expulsion Procedure..... 11

Notification of Expulsion..... 12

Fees ..... 12

Treatment of books and equipment ..... 12

**FINANCIAL OBLIGATIONS ..... 12**

General..... 12

Tuition Payment, Inquiries and Deferments..... 13

Financial Clearance ..... 13

**GENERAL INFORMATION ..... 13**

Break Area or Lunchroom ..... 13

Cancellation of Classes ..... 13

Consideration for Others ..... 13

Consumption of Food & Beverages ..... 14

Cellphones and Personal Data Devices..... 14

Digital Cameras and Cellphone Cameras..... 14

Emergencies ..... 14

Holidays..... 14

Hours of Operation..... 14

Illness ..... 15

Internet and Email ..... 15

Personal Property..... 15

Recycling ..... 15

*This Student Handbook is subject to change without notice.  
Check with the Student Services for the most current copy.*

Scent-Free Environment .....	15
Smoking .....	15
Student Dress Code.....	15
Telephone Calls.....	15
Washroom Facilities .....	16
Workstation Guidelines .....	16
<b>PRIVACY POLICY .....</b>	<b>16</b>
Access to Personal Information .....	17
Change of Address and/or Personal Data.....	17
Disclosure of Personal Information .....	17
Student Identification .....	17
Student Records .....	17
Use of Personal Information.....	18
Questions, Comments .....	18
<b>REFUND POLICY .....</b>	<b>18</b>
<b>STUDENT CODE OF CONDUCT .....</b>	<b>20</b>
Introduction.....	20
Rules and Regulations.....	21
Appropriate Use of Information Technology .....	21
Other Acts of Misconduct .....	21
Consequences .....	23
<b>STUDENT COMPLAINT POLICY.....</b>	<b>23</b>
Informal Complaint Process .....	22
Formal Complaint Process .....	23
Review Process .....	24
<b>TESTS AND FINAL EXAMINATIONS .....</b>	<b>24</b>
Examination Petitions (Re-writes) .....	25
Academic Dishonesty .....	25
Protecting Academic Integrity.....	26
Repeating a Course .....	26
<b>TEXTBOOKS, LAB FEES AND SUPPLIES .....</b>	<b>26</b>
<b>TRANSCRIPTS AND OTHER OFFICIAL DOCUMENTS .....</b>	<b>27</b>
Graduation Requirements for Diploma Level Programs.....	27
Graduation with Honours .....	27
<b>WITHDRAWAL POLICY.....</b>	<b>28</b>
Withdrawal Refund Procedure .....	28
<b>STUDY AND EXAM TIPS .....</b>	<b>28</b>
Time Management .....	28
Study Environment .....	28
Study Strategies .....	28

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## Welcome Message

Congratulations and welcome to Academy of Learning® Career College (AOLCC). Thank you for choosing us for your training needs. Taking this first step indicates that you wish to make a change in your life and that you have chosen to invest in yourself and your future. We will do our best to ensure that you achieve all of your training goals. Our staff has helped thousands of students succeed and we will help you too!

Academy of Learning® Career College is one of Canada's largest and most successful private career colleges. We have more than 40 colleges coast to coast – from Atlantic Canada to British Columbia. We attribute this growth to our success in identifying the gap between the formal education available and the realities of the working world. Our philosophy is based on responding to the unique training needs of each student. Our courses are developed to meet the requirements of the local job market. Our success is based on a dedicated and knowledgeable team who care about your success.

Academy of Learning® Career College has developed a unique training method, the **Integrated Learning™ System**. Available only at Academy of Learning® Career College locations, **Integrated Learning™ System** has helped our graduates successfully complete over one million training courses. We believe it is simply the better way to learn. Here are some of the reasons:

**Student Focused Training** - We've shifted the focus from teaching and put it where it belongs, on learning. Recognizing that every person is an individual, the **Integrated Learning™ System** is effective enough and flexible enough to fit your particular learning needs.

**Competency-Based Learning** - Each lesson contains clearly-defined objectives and tests your understanding of the content. If you do not fully understand the lesson, the lesson can be repeated before moving on to the next one.

**Learn at a Comfortable Pace** – We have eliminated the intimidation of the conventional classroom atmosphere by creating an environment suited to the adult learner. Trained Learning Coaches are on hand at all times to mentor, encourage, assist, and monitor your progress. You will learn at your own pace within committed guidelines and/or timelines as determined at the time of your enrolment. However, it is up to you as a student to manage your time to ensure completion of your course by the exam date communicated to you by your Learning Coach. With this type of learning, there is no need to keep pace with other students as if you were in a traditional stand-up, Instructor-led environment.

**Learn the Better Way** – You learn by doing, not simply by listening, which research shows is the best way to retain what you are studying. By just hearing something you remember 30%, by just seeing it you remember 40%, but by doing it you remember 70%.

This handbook is designed to help make your time with us rewarding and productive. It is important that you **read and understand this handbook**. It contains important information about your college policies and student rules and regulations. If you have any questions about the information contained in this handbook, please see one of our staff. Remember, we are committed to your success in your new career. We look forward to working with you and wish you success in your academic and career endeavors.

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## OUR TRAINING PHILOSOPHY

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

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

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

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

## GOVERNMENT REGISTRATION, LICENCING, AND TRADEMARKS

Each Academy of Learning® Career College is registered and approved by the appropriate government body in the province in which it operates. Diploma-level programs taught at the college are registered with the appropriate government body. Each college is independently owned and operated and is an authorized user of our trademarks. In order to offer programs and use our trademarks, each college must meet and maintain the *Academy of Learning® Career College – Franchisor Office Standards of Operation*.

## ACADEMIC POLICIES

### Admissions Requirements

In order to qualify for admission into any course or program, all applicants must attend an initial interview and receive a positive recommendation from the Campus Admissions Department in addition to meeting the minimum admission requirements provided on each program outline.

### International Students

International students who are not Canadian Citizens or permanent residents must obtain appropriate student authorization or a Study Permit from Immigration, Refugees and Citizenship Canada.

AOLCC Winnipeg North – Computerized Accounting is the only program that is currently designated for international student enrollment and eligible for a study permit.

### English Proficiency

All courses provided by Academy of Learning® Career College are taught in English and require a solid understanding of the English language. English Language Proficiency at a minimum Canadian Language Benchmark level of 5 is required by all international students in addition to the standard admission requirements noted in each program outline. We are interested in your success at AOLCC, so English upgrading opportunities may be recommended before beginning your program.

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

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

CPL may also be granted from other previous and related education, training, and/or work experience. A score of 75% or greater must be achieved to be considered for the credit

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

## Academic Probation

Most diploma programs require a 75% overall mark in order to graduate. Different programs may have different passing mark requirements. Please speak to your Instructor/Learning Coach for course minimums for your program.

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

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

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

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

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

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

## ATTENDANCE POLICY

All students should be attending the **minimum weekly hours as per registration of the program** as set out by the ministry and the schedule agreed to in the student contract. All students, regardless of funding source, must attend a **minimum hours per week** to be in compliance with the requirements of the Provincial Act.

Per [PVI regulation 16](#) if you are absent during the first two-thirds of your program for more than 10% of the total hours of instruction you will be withdrawn from studies.

Please give as much advance notice as you can, if you are unable to attend class. You may be placed on probation or dismissed if there is a record of excessive absenteeism. Please see Page 8 for details regarding attendance and Student Loan Funding if you are funded through this program and discuss attendance requirements with the Admissions Representative at your campus.

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

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7

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## Attendance Records

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

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

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

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

## Breaks

Students must treat their training as they would an employment situation. As in any job, you are required to “watch the clock” when you take lunch or coffee breaks. A 15-minute, mid-morning or mid-afternoon coffee break is usually given at work, so get used to this now and ensure you return to class promptly. If a student requires an extended break, he/she must obtain permission from the Learning Coach or Instructor and ***must log out*** when leaving, and log in upon returning to class.

## Hours of Attendance

Class hours for Learning Coach or Instructor-led classes will be at the sole discretion of the college. You will be required to attend the classes according to the timetable set by the college. Students are responsible for making up the time they miss, and for arranging to collect any hand-outs or notes. If you have questions about the hours of operation at your campus, simply ask a Learning Coach.

All students are required to demonstrate a commitment to their studies and to progress at a satisfactory rate. You demonstrate commitment in your studies by:

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

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

There are minimum standards which **all students** must meet:

- Attend between 20 to 25 hours per week (as required for your program);
- Complete all assignments, projects, and homework;

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

A student may be placed on probation if the college believes the student has abused any part of the attendance policy. If the problem(s) persists after being placed on probation, a student may be dismissed. A student will be given every chance to remedy his/her situation.

A verbal warning and a written warning will be issued before a student is dismissed for a violation of the attendance policy. Please refer to the complete Expulsion policy beginning on Page 9 of this handbook.

### Student Aid Requirements

Full-time students funded through Government Student Aid are required to take 100% course load/hours

Part-time students funded through Government Student Aid are those attending <100% of course load/hours. Minimum hours for a part-time student and 10 hrs/week.

**The School is require to notify Student Aid of withdrawal if attendance falls below 90%** (please see attendance policy on page 7)

### Other Funding Sources

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

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

### PROGRAM CHANGES

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

*Any or all of the courses which you have completed, may be applied to the new diploma program (CPL), provided they are listed on the new program selection list.*

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

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## Interruption and Resumption of Studies

Any prolonged period of non-attendance from scheduled classes constitutes an interruption. The college will notify the sponsoring agencies and/or student loan providers after 10 % absenteeism (or sooner, depending on the agency's policy).

If, **for any reason**, you must interrupt your studies, but wish to return to them at a later time, please ensure that you follow the appropriate withdrawal procedure. Contact the Student Services Representative at your college for this purpose. Also, please note that an interruption may affect your eligibility for further funding.

If you did obtain a leave of absence, and are ready to resume your studies later on, you must make arrangements through Student Services as soon as you are sure of your return date. Your new start date will depend upon seating and equipment availability.

Note: If a program is change or updated during the interruption ins studies, the updated curriculum will apply to the return.

## Program End Date

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

For those students funded through a third party – Workers' Compensation, Aboriginal, Insurance, or Corporate, in the event that completion by the scheduled end date is not possible, and with the permission of the third-party funder and the campus director, this end date may be extended. A valid reason must exist and a request be provided to the director of the college in writing. The length of the extension will be at the sole discretion of the Director of the college.

Textbooks for courses not started will not be issued.

## DISMISSAL/EXPULSION POLICY

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

Academy of Learning® Career College reserves the right to dismiss/expel any student prior to completing a program or course if it is determined that the student is not attending sessions when scheduled, has an unsatisfactory attitude, or has not adapted to the area of study. Similarly, students not maintaining satisfactory progress must not be permitted to continue with their program. Students must be aware that continued lack of effort on their part may result in dismissal.

**Academic Dishonesty is defined as:**

**A student's use of unauthorized assistance with the intent to deceive an Instructor, Learning Coach or other such person who may be assigned to evaluate the student's work in meeting course and/or program requirements.**

**It is a concept that refers to various actions on the part of students that go against the expected norms of the campus.**

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## Conditions for Expulsion

The following outlines the conditions under which an Academy of Learning® Career College student may be expelled with cause. Conduct may include, but is not limited to;

1. **Academic fraud** – It is at the discretion of the college to expel a student for academic fraud. Academic fraud could be deemed as any action or deed, performed alone or with others, for the unfair advantage or benefit of themselves or others, or use of any word or phrase that could be construed as fraud, including:
  - a. reproduction or Academy of Learning® Career College courseware,
  - b. unapproved collaboration
  - c. alteration or records
  - d. bribery
  - e. plagiarism
  - f. dishonesty
  - g. cheating
2. **Outstanding fees** – where a student has outstanding tuition and/or fees owing, and has not addressed or has made restitution within 7 days or receiving written notification from the Campus
3. **Code of Conduct** -
  - a. Where a student has been put on suspension and after their return, fails to comply with the rules and terms of the college
  - b. Where a student is found under the influence of drugs and/or alcohol or carrying weapons, the student will be subject to immediate expulsion
  - c. Where a student has endangered or caused physical harm to a person or property
  - d. Where a student has been disruptive in class or is insubordinate to a staff member
4. **Admissions Policy** – the College will ensure that a registered student meets all of the requirements for academic acceptance to the program. Where the student has provided inaccurate information on their application to the college, the student may be expelled
5. **Academic Failure** – where a student fails to meet the academic requirements of their program. It is the sole decision of the college to offer any options to the student regarding alternatives for another program
6. **Attendance** – where a student is not meeting the required attendance for the program. Students who are not meeting the College's Attendance Policy without sufficient cause will result in *automatic expulsion*
7. **Harassment or Discrimination** – the college will not allow harassment or discrimination of any kind towards any staff member, student, or visitor to the college. If a student has been found to be harassing or involved in any discriminatory activity, the student will be suspended, pending an investigation
8. **College Property** – where a student has caused damage, destroyed, misused, stolen or otherwise used the property of the college in an inappropriate manner. The student will be required to make restitution for any costs incurred
9. **Endangerment of Staff or Students** – where a student has caused endangerment to a staff member or another student by an act of assault or by an action that could result in endangering the safety of themselves or others at the college

## Expulsion Procedure

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

- i) Verbal warning
- ii) Written warning
- iii) Suspension, and
- iv) Expulsion

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## Notification of Expulsion/Dismissal

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

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

If the appeal is unsuccessful, the student will be considered expelled from the college. The student will have the opportunity for further appeals through the Complaints process of Advanced Education and Training, [Private Vocational Institutions Branch \(gov.mb.ca\)](http://Private Vocational Institutions Branch (gov.mb.ca)).

## Fees

Where a student has been expelled by the college, the student will be considered withdrawn from their program as of the effective date of the expulsion. The college will be required to calculate the student's account as of the official withdrawal date of the expulsion based on the College's Fee Refund Policy, determined by the requirements of the province in which the student is enrolled.

## Treatment of Books and Equipment

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

## FINANCIAL OBLIGATIONS

### General

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

1. Students are financially responsible for all charges incurred after the Enrolment Contract has been signed. The financial obligations are outlined in the Private Vocational institutions Act and Manitoba Regulation 237/02.
2. All fees are payable as specified in the payment schedule agreed to with the College.
3. A fee of \$30.00 will be levied for any returned cheques, regardless of the reason it is returned.
4. Academic credits and release of official documents will be withheld until **all** financial obligations to the college have been met.
5. Textbooks may not be included in tuition fees. Textbooks will be provided at the start of each course. See also, "Textbooks, Lab Fees and Supplies".

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## Tuition Payment, Inquiries and Deferments

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

The Student Services Representative can provide up-to-date and accurate information on tuition accounts. An account statement can be requested at any time. Tuition receipts (T2202A) for income tax purposes will be sent to students who have made payments in the previous calendar year. These are generally available in mid to late February. Students funded by a third party will not receive tuition receipts for income tax purposes. (Workers' Compensation, Band, Insurance or Corporate)

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

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

## Financial Clearance

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

## GENERAL INFORMATION

### Break Area or Lunchroom

Some college locations may have a Break Area or Lunch Room. These designated areas are there for students to utilize and enjoy. The Break Area or Lunch Room provides an opportunity to enjoy refreshments, review notes and take a break from the workstation. Spill-proof beverage containers as well as re-sealable water bottles *may* be permitted at the workstation. Please remember to take short breaks to maintain consistency in the learning process and prepare for the work environment. Please speak quietly so that other students will not be disturbed. Please keep the Break Area or Lunch Room neat and tidy and throw out all personal refuse. If access to a fridge is provided, remember to discard any uneaten food. The college will not be responsible for any food or personal items. Anything remaining in the fridge beyond Friday at 5:00 pm will be discarded.

### Cancellation of Classes

Classes are cancelled only in cases of public emergencies or extremely poor weather conditions, as these conditions are deemed to impact on the safety of staff and students. In the event of early closure, the campus will make every effort to contact all students.

### Consideration for Others

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

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### Consumption of Food and Beverages

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

### Cell Phones and Personal Data Devices

Cell phones and all other electronic devices must be turned off, or set to vibrate mode, while at the campus. If there is an anticipated emergency situation, please advise the office **before** the start of the class. All cellphones must be kept on the silent function and should not be used for texting, or as a calculator, etc. Any student who disrupts or interferes with a class, lab or activity will be asked to turn off the device, and possibly also to leave the class, lab or activity.

Vibrating/noise making cell phones and in-class texting is a distraction to other students and staff if the phone is on the workstation or you are texting and/or receiving texts continuously. Please respect fellow classmates and keep the cellphone from disturbing others. All conversations must be taken out of the classroom. Repeated offenses will result in disciplinary action up to and including expulsion.

### Digital Cameras and Cell phone Cameras

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

### Emergencies

In case of fire, the alarm will sound continuously. Students must obey all college and other officials during emergencies. Please check the Evacuation Procedures posted in your campus for specific details. Students must leave the premises **immediately and in an orderly fashion**.

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

### Holidays

The college is closed for one week (approximately) for winter break. The dates of this closure will be posted in the lunch room with a minimum of 8-weeks' notice. The college observes all government statutory and civic holidays.

### Hours of Operation

Monday – Friday 830am-5pm. Please note that hours are subject to change.

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### **Illness**

During the winter months it is very difficult to avoid coughs, colds and flu. If you are unable to attend your program, please contact the college early in the morning. Sponsored students should also contact your funding agency regarding the absence. Absenteeism of more than 3 consecutive days will require a doctor's note. It is imperative that a doctor's note be submitted to your college for those being sponsored or through the Student Loans program.

### **Internet and Email**

Your college has provided you with internet and email access to assist you in completing your course assignments. Please refrain from using these tools for your own personal use.

### **Personal Property**

Please note that Academy of Learning® Career College and their staff are not responsible for lost or stolen items. Please keep an eye on personal belongings at all times and do not leave them unattended.

### **Recycling**

Please place garbage and recycling in the proper bins that are provided. We are committed to reducing the amount of waste being sent to landfill. Your cooperation in this will be greatly appreciated.

### **Scent-free Environment**

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

### **Smoking**

The college does not provide a smoking area or facility. Please ensure you follow the building requirements as it relates to designated smoking areas.

### **Student Dress Code**

The college seeks to prepare students for the business world. While casual dress is acceptable, we encourage students to wear appropriate business attire. Unacceptable attire consists of, but is not limited to; ripped clothing, tank tops, midriff baring, flip flops, loungewear, and offensive slogans on shirts.

The college reserves the right to request any student wearing inappropriate attire to leave the college. The student may return to the college once they are properly attired. The determination of 'inappropriate attire' is at the sole discretion of the college. Students will be required to log out of the attendance recorder for this infraction and log back in upon return to the campus.

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## Telephone Calls

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

## Washroom Facilities

The college will have on-site washroom facilities or have access to a common washroom area in a general place of business (ex. office tower or mall). Please keep the washroom area tidy. When leaving the washroom area, kindly wipe any of your water spills from the counter and properly discard your used paper towels. Don't forget any personal belongings when leaving the washroom area.

## Workstation Guidelines

With regard to your workstation, please follow these guidelines:

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

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

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

***We cannot guarantee specific computers or workstations to any student.***

## PRIVACY POLICY

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

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

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

#### Access to Personal Information

For access to your personal information, please contact Student Services. Your request must be in writing, and should include sufficient identifying information, so that we can expeditiously locate your personal information.

#### Change of Address and/or Personal Data

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

#### Disclosure of Personal Information

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

We will only disclose your personal information to third parties:

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

#### Student Identification

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

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

#### Student Records

All student records are confidential and kept at the college where the student attended classes for a period of time determined by provincial regulations. Academic records pertaining to grades and attendance are computerized, filed and maintained by Academy of Learning® Career College, Franchise Support Centre. This database also contains personal information which is subject to our privacy policy. **No** information about a student will be released or confirmed without proper authorization from the student. Written permission from a student is required before any information is released.

The Ministry of Advanced Education and Training may access student files for the purpose of reviewing provincial compliance at any time.

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

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## Use of Personal Information

Personal information may be used by us for the following purposes:

- To manage and administer the delivery of training and relevant services to Academy of Learning® Career College students;
- To maintain the accuracy of our records, in accordance with legal, regulatory and contractual requirements;
- From time to time, to contact consumers about training and relevant services that are available from Academy of Learning® Career College;
- To perform statistical analyses of the collective characteristics and behaviour of Academy of Learning® Career College students, in order to monitor and improve our operations and to maintain the quality of our products and services

## Questions, Comments

If you have questions or comments about this Privacy Policy or Academy of Learning® Career College privacy practices that were not answered here, please contact our Campus Director.

## REFUND POLICY

The college's policy on withdrawals and refunds adheres strictly to the requirements of the province in which you attend the college. The complete refund policy can be reviewed as part of your enrolment contract. Your Admission Representative should have reviewed this with you prior to signing your contract. Should you have any questions regarding this policy, please speak to a campus staff member. See also Withdrawal & Refund Policy on Page 25.

## Enrolled Students & Refunds

A Student is considered to have entered into a Student Contract with a Private Vocational Institution in respect of a Program of Instruction on the day the Student signs the Student Contract.

A Student ceases to be enrolled in a Program of Instruction on the earliest of the date that:

- (a) the Private Vocational Institution
  - (i) receives the Student's written notice of withdrawal from the Program of Instruction,
  - (ii) cancels the Student's enrolment under section 32 of the Act, or
  - (iii) expels the Student from their Program of Instruction; or
- (b) the Student
  - (i) exceeds the number of absences allowed under the Private Vocational Institution's attendance policy, or
  - (ii) graduates from the PVI.

## Refunds for cancellations within 7 days of signing a Student Contract

The Student has 7 days after they signed their Student Contract to rescind their Student Contract by providing written notice of withdrawal to the Private Vocational Institution, pursuant to section 16 of the Act.

If the Private Vocational Institution receives a written notice of withdrawal from a Student during the 7-day time period, the Private Vocational Institution must refund all money received from the Student, including the Registration Fee and the International Student Fee.

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**Refunds for cancellations after 7 days of signing a Student Contract but prior to the start of the Program of Instruction**

If a Student provides written notice of withdrawal after the 7-day time period after signing the Student Contract but prior to the start of the Program of Instruction, the Private Vocational Institution must refund all money received from the Student for the Program of Instruction, excluding any non-refundable fees.

Non-refundable fees are Registration Fees and International Student Fees, as well as Materials Fees for Materials that are not in substantially the same condition as when they were received by the Student, is for a personal use item, or has been removed from its packaging. With respect to digital books or texts, the Materials Fee is not refundable if the code for accessing its contents has been used.

**Refunds for cancellations after the Start of a Program of Instruction**

If a Student ceases to be enrolled after the start date of the Program of Instruction, and more than 7 days have passed since the Student Contract was signed by the Student and the PVI, the percentage of paid Tuition Fees set out in first column of the following table based on the percentage of the Program of Instruction completed by the Student at the time the Student ceases to be enrolled as set out opposite in the second column:

<b>Percentage of paid Tuition Fees refunded</b>	<b>Percentage of Program of Instruction completed at time the Student ceases to be enrolled</b>
75% of paid Tuition Fees refunded	Up to 20%
50% of paid Tuition Fees refunded	21% to 50%
No Tuition Fees refunded	51% or more

*If the percentage of the program falls above 20%, but does not reach 21%, the percentage falls within the lower percentage. For example, if a student completes 20.85% of the program, they are entitled to 75% of paid tuition fees refunded. Similarly, if the percentage of the program falls above 50%, but does not reach 51%, the percentage falls within the lower percentage.*

**All refunds must be issued within 30 days of receiving written notice from a Student or within 30 days after a Student has been withdrawn from the Program of Instruction.**

In determining the percentage of the Program of Instruction completed at the time the Student ceases to be enrolled, each assignment and each hour or class in a Program of Instruction is of equal value; and a student is deemed to have attended every regularly scheduled hour of instruction or, in the case of a Program of Instruction provided by correspondence or other means, to have submitted each regularly scheduled assignment until the day immediately before the date the Student ceases to be enrolled.

Institutions must use the refund calculator found on the Private Vocational Institutions branch website to process all Student refunds. Once refund calculations are complete, a copy of the refund calculations needs to be shared by the PVI with the Student and kept in the Student’s file with the Private Vocational Institution.

When a student does not provide notice of a withdrawal and has not attended the institution after 14 calendar days, it is best practice that the student be withdrawn, and the refund be processed. When completing the refund calculation, institutions may add 14 calendar days after the Student’s last day of attendance to determine the withdraw date.

**Materials Fee refund**

All Materials Fees must be refunded when a Student cancels their Student Contract within the 7 day period after signing the Student Contract.

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If the 7 day cancellation period has passed and a Student withdraws from a Program of Instruction, the Student has 10 days to return all Materials to the PVI in the same condition as when they were received in order to be eligible for a Materials Fee refund from the PVI.

A Materials Fee is not refundable for Materials that have been used or removed from their original packaging. With respect to digital books or texts, the Materials Fee is not refundable if the code for accessing its contents has been used.

#### **If an Institution's registration is cancelled**

If a Private Vocational Institution's registration is cancelled for any reason, the Private Vocational Institution must refund all fees that have been paid by a Student enrolled in a Program of Instruction the PVI provides. An institution that provides vocational training without being registered under the Act must refund all fees that have been paid in respect of the vocational training.

#### **Student expelled by institution without cause**

A Private Vocational Institution must refund all money received or realized in respect of a Student being enrolled in a Program of Instruction it provides if the PVI expels the Student without cause.

#### **Cancellation of enrolment of International Students**

A Private Vocational Institution that receives written notice that a prospective International Student is unable to obtain entry into Canada must (i) not enroll the Student in a Program of Instruction, or (ii) if the Student is enrolled, cancel the Student's enrolment within five days after receiving the notice.

The Private Vocational Institution must then refund any money received from or on behalf of the International Student.

#### **Where to direct payment of refunds**

If a Student is entitled to a refund and the Private Vocational Institution received any payment of the Student's fees from a government program, an agency or a person other than the Student, the Private Vocational Institution must pay the refund, on the Student's behalf, to the government, agency or other person. The refund payment must be proportional to the amount paid by the other party.

If a Student is entitled to a refund and the Private Vocational Institution has not received any payment of the Student's fees from a government program, an agency or a person other than the Student, the Private Vocational Institution must pay the refund directly to the Student.

The institution must issue a refund payment within 30 days after the refund becomes payable.

### **STUDENT CODE OF CONDUCT**

#### **Introduction**

We expect mature and professional behaviour from our students. All students have the right to a training environment in which they can learn to their maximum potential. Poor behaviour on the part of some students will have a negative impact on all students. All Academy of Learning® Career College staff and students deserve to be addressed by others in a respectful manner and tone. Every student is required to respect the policies of

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the college and the staff members who are required to enforce them. If you feel that you are not being treated in a fair and respectful manner, please feel free to discuss this with a staff member or Campus Director. We strive to provide more than skills training to our students. We hope that our students will be exposed to all aspects of the workplace, including the requirement of appropriate professional conduct. For these reasons, we reserve the right to start disciplinary action if we deem a student's work ethics or conduct unsatisfactory.

## Rules and Regulations

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

## Appropriate Use of Information Technology

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

Every user of this technology assumes the primary responsibility for the material he or she chooses to access, send or display. The facilities may not be used in any manner to create, send or display material which contravenes our policies and/or statutes of the code named above. Personal computers or other devices used on school property, whether owned by the school or by their users, are subject to the above-mentioned standards. Failure to adhere to these guidelines may result in suspension of access privileges as well as other actions as deemed appropriate by the Learning Coach or Instructor and/or director of the college.

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

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

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

## Other Acts of Misconduct

The following acts of misconduct will not be tolerated:

1. Acts of dishonesty, including but not limited to:
  - giving false information to any official, Learning Coach, Instructor, or Campus staff member,
  - forgery, alteration, or misuse of any Academy of Learning® Career College document, record or

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- instrument of identification, or
  - Computer piracy – copying software, copyright infringement, and unauthorized computer entry
- 2. Attempted or actual theft of and/or damage to property of the college, a staff member, other students, or the public
- 3. Physical abuse, verbal abuse, threats, intimidation, harassment, including but not limited to, sexual harassment, coercion and/or other conduct which threatens or endangers the health or safety of any person, staff or student
- 4. Disruption of teaching, administration, disciplinary proceedings or other college activities
- 5. Forgery by altering or misusing documents, records or identification, or knowingly furnishing false information to the Academy of Learning® Career College Campus staff
- 6. Being under the influence of alcohol or illegal drugs on the Academy of Learning® Career College premises
- 7. Selling or knowingly being in possession of dangerous, restricted drugs or narcotics while on the Academy of Learning® Career College premises
- 8. Failing to abide by Academy of Learning® Career College policies
- 9. Where a student, previously suspended, fails to comply with the rules and/or terms of probation after returning to studies
- 10. Abuse of the Campus' Internet connections – including the propagation of hate literature
- 11. Unauthorized access, alteration, transfer, destruction, removal and/or disclosure of data, information, equipment, software or systems
- 12. Deliberate interference with the processing of a system, or deliberate vandalism of the equipment or software
- 13. Use of Academy of Learning® Career College facilities and resources for commercial or non-academic purposes
- 14. Harassment, bullying, including sexual harassment (includes accessing, displaying, downloading, and installing pornographic material from the Internet and/or personal media)
- 15. Malicious or unethical use of resources
- 16. Use of resources that violates provincial laws
- 17. Assault upon any student, Campus staff member, or Campus guest
- 18. Destruction of property
- 19. Insubordination to a Campus staff member
- 20. Engaging in lewd or indecent disturbances or obscene behaviours on the Academy of Learning® Career College premises
- 21. Possession of weapons on the Academy of Learning® Career College premises
- 22. Giving false information, lying for academic acceptance to the program
- 23. Expressions of discrimination, bias, or racism, including jokes of a stereotyping nature
- 24. Unauthorized possession, duplication or use of keys to any Academy of Learning® Career College premises, unauthorized entry, or unauthorized use of the Campus property
- 25. Violation of federal, provincial or local law on Academy of Learning® Career College premises or elsewhere during sponsored activities

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26. Outstanding fees – where a student has outstanding tuition and/or fees owing, and has not addressed or made restitution within 7 days or receiving written notification from the Campus
27. Illegal or unauthorized possession of any weapon(s) on college premises or elsewhere during school-sponsored activity. ‘Weapons’ as defined by the Criminal Code of Canada
28. Conduct which is disorderly, lewd or indecent; breach of peace; aiding, supporting, encouraging, or inducing another person to violate the Student Code of Conduct.
29. The use of profane language, rowdiness, fighting or other disturbances in the college. Such behaviour will result in disciplinary action ranging from suspension to expulsion.
30. Visitors are not permitted to attend, observe, spend time (waiting) in classes, or use any computer facility. Permission **must** be obtained from the Learning Coach/Instructor or the office to bring a friend or family member to any area of the college. The student is wholly responsible for the conduct of the visitor while on college premises.

### Consequences

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

1. **Warning** - a notice in writing to the student that he/she is violating or has violated college regulations.
2. **Loss of Privileges** - denial of specific privileges to the student on a permanent basis, or for a designated period of time
3. **Probation** - a written reprimand for violation of a specified section of the Student Code of Conduct. Probation is for a designated period of time, and includes the probability of more severe disciplinary action if the student is found violating college regulations again during the probationary period.
4. **Suspension** - separation of the student from the college for a definite period of time, after which the student is eligible to return. Conditions for re-admission may be specified. During a suspension, a student shall be denied access to all areas of the college.
5. **College Dismissal/Expulsion** - permanent separation of the student from the college and/or all colleges in the chain.

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

### STUDENT COMPLAINT POLICY

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

The Complaint Procedure is designed to provide students with two processes, Informal and Formal, to resolve concerns. Students are encouraged to address any concerns immediately with the staff member involved. We encourage you to follow the steps as outlined in the following Complaint Resolution Policy if you have an issue. Please do not let a minor problem develop into a major one. HELP US TO HELP YOU.

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Students making a complaint are entitled to make oral submissions. Students are allowed to have a person present with them at all stages of the complaint and resolution process. Students also have the right to have this person make the oral submission on his or her behalf.

### Informal Complaint Process

Should you have any problems or concerns during your training we encourage you to discuss them promptly with your Learning Coach. If you require additional assistance, your Learning Coach will approach, or direct you to the staff member who will be able to help you. If, for any reason, the matter is not resolved to your satisfaction, you should follow the Formal Complaint Process.

### Formal Complaint Process

In the event of an unsuccessful resolution to your informal complaint, the issue can usually be resolved by meeting with the college director to review the concern and request a resolution. A meeting will be arranged with Campus Management at your request.

1. A Student Complaint Form should be completed in writing prior to meeting with the director of the college. The form is available at your college.
2. The description of the complaint should be very clear and concise including the nature of the problem, date of issue or occurrence, name(s) of parties involved (staff, other students, etc.) and copies of any important information regarding the complaint.
3. The Campus Manager will arrange to meet with you, and/or alternate, within **3 business days** of receiving the written complaint.
4. If a resolution is mutually agreed to, the decision, reasons for the decision and the implementation plan should be documented using the Record of Complaint Form and signed by both the Director and the student.
5. A photocopy of the Student Complaint Form and Record of Complaint Form should be put in the student file and the original returned to the student.
6. Every attempt will be made to resolve the complaint in its entirety within **10 business days** of receiving the complaint.

In the campus specific Complaints file or binder, a copy of the Student Complaint Form, Record of Complaint Form, and any relevant supporting documents are to be kept on file for three years.

### Review Process

However, if a mutually satisfying resolution cannot be reached, you have the right to take the complaint further and contact:

#### Private Vocational Institutions Branch

[Formal Complaint | Economic Development and Training | Province of Manitoba \(gov.mb.ca\)](#)

### TESTS AND FINAL EXAMINATIONS

Final examinations are normally scheduled for the last day of the course. Comprehension tests must also be completed before the final examination. Additional in-class tests or quizzes are left to the discretion of the Learning Coach or Instructor.

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1. You may ask questions during an exam regarding the interpretation of exam questions. Answers will be limited to only those questions which pertain to interpretation of the exam questions.
2. You are not allowed to leave the classroom during an exam. You may leave once the examination session is finished, and when you have submitted the exam. In case of emergencies, the college will interrupt the exam.
3. No time extensions will be given on a test or exam. All tests and exams must be completed within the official time allotted. No additional time will be given for a test or exam if the student is late. Exams must be started 3 hours before closing time; therefore, if the campus closes at 5:00pm, then no exams should be started after 2:00pm.
4. If you are absent for a test or exam without sufficient reason, you will receive a grade of zero. If you had special circumstances, a letter outlining the reasons must be submitted to the campus director within three business days of the examination date. If your appeal is approved, only one date will be arranged for a make-up test/exam. Failure to write a make-up test/exam as scheduled will result in a grade of zero, which is not open to appeal.
5. Should any examination be cancelled due to extreme weather conditions, alternate arrangements will be made by the college to reschedule.

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

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

**Examination Petitions (Re-writes)**

Academic requirements for all approved diploma and certificate programs require a minimum final exam mark of 60% in any one subject, while maintaining an overall average of 75%. If a student receives a mark between 60% and 74% on a subject, one rewrite is permitted without charge; however, the total mark available will be a maximum of 89%. This is because a rewrite is not considered honours.

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

**Academic Dishonesty**

**Academic Dishonesty is defined as:**

**A student's use of unauthorized assistance with the intent to deceive an Instructor, Learning Coach or other such person who may be assigned to evaluate the student's work in meeting course and/or program requirements.**

**It is a concept that refers to various actions on the part of students that go against the expected norms of the campus.**

Academic Dishonesty on assignments, tests or exams will not be tolerated. Any student caught acting dishonestly will face the following penalties:

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

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**Acts that constitute academic dishonesty include, but are not limited to, those listed and explained below:**

1. Use of any means of aid not expressly permitted will result in immediate dismissal from the exam and a mark of zero.
2. The act of **copying** for the purpose of providing advantage for yourself or another student will not be tolerated.
3. **Plagiarism** is the act of representing someone else's work as your own. This includes, but is not limited to misrepresentation of homework, written papers, exams, lab assignments, published work, circuit designs, software, etc.
4. **Collaboration** is the act of two or more students working jointly on any assignment when this act has not been permitted by the Learning Coach or Instructor. This includes, but is not limited to, homework, papers completed outside of class hours, in-class assignments, lab exercises or reports. Collaboration also includes writing an assignment or paper for another student.
5. **Theft** or solicitation of another student's assignments or papers, grade books, un-administered tests, or other academic work/material will result in immediate expulsion.
6. **Intentionally** helping or attempting to help another student commit any act of academic dishonesty constitutes cheating. The first offence will result in a grade of zero for **both** students. A second offence for either student will result in dismissal
7. **Cheating** – some examples, but not limited to:
  - Talking to fellow students during an exam
  - Possession of another student's exam
  - Possession of unauthorized exam on paper
  - Possession of course answer sheets, on paper or on a computer file
  - Unauthorized cellular conversations
  - Unauthorized internet use

**Protecting Academic Integrity**

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

- Report any irregularities immediately to your Learning Coach or Instructor
- Make it unacceptable and difficult for students to cheat. Here are a few suggestions:
  - Cover your work during exams.
  - Give discouraging glances to students trying to cheat.
  - Refuse to give away old term papers, assignments, etc.
  - Deny others access to your computer files.
  - Try to protect your belongings at all times. Do not leave your work unattended.

**Repeating a Course**

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

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

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

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## TEXTBOOKS, LAB FEES AND SUPPLIES

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

The textbooks become the property of the student once the course of study is made available by the college and issued to the student upon receipt of full payment for the course. Textbooks and e-books are the property of the student upon issuance. The textbook(s) for each course is supplied at the beginning of each course. Textbooks are not supplied in advance. Textbooks for courses not started will not be issued. The multimedia component, all necessary student data files, and the original software remain the property of LaunchLife International Inc.

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

You will be required to buy general school supplies, such as pens, pencils, notebooks and USB keys.

## TRANSCRIPTS AND OTHER OFFICIAL DOCUMENTS

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

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

## Graduation Requirements for Diploma Level Programs

Graduation requirements for all students are as follows:

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

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

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## Graduation with Honours

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

## WITHDRAWAL & REFUND POLICY

The college's policy on withdrawals and refunds adheres strictly to the requirements of the province in which you attend the college. Students wishing to withdraw from their program must:

- 1) Meet with the Student Services Representative of the college **and**
- 2) Submit a written letter of withdrawal, delivered personally, via e-mail or by regular mail to the college. This letter is your Official Notice of Withdrawal. Please be advised that the date of program withdrawal will be the date the letter is received by our office, not the date of the letter.

The refund policy is outlined in your contract and follows the guidelines of your province. Please make sure you understand the refund policy. It is your responsibility to ensure you follow the correct procedure if you withdraw.

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

A refund calculation will be processed after receipt of the student's official notice of withdrawal, or the college notifies the student regarding their nonattendance and completes the withdrawal process.

All refunds are calculated in accordance with provincial regulations using the Manitoba PVI Student Refund Calculator. This regulation provides both colleges and students with specific policies on the retention of fees and the payment of refunds.

In Manitoba, refund cheques must be issued to National Student Loans Service Centre (NSLSC) within 30 days of the effective date of withdrawal. Specific to Manitoba Student Aid students, a Notification of Withdrawal Form is also to be completed and sent to Manitoba student Aid within 30 days from the effective date of withdrawal. If you have any questions, please speak to Student Services at your college.

The student will receive a statement of charges via e-mail.

## STUDY AND EXAM TIPS

There is no overnight formula for getting better grades, but you can ensure your maximum potential is reached by proper preparation and planning. Start by setting your own goals and developing a personal action plan at the start of each course. The following study tips can show you how to score better on tests and examinations.

### Time Management

- Enter major tests and project due dates on a calendar.
- Record daily homework, minor assignments and readings. A pocket-sized notebook is perfect.

### Study Environment

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

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## Study Strategies

- Study every day.
- Set a definite time limit. The length of time you need for studying depends on you and your goals. No two students are identical.
- Review each lesson quickly. Get the overview and then tackle any details and difficulties.
- Review relevant textbook sections or chapter and make use of all other resources available.
- Allow for brief breaks of 5 to 10 minutes if studying for a long period of time.
- Know the examination format – essay questions, short answer, multiple choice, etc.
- Reinforce what you learn in class by:
  - writing summaries in outline form,
  - reciting material aloud without referring to notes,
  - telling someone what you have learned,
  - testing your answers with flashcard question and answer items.

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

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## Student Policies and Attendance and Progress Policy Acknowledgement

I understand that as a student of Academy of Learning (AOLCC) I must maintain attendance and program progress in accordance with the following policies:

- In order to keep accurate attendance records, we require students to log in to the attendance system 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.
- Acceptable progress is mandatory for all students in all programs. For almost all diploma programs this means a minimum of 25 hours per week.
- The school must be notified by email for non-attendance for any reason (including practicum absences).
- Per [PVI regulation 16](#) if you are absent during the first two-thirds of your program for more than 10% of the total hours of instruction you will be withdrawn from studies.
- Absences will cause a students' status with AOLCC to be placed under review.
- All courses and programs are to be completed by the contract end date.
- AOLCC schools are closed for statutory holidays, professional development days and Winter break between Dec 24<sup>th</sup> and Jan 1<sup>st</sup>. closures will always count as an excused absence for students.

I acknowledge that it is my sole responsibility to ensure I understand the Student Handbook as provided, and that I am responsible for seeking clarification of topics as required. Further, the College may, at any time, add, change or rescind any policy or procedure at its sole discretion, without notice.

I have received, read, and understand the AOLCC Student Handbook and the above attendance expectations. I agree to abide by the policies, procedures, and processes of the College.

\_\_\_\_\_  
Student Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student Signature

***\*Note: This signed acknowledgement is to be put in the student's file.\****

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30

*A copy is available upon request.*