



Academy of Learning

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

## **STUDENT HANDBOOK**

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## **OUR VISION**

Academy of Learning Career College 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.

Demonstrate a constant commitment to student success and employability.

Creatively meet each client's specific requirements through the flexibility and customization of our Integrated Learning System.

Provide advice and treat each client with care and sensitivity.

Maintain visible and meaningful partnerships with our communities.

Ensure the Integrated Learning System remains the most up-to-date, effective learning process.

Strive to meet the highest standards for quality training products, service, and delivery.

Create opportunity for growth and success of Academy of Learning Career College

# OVERVIEW

## Audio Tutorial

The Audio Tutorials form the foundation of our training system. Each tutorial has been prepared in order to act as your instructor. The tutorial coordinates your workbook, software and files in your personal folder. Learning how to follow the tutorial will become an important key to your success at Academy of Learning Career College.

## Taking Notes

Do not attempt to write down everything said on the tutorial. Doing so will cause you to fail to grasp the overall concepts as well as key details as you will be too busy writing. We encourage you to take some notes, but only write key points.

## Module Answers

Completing the module questions, found at the end of each lesson, is very important. They provide you with an opportunity to assess your level of understanding of the material just covered. It is your responsibility to ensure that you have a high level of understanding before you move onto the next module. If your level of understanding is not sufficient, simply redo the areas where you struggled. Repetition of weaker areas will increase your understanding of the material. Module answer keys are available to assess your level of understanding. The answer keys are not to be printed or photocopied. Simply copying the answer will not help you better understand the material covered.

## Learning Coach Assistance

Our Learning Coaches are always eager to help you. If you encounter a problem or have a question, follow these simple steps to attempt to resolve the issue:

1. Check your understanding of the instructions provided, check your logic, your typed entries and ensure you are listening to the correct Audio Tutorial. It often helps to run through the audio more than once;
2. If your difficulty persists, please raise your hand or approach (or video chat request) a Learning Coach to seek help;
3. Try not to spend an enormous amount of time solving a problem without Learning Coach assistance. Seek help before anxiety sets in;

4. If a Learning Coach is helping another student, please be patient. We are here to help but sometimes are tied up with other students. If you feel the need to ask a fellow student, be aware that the answer they may provide may not be correct;
5. Please consider other students' needs when seeking Learning Coach assistance for long periods of time. It is not the intention of the Integrated Learning™ System to provide continuous one-on-one Learning Coach attention for each student. Students are encouraged to problem solve independently as well.

## ADMISSION POLICY

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

1. Prospective students should have a fair understanding of the English language;
2. Prospective students must be Grade 12 graduates, or equivalent, or have Mature Student status (19 years of age or over with at least one year out of high school) and with acceptance subject to the discretion of the Admissions Representative. Mature Students and those who cannot supply proof of Grade 12 graduation will be required to complete an Entrance Examination to properly assess their personal strengths and weaknesses. The minimum passing grade is 75 %;
3. Prospective students must have the ability to work with an individualized learning system (particularly the Integrated Learning System or "e-learning", as applicable) and to follow instructions as provided in the course material;
4. Prospective students must meet the Program Specific Admission Requirements as set out in **Schedule A** of this document;

Foreign students who are not Canadian citizens or permanent residents must obtain appropriate student authorization or a Study Permit from Citizenship and Immigration Canada. An English proficiency at a minimum of TOEFL 525 for diploma level program is required by foreign students. Students may be required to undertake an English language entry examination prior to entering a Diploma program.

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

## ATTENDANCE POLICY

Academy of Learning Career College's flexibility allows for a student to work on his or her own schedule within established limitations. A student may select the hours of attendance that suit his or her circumstances, subject to workstation availability. The number of hours a student wishes to attend is considered and agreed to at the time of enrollment and are within the college's hours of operation and if required, computer time-block (i.e. mornings or

afternoons). Students may put in additional hours before their end dates providing arrangements have been made to reserve a workstation for this purpose.

No refund of tuition will be given for occasional absences from classes. The student is contractually ***obligated to complete the program of study within the time frame determined*** and within the guidelines for completing their courses.

During the term of the contract, a student's progress is evaluated on an ongoing basis. In order to adjust for the specific pace of a student, changes may be considered and recommended with respect to his or her attendance and progress requirements.

Students are contracted to attend based on schedules that depend on funding sources and / or sponsors. If a student is in receipt of financial assistance through the BC Student Assistance Program or another sponsor, the student must meet the minimum attendance requirements as outlined by the funding agent.

Failure to meet the contracted attendance hours per week (excessive absenteeism, lateness, etc.) will result in i) a verbal discussion with the onsite administrator regarding the attendance requirements; If no improvement is made, ii) a written warning outlining the attendance policy and the student's attendance history; If no improvement is made, iii) the student may be withdrawn from the program with potential cancellation of funding.

## **ATTENDANCE RECORDS**

Students must record their attendance within the attendance recording system provided by the college. This information is required for student files, sponsor files and for funder reporting purposes. These records may be subject to scrutiny by sponsoring agencies or their designated agents.

## **BOOKS AND SUPPLIES**

Our programs are administered using course workbooks, audio instruction and where required, specific software. Our programs provided as complete packages with all of the necessary materials included. There are no additional costs.

If a student loses a workbook it is the student's responsibility to purchase a replacement workbook at its replacement cost. Should that specific workbook be in short supply, the student may have to wait for the next delivery of stock to receive the replacement copy. Please note that all materials presented to you are protected by relevant Copyright Laws and therefore photocopying is strictly prohibited.



## **BREAKS**

Students are reminded to treat their time training with us as they would a job situation. We are here to help you prepare for your new career and part of that entails acting as though you are already in your ideal career. In any job situation you are required to 'watch the clock' when on lunch or coffee breaks. A 15-minute mid-morning or mid-afternoon coffee break is usually reasonable however try not to spend longer periods of time away from the computer. Those students who require longer breaks, for whatever reason, must log out when they leave and log back in on their return.

## **BREAK / LUNCH / COFFEE ROOMS**

Students may use this room for lunch or coffee breaks. It is provided for your convenience and enjoyment. Students must keep it clean and tidy. Please wash, dry and pack away the mugs or cutlery that you use. Dispose of your garbage and lunch bags. Remove your things from the fridge and cupboards when you are done with them. All items left will be disposed of every Friday after school.

## **CHANGE OF NAME OR ADDRESS**

Students must notify their Learning Coach should there be a change in name, address or any other relevant details. It is extremely important that we keep up-to-date contact information to allow for relevant tax credit and other communication mailings.

It is important to have alternative contact information for a number of reasons including notification of employment opportunities, details of graduation, or in the event of accident or sudden illness. Please be sure that we have an alternate contact on file.

## **CELLULAR PHONES / PAGING DEVICES**

Out of respect for other students, cellular phones, paging devices and the like **must be turned off BEFORE you enter the school.** Repeated failure to comply with this may result in the termination of your program.

## **INTERNET / DOWNLOADS / INSTALLATIONS**

Use of any external flash drives / compact discs / dvd's or files of any nature downloaded via the Internet, other than those that form part of our curriculum, is strictly prohibited. External

media may introduce viruses or other malware to the computer stations. Personal e-mail may not be accessed through computer workstations and doing so may result in the termination of your program.

Under no circumstances may students log themselves onto the Internet unless prescribed by the course they are currently taking. Students requiring Internet connectivity for purposes such as job search may only connect with permission and assistance from a member of staff. Failure to adhere to this policy may result in the termination of your program.

## **COMPUTER AND WORKSTATION AREA**

Due to workstation demand we cannot guarantee specific workstations for any student. Learning Coaches will attempt to assign a workstation however such an assignment may change from time to time without notice.

A Learning Coach will instruct you on how to operate the necessary machines and equipment within the campus. There are a few guidelines to keep in mind while using the facilities:

1. All CD-ROM's / DVD's are copyright materials and we are under contract not to allow them off campus. Return to Learning Coaches for appropriate storage;
2. All software is for course training purposes only. Do not use for personal reasons;
3. All computer display settings and properties must be left on default setting unless otherwise instructed by the course material. If settings are required to be change, please restore to defaults settings upon departure;
4. Computer are to remain on at all times, even when you leave for the day;
5. Workstations are to be left clean and tidy each day. When you leave, allow sufficient time to tidy up and vacate your workstation for the next student;
6. If you would like to remain in school beyond your scheduled time, please let a Learning Coach know so they can adjust the workstation scheduling if necessary. You may be asked to move to a different workstation if a scheduling conflict arises however we will do our best to accommodate.

## **COMPUTER WORKSTATION RELOCATION**

Due to software licenses we may request a student to relocate to a different workstation

in order to accommodate other students. We will do our best to minimize such relocations however we appreciate your cooperation in those rare instances when moves are necessary.

## **COMPLETION DATE / PROGRAM EXTENSION**

Students are expected to complete their program of study by the scheduled completion date as set out in the Enrolment Contract. In the event that this is not possible and with the permission of the sponsoring agency (if applicable) as well as at the discretion of the onsite administrator, the scheduled completion date may be extended. Any extension will only be considered if required hours of attendance have been attended and effort has been shown to attempt to catch up with the scheduled milestones.

Courses not completed within the period of study will not qualify for refund or transfer. As individual workbooks are issued in sequence, under no circumstance will multiple or subsequent workbooks be issued for courses beyond that currently being taken.

## **CERTIFICATES / DIPLOMAS**

A Certificate or Diploma will be issued to each student who successfully completes and meets their financial obligations. Certificates and diplomas are issued by our corporate office and may take a few weeks to arrive.

## **CONSIDERATION OF OTHERS**

Please be considerate of fellow students and maintain a quiet environment. Do not disturb other students especially when they are writing exams.

## **COURSE EVALUATION**

It is important for us to identify weaknesses in our courseware and delivery so we can strengthen those areas. At the end of each course you will be provided with a confidential course evaluation form to complete which is submitted to our corporate head office. All comments and suggestions are welcomed!

## **COURSE ISSUE**

Courses are issued as set out in the Student Record or at the discretion of the onsite administrator. Students will only receive course materials for the course currently in progress unless otherwise allowed by the onsite administrator which is subject to sponsor / funder policy.

## **CREDIT FOR PRIOR LEARNING**

The prior learning assessment is the process in which credits for previous education, training, and / or work experience is awarded to the student. This process takes place during the application and registration process.

Credit for previous education or training may be awarded to students who are able to successfully complete challenge examinations. The challenge examination is meant to assess proficiency in specific skill areas greater than 75%. Should the student fail to reach a grade of 75% on a challenge examination, the full course is added to the program and a requirement of the registered certificate or diploma. Challenge examinations are displayed on the student transcript. A fee is charged to the student for challenge examinations.

Students wishing to enroll in advanced level courses within a career program must first illustrate proficiency in the preceding levels. A challenge examination is taken and if the student grades 75% or higher, the advanced level course may begin. However, should the student fail to achieve a passing grade, the basic level course will have to be added to the program and taken prior to any more advanced level course.

In some cases, education obtained at another institution or related work experience can also qualify for credit as prior learning. In these cases, evidence of prior learning is to be provided and an assessment is made to determine compatibility. Such evidence includes institution transcripts (original copy), related course outlines, employment portfolios or resumes. Any such prior learning is not displayed on the Academy of Learning Career College transcript.

Prior learning applications and challenge requests must be arranged and concluded prior to commencing your program. Prior learning and challenge approvals are mandatory prior to any diploma or certificate being awarded. A maximum of 40% of the program application may be challenged either through prior learning or challenge.

## **DISMISSAL / TERMINATION POLICY**

Academy of Learning Career College reserves the right to dismiss, suspend or place on probation, any student whose conduct is deemed to be unsatisfactory. Subsequent to investigation by the onsite administrator, the following may constitute grounds for dismissal, suspension or probation of a student's program (this is not an exhaustive list):

1. Being absent for more than two (2) days without notification. Those students funded by StudentAid BC are required to adhere to policies as set out by StudentAid BC. Academy of Learning Career College adopts those policies and reports attendance as required;

2. Cheating or previewing exams;
3. Physical abuse of campus equipment, property, or personnel;
4. Excessive disruption of learning environment;
5. Theft of or intentional damage to campus property;
6. Violation of any policy as set out in this Handbook including but not limited to use of personal CD's and DVD's on campus computers and unauthorized downloading onto campus computer;
7. Forgery, alteration or misuse of the campus' documents, records or identification, or knowingly providing false information to the Centre;
8. The use of alcohol or illegal drugs while in attendance at the campus;
9. The sale or possession of dangerous drugs, restricted dangerous drugs or narcotics on premises;
10. Abusive behaviour towards another student or staff member or engaging in behavior displaying insubordination and / or refusal to cooperate with staff;
11. Engaging in lewd, indecent or obscene behaviour on the premises;
12. Soliciting or assisting another student to commit any act which would subject either student to expulsion, suspension or probation pursuant to this section;
13. Habitually schedule sessions, do not attend and fail to cancel ahead of time;
14. Cheating and / or Plagiarism; Cheating is an act of deceit, fraud, distortion of the truth, or improper use of another person's effort to obtain an academic advantage. Plagiarism is the presentation of another person's or source's words and/or ideas as if they were one's own without appropriate acknowledgement.
15. Disregard of the campus rules of conduct or policies.

Academy of Learning Career College reserves the right to dismiss any student prior to course completion as determined by the onsite administrator.

Dismissed students may be considered for re-admittance upon satisfying the onsite

administrator that the causes for initial dismissal have been corrected and the issues will not repeat.

Refunds on termination or dismissal will be made in accordance with the Refund Policy as outlined in the Enrolment Contract.

## **DISPUTE RESOLUTION POLICY**

All disputes are to be addressed as set out below:

1. Student will attempt to resolve a dispute or grievance directly with the person(s) involved. This is to be done in a professional and courteous manner;
2. If this does not solve the dispute or grievance, the dispute will be submitted in confidence in writing to the onsite administrator. The onsite administrator will attempt to mediate the dispute and reach resolution in a fair and reasonable manner;
3. If the dispute or grievance remains unresolved after three (3) days following written submission, a written account is submitted to the Centre Director for immediate action, at [studentsupport@310jobs.ca](mailto:studentsupport@310jobs.ca). Every effort will be made to resolve the dispute or grievance at this point. A written decision on the dispute or grievance will be sent to all persons involved within ten (10) days following its receipt;
4. Any unresolved disputes or grievances following the above steps should be directed to:

LaunchLife International Inc.  
Suite 400 - 100 York Boulevard  
Richmond Hill ON L4B 1J8  
(855) 996-9977

- or -

Private Training Institutions Branch (PTIB)  
203 - 1155 West Pender Street  
Vancouver BC V6E 2P4  
(800) 661-7441

## **DRESS CODE**

Students are reminded that dress should be, at all times, appropriate given the circumstances. Academy of Learning Career College is a professional environment and those on the premises must dress accordingly. Sleeveless tank or halter tops, short shorts or cut-offs or any clothing that excessively exposes the body is not allowed.

## **EMPLOYMENT PREPARATION / ASSISTANCE**

A variety of resources are available to assist students in preparing for and finding employment. Academy of Learning Career College provides training on job search processes and techniques prior to graduation. Some programs may include a practicum or preceptorship to provide exposure to the work environment prior to graduation. We also follow up after graduation to provide assistance if needed.

Job Boards are maintained on campus for students, graduates and alumni to view. The boards include a listing of jobs advertised, local employers or through word of mouth. Your admissions representative and / or onsite administrator may also have information to assist you in your job search.

## **ENGLISH PROFICIENCY**

All courses provided by Academy of Learning Career College require a reasonable understanding of the English language. If English is your second language, you may have to upgrade your reading, writing and speaking skills outside of regular campus hours. We encourage you to bring in a language dictionary if needed.

## **EXAM PASSING MARKS / GRADE APPEAL**

Students must pass the final exam to complete a course before proceeding to the next course on the program outline. Individual exams require a minimum passing grade as prescribed by the specific course. All completed exams are submitted to our corporate head office for marking.

Students achieving an average grade of 90% and higher will pass their program with Honours.

If a staff member of Academy of Learning Career College is of the opinion that an exam was marked incorrectly a petition to the help desk can be made. This procedure has been established to provide the ability to reassess a marked exam.

Our help desk allows our local staff to communicate with the Academic Division of our corporate head office. The help desk deals with such issues as exam petitions, question wording, etc. The help desk's decision on all exam petitions is final and is communicated to staff to forward to the student.

## **EXAM REWRITES**

Academy of Learning Career College provides one exam rewrite free of charge. If additional exam rewrite are required, an exam rewrite fee of \$50.00 is charged. The maximum attainable grade on any rewrite is 89% and should the student fail a second attempt, the student may be required to repeat the course at regular tuition rates. This is subject to the onsite administrator's discretion.

## **EXAM PROCEDURE**

1. Prior to writing an exam students must hand in their workbooks to their facilitator. Unless otherwise noted, all exams are closed book. Where possible, you are allowed to make use of the help function on your computer in the relevant software;
2. Learning Coaches are not permitted to provide support during an exam except for clarification of questions or trouble shooting. Learning Coaches are not permitted to check answers for students prior to submission for marking;
3. Exams must begin and finish on the same day;
4. Students are not permitted to take a break during an exam. Do not leave your workstation unless otherwise approved;
5. Headphones are not to be worn during exams;
6. Students are not permitted to communicate with any other student or staff member during the exam. This includes use of instant messenger, texting, etc. Such acts are deemed cheating;
7. Do not remove exams from their covers and do not mark the exam covers. Be sure to number all pages and complete the control sheet prior to submission. It is the student's responsibility to ensure the exam is complete prior to submission.

## **FACILITIES AND EQUIPMENT**

If you are experiencing problems with any facility or equipment, notify a Learning Coach or the onsite administrator immediately. Do not attempt to repair or remedy the problem.

Do not enter any area that is off limits to students. These areas include storage areas, staff offices, and other areas marked staff only. Please do not enter behind the Learning Coach



desk at any time.

## **FINANCIAL PAYMENT**

Tuition payments must be made via post-dated or certified cheque, Visa, or cash. A receipt is always provided for all payments made. Please make any cheque payable to **Academy of Learning Career College**. Total tuition and related fees are due and payable by the start date unless specific arrangements have been made with the school and recorded on your contract. If your program is funded by the government or another sponsoring agency we require a letter of authorization from the sponsor. All tuition and related fees must be received by Academy of Learning Career College prior to granting the student's certificate or diploma.

## **GRADUATION REQUIREMENTS**

Students are required to complete and pass all registered courses and challenges as a prerequisite to graduation. In the event that a student does not complete all courses within a program, Academy of Learning Career College will not issue a certificate.

## **HARASSMENT**

Academy of Learning Career College has a 'zero tolerance' policy for harassment of any kind. We strive to maintain a productive and encouraging learning environment and no form of harassment will be tolerated.

If you are being harassed or have witnessed harassment, notify the onsite administrator immediately. Do not remain silent. Please take the following steps to assist in the cessation of harassment:

1. Ask the Offender to Stop Immediately. In some cases, harassment may be unintentional and asking the person to stop will put an end to it. Tell the person their actions are unwelcome and you would prefer them to stop;
2. If the harassment persists, arrange to have a meeting with the onsite administrator to work towards resolving the harassment.

## **HEALTH AND SAFETY**

All students of Academy of Learning Career College are expected to conduct themselves in a safe manner using good judgement and common sense. It is our goal to have a safe and accident free learning environment with the cooperation of all employees and students. Any

unsafe condition must be reported to a staff member for remedy.

In the event of personal injury or injury of a fellow student (however minor), notify a staff member immediately. Transportation, if needed, will be provided to the appropriate facility (hospital, physician, home).

A First Aid Kit is provided at each location. It is the student's responsibility to be aware of its' location and contents.

An earthquake preparedness policy is posted in each location. It is the student's responsibility to be familiar with this policy and its location.

Fire prevention is the responsibility of all students. Fire alarms and extinguishers have been installed and are located throughout the premises. In the event of a fire you must:

1. Sound the alarm and notify a staff member immediately;
2. Remain calm, notify individuals in the surrounding area and those who may be in immediate danger. Encourage them to remain calm and vacate the area and evacuate the building immediately;
3. Keep all exits clear at all times;
4. If you catch fire **DO NOT RUN. STOP DROP and ROLL.**

## **HOLIDAYS AND VACATION**

Academy of Learning Career College observes all government statutory holidays and provides a winter break. Please ask the onsite administrator for the current holiday and vacation schedule.

## **HOURS OF OPERATION AND CAMPUS LOCATIONS**

Academy of Learning Career College has standard hours various depending on the campus attending. Please contact the specific campus for specific details. Saturdays may be available depending upon demand. Please ask the onsite administrator for hours specific to your campus.

Peak hours tend to be between 10:00am and 2:00pm so please come early to ensure you get the workstation you desire if you are present during those hours.

There are a number of Academy of Learning Career College campuses across British

Columbia and Canada. Please contact the onsite administrator for address and contact information of another campus.

## **LIBRARY**

Each campus has a library or resource area which provides a variety of books, articles, magazines, how-to guides, etc. for your use and perusal. Do not remove these items as they are for all students to use as needed.

## **LOST OR DAMAGED PROPERTY**

Academy of Learning Career College is not responsible for any lost or damaged personal property or for any personal injury while on campus premises. Be sure to keep an eye on your personal property and conduct yourself with care while on campus. If you find a lost item, please provide it to a Learning Coach to include in the lost and found. If you lose something, please ask a Learning Coach if they have located it. Any lost workbooks must be repurchased by the student.

## **PHOTOCOPYING AND TELEPHONE USE**

Photocopiers at Academy of Learning Career College are for business operations only and are not to be used by students unless otherwise authorized by the onsite administrator or a facilitator. If a student requires substantial photocopying a charge may be applied for this service.

Students are not allowed to freely use the campus telephones. In the event of emergencies or other limited urgent events, students may request a Learning Coach to allow for campus telephone use.

## **PRIVACY POLICY**

Academy of Learning Career College is committed to protecting the privacy of people whose personal information is held through responsible information management practices. Any personal information provided to Academy of Learning Career College is collected, used and disclosed in accordance with the Freedom of Information and Protection of Privacy Act or other applicable legislation.

Personal information is recorded information about an identifiable individual. Personal information includes such things as an individual's name, address, birth date, e-mail address and phone number.

Personal information collected, used, disclosed and retained by Academy of Learning Career College is done so under the authority of the Freedom of Information and Protection of Privacy Act or other relevant legislation. Personal information will only be used by authorized staff to fulfill the purpose for which it was originally collected, or for a use consistent with that purpose unless you expressly consent otherwise. We do not disclose your information to other public bodies or individuals except as authorized by the FOIPP Act.

Academy of Learning Career College is obligated to protect personal information by making reasonable security arrangements against such risks as unauthorized access, collection, use, disclosure or disposal. Security measures have been integrated into the design, implementation and day-to-day operating practices as part of our continuing commitment to the protection of personal information it holds.

The length of retention will vary in relation to the nature of the service. Information collected or created by Academy of Learning Career College is maintained in accordance with the Private Career Training Institutions Agency records retention requirements and other legislative requirements as may be applicable.

A review of personal information collected can be obtained by submitting a Freedom of Information request. Requested changes or annotation to personal information if believed it to be inaccurate is accomplished by submitting a written request describing the error. Please contact the Academy of Learning Career College directly to submit such a request.

Any questions regarding this privacy policy can be directed to Academy of Learning Career College. Complaints or concerns about personal information are to be directed to Academy of Learning Career College. If complaints are not resolved to satisfaction the FOIPP Act provides a mechanism for independent review by contacting the Information and Privacy Commissioner at [www.oipc.bc.ca](http://www.oipc.bc.ca).

## **REFRESHER COURSES**

Academy of Learning Career College graduates are welcome to return and refresh their courses. We welcome you to review the material you studied while a student with us to keep those skills top notch. Please note that workstation and software availability is a priority for current students so we encourage you to refresh during non-peak hours. Also, please be aware that Learning Coach time is also a priority for current students as well.

## **REFUND OF TUITION POLICY**

Academy of Learning Career College's refund policy is set out in accordance with the

Private Career Training Institutions Agency (PCTIA) guidelines. Please refer to your Enrolment Contract for specific refund policy details or speak to the onsite administrator.

## **SATISFACTORY PROGRESS**

Academy of Learning Career College students are monitored to ensure progress is made. Upon enrolment, a progress tracking form is drafted and communicated to each student. This form outlines the expected start and end dates for each course within a program. It is the student's responsibility to maintain on track with this schedule and it is expected that the student train for additional hours to catch up if they are falling behind. Students who are funded by StudentAid BC or another sponsoring agency are required to meet and maintain progress as scheduled by the funder. Should the student fall behind, the funder may withdraw the student at their discretion. We strive to have our students stay on track and maintain the set out schedules and will work with you if you are falling behind. Please note, however, that this may require more hours on your part.

## **SELF-PACED LEARNING**

With a few exceptions, Academy of Learning Career College training is self-directed by virtue of the Integrated Learning™ System. Each student has different personal experiences and may grasp concepts more readily than others. As a result, a student's progress will differ from another student in the same program. We encourage students to work on their own schedule while maintaining the scheduled start and end dates of their courses. This means additional hours may be required in certain areas and perhaps less hours in others. What is important is that the entire program is completed by the scheduled end date as set out in the Enrolment Contract.

## **SCENTS**

Students may be allergic or sensitive to personal scents such as perfume or cologne. As a result, please do not wear perfume or cologne while on campus to allow for a more comfortable environment for your fellow students. If a strong scent is noticed, students may be asked to leave and wash off to reduce the scent.

## **SMOKING**

All campus areas are designated as non-smoking. In addition, smoking is not permitted within 9 meters of any building entrance while on the street. If you are a smoker, please ensure you do so outside and more than 9 meters away from any entrance.

## **STUDENT ASSESSMENT AND SUCCESS**

Academy of Learning Career College provides a progress report on a periodic basis to sponsoring agencies and students upon request. This report will outline the student's progress and estimated completion date, their grades on specific courses, as well as any failed courses outlining the need to retake a subject. Further, Academy of Learning Career College meets with each student prior to the 30% completion mark of their program to review progress.

Any sign of struggle will be met with a discussion between the student and the onsite facilitator. The purpose of this discussion is to overcome any barriers or obstacles, provide additional assistance in weak areas and consider if the scheduled end date needs to be revised. This may involve discussions with the sponsoring agent, if any.

In addition, regular feedback is provided by our Learning Coaches through encouragement, assistance and guidance through the study material. We encourage the student to be accountable for their own progress, and if necessary, schedule additional training hours to improve progress.

## **STUDENT RECORD RETRIEVAL AND ARCHIVING**

Student records are confidential and are not shared with anyone other than designated staff unless otherwise consented by the student. All files are kept in secure file cabinets accessible only by campus staff. Should a student want to review their file, they must request to do so with the onsite administrator and have the onsite administrator present during the review. Files are not left unattended.

Student files contain various documents including the signed Enrolment Application and Contract, credential issued attendance records, payment schedules, transcript of marks, loan documents and any other information relating to the student. Upon completion, student files are stored in a secured location for seven years.

Beyond seven years student files are reduced to include only signed enrolment application and contract, transcript and program credential and stored for a period of 55 years.

Student file information may be requested free of charge during their program. Subsequent to graduation a fee of \$50.00 is charged for archived record retrieval.

## **STUDENTS WITH SPECIAL NEEDS**

Academy of Learning Career College is committed to providing the opportunity to learn in an encouraging and productive environment regardless of special needs. Our Integrated Learning™ System allows for individual attention and progress suited for those with special needs. Reasonable accommodation will be made upon request for those with special needs.

## **SUGGESTIONS AND CONCERNS**

We encourage students to share with us any suggestions or concerns they may have. Please discuss these items with the onsite administrator as needed.

## **TAX RECEIPTS**

Generally, tuition fees qualify for a tax credit on your personal taxes in most cases. In cases where tuition is third party funded the credit may not be available. Please talk to your personal accountant or visit the CRA website regarding tax credits if you have any questions.

## **TRANSFERS AND ARTICULATION POLICY**

There are many Academy of Learning Career College campuses across the country and Academy of Learning Career College has various articulation agreements in place with other educational institutions. If a student wishes to transfer to another Academy of Learning Career College campus or institution with an articulation agreement, a written request must be made to the onsite administrator. Transfers will only be considered for those students who are in good standing academically and financially. Approval of such a request is at the discretion of the onsite administrator pending approval from any funding or sponsoring agency. Course registrations are not transferable to another individual.

## **WITHDRAWAL / ON HOLD POLICY**

Students who wish to withdraw from a program must do so in writing to be effective. The written request must be made to the onsite administrator and will be effective on the date received by the onsite administrator. Refunds upon withdrawal are determined in accordance with the refund policy as set out in the Enrolment Contract.

Should a student need to request a program to be put on hold a written request must be made along with payment of a \$100 administration fee. The request will be reviewed by the

onsite administrator and if approved, the program contract will be put "on hold" for up to a maximum of one month. If the student cannot return to full capacity after this one month period, the contract is considered withdrawn and the program would need to be repurchased thereafter if they wish to complete. The repurchase price will reflect credit for prior learning. This policy is restricted only to those funders who will approve the "on hold" status (i.e. SABC funded students are not eligible).

## **WORK EXPERIENCE / FIELD PLACEMENT POLICY**

Generally, Academy of Learning Career College programs do not involve work experience or field placement positions. Exceptions to this general rule are programs in the medical field such as our Health Care Assistant and Licensed Practical Nursing programs.

Where the program includes Work Experience or Field Placement, the selected facility is determined by the Centre Director in conjunction with topic specialists and our regulators. Placements will be made on a best efforts basis factoring in student preference, relevance, host availability, and geographic location. Students must be prepared to work shifts and to travel a reasonable distance to their placement site. Final grading of placement is based upon host input.

All placements are considered a privilege and students are expected to apply appropriate work ethic and professionalism at all times.