

STUDENT HANDBOOK



ALBERTA EDUCATIONAL CENTRE
Connect. Learn. Certify.

Welcome!

Your academic career has now begun at the Alberta Education Centre and this experience will be transformative.

Whether you are in the IT program or the Office Administration program, you will encounter a dynamic field, full of open problems and opportunities for creative thinking. This is why our program is designed with leading edge teaching and learning methods that will help you mature, grow and challenge you to evolve.

From the admissions process right through to our employment support after graduation, we will prepare you to be and to do anything that you desire. At the Centre, we strive to support you in every step that you take. It is this dedication to your education that give our graduates the competitive edge in the workplace and ensures success.

Once you begin your studies, you will become aware of how our learning process will stimulate your mind. As a result, you will build an impressive skill set in your area of study and gain the interpersonal expertise that will mirror what you will find in the workplace, help you stand out from other applicants and make you successful. When you complete your program, you will be ready to begin your career.

As we welcome you into AEC, please accept our most sincere congratulations. This is only the beginning, and we cannot wait to see the unique journey you will follow and the work you will be proud to create.

Mission Statement

To provide innovative, high-quality educational opportunities, allowing individuals, families, and communities to flourish. Our Centre is dedicated to the advancement of participants in terms of social, health-based and technology-related learning – as well as preparation for employment.

About This Handbook

This Handbook contains important information about the academic policies of the AEC as well as the services provided to you while you are a student at the Centre. It is an excellent source for information about what is expected of you while you are attending school and the steps that can be followed to ensure your success.

Every effort has been made to ensure the Handbook is accurate as of the date of publication. The Handbook is periodically reviewed and updated as necessary to reflect current academic and operational policies and procedures. Changes are effective when made.

Please take time to **read this Handbook and ensure that you have signed** the last page of this document and returned a copy to the AEC.

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PROGRAM INFORMATION

General Program Information

Program	Program Hours	Program Weeks	Tuition	Total
Cloud Engineering	880	44	\$22,390.00	\$22,390.00
Cybersecurity Specialist	1040	52	\$22,390.00	\$22,390.00
Medical Office Assistant	880	44	\$15,495.00	\$15,495.00
IT Professional	440	22	\$7,235.00	\$7,235.00
PC Technician	360	18	\$6,795.00	\$6,795.00
Digital Office	360	18	\$6,230.00	\$6,230.00

International Program Information

Program	Program Hours	Program Weeks	Tuition	Total
Cloud Engineering	880	44	\$22,390.00	\$22,390.00
Cybersecurity Specialist	1040	52	\$22,390.00	\$22,390.00
Medical Office Assistant	880	44	\$15,495.00	\$15,495.00

Cloud Engineering

The Cloud Engineering diploma program allows you to dive deep into the field of cloud-based technology by learning how to design, deploy, and support dynamically scalable applications on the most popular cloud platforms provided by Microsoft Azure and Amazon Web Services.

By advancing your knowledge around cloud engineering, students who complete this program will gain in-demand skills and have the opportunity to pursue a career in an exciting, and dynamic field that is seeing steady demand in IT today. You will also be able to additionally pursue industry-recognized certifications including AWS and Azure.

COURSE BREAKDOWN

- PC Pro (A+)
- Network Pro (Network+)
- CompTIA Cloud Essentials+
- Azure AZ 900/Azure Architect Technologies and Design Complete 303/304
- Security Pro (Security+)
- AWS Certified Cloud Practitioner
- AWS Certified Solutions Architect
- AWS Certified SysOps Administrator
- Career & Employment Strategy
- Practicum

Cybersecurity Specialist

The Cybersecurity Specialist diploma program is designed for students wishing to play a critical role in cybersecurity and digital privacy. Throughout this program, you will learn how to develop solutions, implement, and maintain cybersecurity policies and standards that allow you to effectively assess the potential and growing threat of cyberattacks for businesses of all sizes

The content of this Cybersecurity program is based on industry standards. Students who complete this program will be able to pursue an additional certificate in CompTIA, Cisco, and/or EC-Council.

COURSE BREAKDOWN

- IT Fundamentals Pro
- PC Pro (A+)
- Network Pro (Network+)
- Cisco CCNA 200-301 Volume 1 & Volume 2
- Linux+
- Cyber Security Essentials
- Security Pro (Security+)
- PenTest+
- Cyber Security Analyst CySA+
- Security, Privacy, and Digital Forensics in the Cloud
- Career & Employment Strategy
- Practicum

Medical Office Administrator

The Medical Office Administrator diploma program prepares students for a professional administrative career in a medical office by equipping them with the necessary hard and soft skills. Graduates of the diploma program will be exposed to in-depth training, organizing work processes in a medical office, administering basic medical office tests, and processing medical billing.

General training includes prioritization of appointment requests and proper communication practices with patients. Students will be trained to use the medical billing software package and all the relevant equipment. The diploma program is also complemented by First Aid and CPR training and certification.

COURSE BREAKDOWN

- Online/Computer Essentials
- Microsoft Office
- Role Concepts in Health Care
- Anatomy & Medical Terminology
- Hospital Unit Clerk Fundamentals
- Financial Management in Medical Office
- Medical Transcription
- Medical Billing
- Electronic Medical Office Management
- First Aid and CPR
- Career & Employment Strategy
- Practicum

IT Professional

The IT Professional certificate program provides you with the essential knowledge needed to navigate major areas of information technology including desktop administrator and security. By equipping you with hands-on

practice, students who complete this program will have gained practical skills for the IT industry and are eligible to pursue industry certifications from CompTIA.

COURSE BREAKDOWN

- IT Fundamentals
- PC Pro (A+)
- Certified Azure Fundamentals
- Windows Desktop Administrator
- Microsoft Security Administrator
- Workplace Skills for Employment Preparation

PC Technician

The PC Technician certificate program prepares you for the digital world by teaching you how to build, repair, troubleshoot, support, and install computer and network security devices.

By exploring both the hardware and software landscapes of the information technology world, graduates will have gained in-demand skills that employers are looking for today.

COURSE BREAKDOWN

- IT Fundamentals Pros
- PC Pro (A+)
- Network Pro (Network+)
- Security Pro (Security+)
- Workplace Skills for Employment Preparation

Digital Office

The Digital Office certificate program prepares you for the role of an office administrator by giving you a solid foundation for the business world by developing both your hard skills and soft skills. In this program, you will learn how to effectively use Microsoft Office applications, track and manage financial transactions, and strengthen your personal development. These valuable and transferable skills are highly sought after by employers in the modern working world today.

COURSE BREAKDOWN

- Computer/Online Essentials
- Microsoft Office (Word, Excel, PowerPoint, Outlook, Access)
- Basic Bookkeeping
- Keyboarding Beginner
- Telephone Communication Skills
- Workplace Skills for Employment Preparation

ACADEMIC POLICIES AND PROCEDURES

Admissions Policy

Admission to programs at the AEC require all applicants to follow a formal application procedure that is outlined below.

The AEC is responsible for providing prospective students with accurate information about the programs that we offer. By doing so, this will allow students to make informed decisions that contribute to furthering their education. Admission is based upon applicants meeting the prescribed program admissions requirements.

Prospective students are required to provide all documentation including proof of age, high school completion, etc. to confirm the student meets the specific program admissions requirements.

Admissions Process

1. Interview with Admissions Representative: It is important that applicants interview and have the opportunity to explore their education and career expectations. Therefore, applicants are interviewed by an Admissions Representative as part of the application process.
2. Meeting with Student Financial Advisor: The student must meet with the Financial Advisor. Financial Advisors are trained to assess the student's understanding of the financial challenges that face adult learners and to ensure that the student understands the responsibilities that arise from funding their study by way of student loan.
3. Admissions Requirements: To ensure students have the basic knowledge, skills, and abilities to be successful, each program has established a minimum admissions requirement that must be met for the student to be approved for admission. The minimum admissions requirements cannot be waived by either the student or the institution. Specific programs may have additional admission requirements. The respective admission/entrance requirements must be met by all students in order to gain admission to any program. The Centre does not represent or imply that students are guaranteed a job or, in the case of international students (where applicable), a work permit on graduation.
4. Student Enrolment Agreement: A written Enrolment Agreement conforming to regulatory requirements must be signed by the student. The student must receive a copy of the Enrolment Agreement with the Advisor's signature once the student has been accepted into the program

(Students should direct all questions regarding their enrolment agreement to the Admissions Representative)

Admission Requirements

All programs at the Alberta Educational Centre have academic requirements that students must meet in order to qualify for admission.

Students who have graduated from a Canadian high school or another Canadian educational institute within the past year, must meet one of the following criteria:

- An Alberta high school diploma, verified by transcript or a non-Alberta equivalent
- Successful completion of the AEC assessment test
- Canadian Language Benchmark 5

Other requirements

- Student must be 18 years or older

Mature students must meet the following requirements:

- Must be 18 years or older

- Must complete the Wonderlic academic achievement test or AEC assessment test to demonstrate required competency

International Program Admission Requirements

International students applying for all programs must complete the admission process above, in addition to the English Language requirements below. Transcript and educational credential equivalencies may be required to undergo assessment through the International Qualifications Assessment Services (IQAS) or World Education Services (WES).

English Language Requirements

In addition to each program's admission requirements, if English is not the applicant's primary language, all applicants must demonstrate that they are proficient in the English language in order to be successful in their training. The English language proficiency requirement can be satisfied by one of the following:

- Successful completion of Canadian Language Benchmark 5
or
- Student must have a high school diploma from secondary education where English was the language of instruction
or
- Student completed one year of post-secondary education at a school where English was the language of instruction
or
- IELTS Academic 6.0, with no band score below 5.0

Upon request, students who have completed any of the language assessments above through our school are entitled to their files. Additionally, language scores used for admission as part of the student's application record will also be provided to the Ministry upon request.

Accommodations for Students with Disabilities

AEC is committed to providing equal educational opportunities to all students who are admitted to the Centre. To provide equal access, the AEC will provide accommodations for auxiliary aids and services to the extent necessary to comply with provincial and federal laws. For each student, these accommodations and services will specifically address the functional limitations of the disability that adversely affect equal educational opportunity.

The Director, with the guidance and support of Student Relations, shall be responsible for assisting students with disabilities in securing appropriate accommodations, auxiliary aids, and services throughout their time at AEC. These accommodations and/or services will be determined based on the individualized assessment of each request and discussion between the student and the Director.

It is the student's responsibility to notify the Academic Advisor of a disability upon admission. Once the student identifies the specific academic accommodations, auxiliary aids, and/or services and discusses them with the Advisor, the student will be asked to provide the Advisor with appropriate documentation to support the request. This documentation, from an appropriate professional, should reflect the student's present level of disability and how the disability reflects the student's needs at the AEC in order for us to provide the appropriate accommodations. Accommodations provided are up to the Director's discretion and depend on the documents provided, as well as the nature and extent of the disability.

While the AEC acknowledges the importance of accommodating to disabilities, it must be noted that the accommodations provided are not meant to give students with disabilities an unfair advantage over other students, but rather, accommodations remove, or at least, lessen the impact of a student's disability. Accommodations provided will give the student the **same** opportunity to succeed as other students. The AEC is not required to alter or modify a course or program that changes the fundamental nature of that course or program. The grading process will also not be different from other students.

The Advisor after receiving the request for an accommodation, auxiliary aid, or service, shall provide the student who made the request with written notification of the determination of the request (along with the effective date of any accommodation, auxiliary aid, and/or service) within a reasonable time period.

Attendance

At the AEC, it is important to us that you are given the proper tools and resources to assist your learning. We will do what we can to help encourage you to learn; but it is up to you to determine how you will use it. You are responsible for your own academic progress.

The AEC expects students to attend classes regularly and on time. This includes lectures, labs, tutorials, examinations, job search, practicum placement, and any make-up session. Student absences will be recorded from the first day the class meets. If the student cannot attend on time, or at all, it is their responsibility to notify the Centre immediately of any absences or lateness in accordance with your contractual agreement. The student is also responsible for notifying the third-party funder, if applicable, of absences.

In the case of any absences, students must demonstrate that there have been an unanticipated, extenuating, and mitigating circumstance which prevented the student's attendance. Excused absences include personal illness or illness of a close family member where the attention of the student is required, death of an immediate family member, accident, or other unforeseen circumstances making it impossible for a student to attend class, funeral, personal appointments for acute or preventative health care, and court appearances. Excused absences must be accompanied by written proof upon returning to the Centre. **All absences are recorded regardless of the reason for the absence.**

Online students are required to sign into the Moodle daily. If the student is active online for less than 30 minutes, it will not be counted towards attendance. In addition, online students must complete the required 20 hours of work per week and complete courses as scheduled. Online students that are unable to complete the required hours per week must contact your instructor immediately.

Attendance Penalty

Failure to comply with attendance requirement will result in being withdrawn/ dismissed from the program on the following external and internal policies:

- Student Aid Alberta requires private educational institutions to withdraw students who have missed 5 consecutive days without contacting the Centre. As a student, you must contact the AEC and provide documentation either before or during the absence detailing the reason for the absence. If you miss 5 consecutive days without contacting the Centre with a reasonable excuse, Student Aid Alberta must be notified of your withdrawal, and notification will result in immediate termination of funding. The date of determination of withdrawal will be the 1st day of the 5 unexcused absences. For example, if a student is absent from Monday to Friday, the withdrawal date will be taken as the Monday.
- If you have missed 15 consecutive days, regardless of whether it is approved by the Centre or not, Student Aid Alberta will be notified of your withdrawal, and will result in the immediate termination of

your funding. The date of determination for the withdrawal will be the 1st day of the 15 unexcused absence days.

- During your time as a student, should you have excess absences that prevent you from successfully completing your program within the scheduled study period (by the contractual end date), Student Aid Alberta will be notified of your withdrawal, and notification will result in immediate termination of funding. In this case, the effective date of your withdrawal is the last day that you were in attendance.

If the student has written proof of an unanticipated, extenuating, and mitigating circumstance which prevented the student's attendance, they must present this **before** the 5th day of missing consecutive classes. If the student does not present this proof before the fifth day, they risk being withdrawn/ dismissed from the program. If the student applied for third party funding, their inability to present written proof before the fifth day also jeopardizes the financing of the student's education. Funding and admission may be reinstated as long as the student is able to complete their studies by the original end date listed on their application. However, reinstatement is dependent on the Director and the funding third-party's discretion.

Attendance Warnings

Students whose absences exceed 10% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be warned in writing.

Students whose absences exceed 15% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be placed on probation and will be subject to conditions if they wish to continue study.

Students whose absences exceed 20% of the total hours of the program of study (including the hours allocated to job search and practicum placement) will be withdrawn from the Centre.

The Centre will place a student on probation should there be a regular routine of poor attendance, particularly where poor attendance is coupled with poor academic performance and/or failure to maintain course completion dates.

Student Loans and Third-Party funding

The Centre may be required to report any attendance irregularities to funding agencies. These agencies include the provincial Student Loan Office, Worker's Compensation Board, Human Resources Skills Development Canada (EI), and private insurers. Students' attendance requirements, if funded by any of these agencies, may be subject to further attendance requirements imposed by the funder.

Depending on the requirements imposed by a regulatory or professional body, some programs may subject students to further attendance requirements. In some cases, the Centre is required to report attendance as part of the regulatory or certification process. Poor attendance may affect a student's eligibility for certification or licensing.

A progress report might be required to be completed and submitted monthly for some third-party lenders. The Student Services/Financial Advisor or delegate is responsible for completing this report and faxing it to the appropriate case manager on or just before the due date. A copy of this report will be put into the student's administrative file.

Students who are funded by student loans and fail to comply with student loan attendance requirements shall be withdrawn from eligibility for continued student loan funding. For students receiving funding from Private

Insurers, or other benefits, or who are funded by an agency that requires the reporting of attendance, attendance warnings and probation shall be reported to the funding agency and may result in the termination of benefits.

Termination of benefits from a funding agency or student loan funding does not constitute dismissal from the Centre or program. The student may continue in a program of study if he or she can demonstrate an ability to pay tuition without the assistance of funding, and if he or she has not contravened the sections of this policy and procedure requiring dismissal.

Any further questions about the role of funding in admission regulations, please refer to [Student Aid Canada](#) or [Student Aid Alberta](#).

Interruption of Studies

It is expected that once the student begins their education at the Centre, they must see it through to the end without interruption. If for any reason a student interrupts their studies by being absent from scheduled classes for more than five (5) consecutive days or by missing a scheduled examination, they must notify their Educational Advisor immediately.

The AEC will consider only two (2) reasons as valid for interruption of studies:

1. Medical Reasons - The student must provide a physician's note attesting to the illness and stating the dates that the student was required to be away from centre.
2. Compassionate Reasons - The student must provide a letter explaining the circumstances surrounding the absence. A compassionate reason for absence must meet the definition "a suddenly-arising situation beyond the control of the student."

If the student wishes to interrupt their studies, they must submit a written letter of need and provide supporting evidence.

Student's who's supporting evidence is a medical note, the note must be sufficiently specific to allow a proper consideration of a student's case. Such note must be on letterhead paper, signed by the health professional, confirm the specific dates on which the student visited the health professional and the expected date of return if the student wishes to continue their studies.

The student will be responsible for payment of all fees relating to the Centre up to, and including, the date of termination in accordance with the Refund Policy below.

Please note that interruption of studies is intended for short term leave due to extenuating circumstances and **not** for personal leisure such as taking time off to travel.

Resumption of Studies

Re-admission will be considered on a case-by-case basis by the Director or designee.

Requirements for re-admission:

1. Students must be in good financial and academic standing in order to be re-admitted.
2. Students must have given proper notice of interruption of studies.

Students who have interrupted their studies by an absence of 5 or more consecutive days, or by missing a scheduled examination, must obtain permission to resume classes. Students should make an appointment for a formal interview with the Director or designee as soon as they are sure of their return date.

Dropping a Course/ Withdrawals

Students who are thinking about withdrawing or dropping a course, including students who are considering transferring to a different institution, should first discuss their options with either the Admissions Representative or the Educational Assistant. If the student wishes to permanently withdraw from the institution without transferring, they must submit a letter of withdrawal delivered personally or by registered mail to the Director stating the reason for the withdrawal and the withdrawal date.

If a student ceases to attend the Centre without providing written notice of withdrawal, the Centre will consider the student absent and follow the attendance penalty as outlined above. In accordance with Student Loans and funding agency requirements, the student's absence will be reported as "withdrawn".

Courses Repeat Procedure

In order to graduate, students must successfully complete all required courses and modules within a program of study. Students are allowed to repeat a failed course twice per program up to a maximum of two total repeats. Subsequent attempts will be charged the full cost of the course/module, as well as any other incidental cost.

Course availability and space considerations may prevent repeating the desired course. Only the most recent attempt will count towards the program requirement and transcript and any grade(s) awarded in prior attempt(s) will remain on the students record and designated as "No Credit Retained" (NCR).

Important Note: Repeating a course/module is not granted at every student's request, but rather, the Director will make a determination based on the circumstances. The decision is dependent on all the conditions below being met.

1. The student has completed an interview with the Director, or designee.
2. The student has demonstrated good attendance.
3. The student has been punctual for class.
4. The student has demonstrated significant effort.
5. The student has completed all the requirements for the course/module and simply was unable to achieve a passing score on the first attempt.
6. The student has met all other graduation requirements.

Career Services

Career Services is the central point of contact for employers wanting to connect with the AEC students and alumni. We offer a number of ways to help graduates find employment by:

- Presenting Career and Employment Strategies workshops. Completion of this workshop may be a graduation requirement.
- Assisting with the preparation of personal marketing tools such as resumes and cover letters
- Coaching in interview skills and self-directed employer contact
- Providing access to computer equipment for job readiness and job search activities

It is important to note that the Employment Specialist does not find students a job, but rather, assists in the job searching process.

The AEC is barred by law from guaranteeing any student employment after completion.

Copyright

The AEC complies with the copyright laws as applied to educational institutions. This policy defines how the Centre manages its rights and obligations under Canadian copyright law when copyright protected works in any media and format are used. This standard applies to printed, software, audio, video materials and web-based information. Violation of the copyright laws by instructor, students, alumni, and staff are prohibited.

E-Resources and Materials

Students will be granted an access license to e-resources, which includes e-books that are subject to an expiration date beyond program completion. Once any of the e-books have been purchased, they are non-refundable. E-book(s) for each course will be made available on the first day of class after attendance has been taken. If you have trouble accessing your e-book(s) please contact your Student Services.

Accessing course material, e-books and resources is all done online through the Centre's Learning Management System (LMS)- **Moodle**. The organizational email address, student ID and passwords are provided to all students upon acceptance into AEC. When communicating with other students or staff, please use the email address provided to you. The online course materials provide general course information, assignments with assignment drop boxes, and links to the necessary class material such as readings and/or videos. If you require assistance navigating Moodle or for more information, please refer to [Moodle Student FAQ](#).

As with any material, errors may occur in textbooks and learning guides used by the Centre. The Centre makes every effort to identify errors and provide errata to students. If errors are discovered by students, the instructor should be advised.

Device Requirements

Students are required to have access to a web enabled device (laptop or tablet; no cell phones) before the first day of class. These devices must be capable of fulfilling all curriculum IT requirements and correspond with specifications based on operating system (OS). All devices must support Microsoft Office 365.

Students must ensure that their devices are in proper working order and that they are fully charged before the start of each school day. This includes strong WIFI connection for both online learning as well as on-site learning. The AEC will supply wireless (WIFI) internet connection for on-site learning; however, the Centres bandwidth may vary depending on location.

The use and operation of the devices will be governed by the Centre's Responsible Use of Technology Policy.

Risks/Liability/Disclaimer

The AEC maintains and controls the ownership of all Centre IP addresses. The Centre will not be responsible for:

- Student choice of hardware, peripherals, operating system, software, applications, or hardware configurations
- Student usernames or passwords as they apply to student hardware, peripherals, operating system, software, applications, or hardware configurations and consequences thereof if student cannot access the services
- Student warranties as it applies to student hardware, peripherals, operating system, software, applications, or hardware configurations
- Student or any third-party actions that destroys student hardware, peripherals, operating system, software, applications, or hardware configurations
- Any loss of any data whatsoever and for whatever reason
- Any server-downtime

- Student possible actions in student use of student hardware, peripherals, operating system, software, applications, or hardware configurations in violating provincial or federal laws or international laws or conventions
- Troubleshooting or attempting to resolve connectivity issues related on the Student’s Device.
- Viruses, Adware, Malware, Spyware mitigation
- Financial loss as a result of viewing non-AEC approved websites
- Theft or damage of personal device while at centre
- Any potential hardware upgrades required due to changes in curriculum Centre reserves the right to:
- Change or remove any IP address at its discretion
- Block websites that may not be deemed as appropriate content

Note: The Student Services Administrator will provide assistance for e-textbook access, LMS Moodle login, and other course resource assistance, but will **not** provide assistance for issues relating to student devices or connection for online students.

Grading

Grading is a central responsibility of all instructors. Instructors must conscientiously and fairly fulfill this responsibility. Grades will be given for each course/ module, work experience, practicum, completed or attempted. In general, students are graded based on classroom/online performance, assignments, projects, and examinations, however, some programs have their own set of grading/ academic criteria. Although this handbook gives a general idea of how the grading system works, it is always best for students to familiarize themselves with the courses syllabus. By doing so, it will help students understand the requirements and expectations for each course.

Grading will be based on the following scale.

Status	Grade
P	60-100%
F	< 60%
P	Pass
F	Fail
W	Withdrawal
I	Incomplete
IP	In Progress
E	Exempt

Pass (P)

A “Pass” grade is given for students who successfully complete a course that is designated by only a pass or fail mark (i.e. Practicum). A “P” grade counts toward graduation.

Withdrawal (W)

Students who withdraw before 33% of the course has elapsed will receive a grade of “W” (Withdrawal).

Fail (F)

Students who do not complete all required components of a course, or who receive a cumulative score of less than 60% in a course will receive a failure. Students who withdraw beyond 33% of a course or who do not complete all of the required assignments in any course will be given an “F” or an “I” at the discretion of the instructor.

Incomplete (I)

An “Incomplete” grade does not remain on the student transcript provided all required assignments are satisfactorily completed within 30 days after the course has ended. Should an “Incomplete” be left unresolved past 30 days, it will automatically become an “F” and remain on the transcript.

In Progress (IP)

An “In Progress” notation is given for students who are in the process of completing a module or program component at the time of the transcript issue.

Exempt (E)

Where applicable, a course is marked as exempt only when an international student does not undertake the practicum for their program.

All final grades will be submitted by the instructor 5 business days after the last day of class and will be available to all students through Moodle. If the student wishes to know their grade before the last day, they may email the instructor and request it. It is strongly encouraged that students keep track of the grades they receive in order to resolve any discrepancies that may arise.

Deduction of Marks

For all assignments or evaluation, teachers may deduct marks for lateness after considering the individual student’s circumstances.

For all students, a 2% per day late deduction will be applied on the overall grade until the passing grade.

Homework

Effective evaluation practices require that students have multiple opportunities to demonstrate their learning and receive feedback

Each course uses homework assignments and labs as both a teaching device and as a major component of its assessment of each student. In addition to scheduled classes, students are required to complete additional hours of personal study time that ensure a student’s success. While the Centre understands that students will have other responsibilities, obligations and commitments while attending the Centre, it is essential that students complete their assigned homework from the course.

As in any business environment, effective performance requires planning and consistent execution. Students are expected to make effective use of their time by preparing for their “workday” in advance. Homework may consist of reviewing course material completed that day, making notes, completing assignments, and preparing for the next day by reading ahead. Excellent study habits lead to excellent work habits. We encourage students to continually improve their study habits while at the Centre.

Projects and Course Assignments

Projects and course assignments vary depending on the program, but the expectation is the same for every program. Students must complete all projects and assignment that are assigned for marking. Submission will be follow all of the instructor’s criteria.

All students have a one-week grace period after the scheduled completion of their course in which students must complete all of their assignments, exams, quizzes and labs. Failure to complete the course within the given time will result in the student receiving their grade as is. Students who would like to appeal their final grade may do so by following the grade appeal process outlined below.

Participation

The AEC fosters an environment that closely resembles the workplace. We believe that it is important to teach not only academics, but also the attitudes that are required for a successful career.

Students who attend classes **on site** should be prepared to participate in the following ways:

- Attend all class hours scheduled for each course within the program of study on time.
- Complete all projects, homework, tests, quizzes and exams as assigned and on time.
- It is not enough to be present in class. Students must **actively** participate in classes, labs, discussions, and placements.
- Be punctual and remain in class for the full scheduled class time.
- Be pro-active and responsible for their success and seek help when it is required (i.e academic, financial, budgeting, guidance, etc.).
- Demonstrate a commitment to their studies.
- Progress at a satisfactory rate throughout the program.

Students who attend classes **online** should be prepared to participate in the following ways:

- Login to the Moodle LMS daily and actively complete **at least** 30 minutes of course work.
- Complete all projects, homework, tests, quizzes and exams as assigned and on time. Participate in and contribute to online discussions and live sessions.
- Be pro-active and responsible for their success by communicating with their instructor when it is required.
- Demonstrate a commitment to their studies and progress at a satisfactory rate throughout the program.
- It is **MANDATORY** that every student **MUST** record themselves through Zoom while taking their **midterm exam** and **final exam**. Students will then upload that video to their student files, and share that video with their instructor.

Academic Misconduct

Students are expected to maintain academic integrity throughout their time at AEC, however, if cheating, plagiarism and any other academic misconduct occurs, all matters will be pursued fully. The AEC considers academic misconduct a serious matter and enforces a zero-tolerance policy for this.

You are guilty of academic misconduct whenever you present something you did not do as your own work. You are also guilty of cheating if you participate in an act of academic dishonesty. Both are willful and concealed use of unauthorized sources for a test, exam or other forms of academic work and constitute as academic misconduct.

What is Plagiarism?

Plagiarism is the act of representing some else's work as your own. This includes, but is not limited to, homework, written papers, exams, lab assignments, published work, circuit design, software, etc. or copyrighted materials that belongs to someone else. Plagiarism is also using a single sentence (verbatim or with little paraphrasing) from someone else's writing without formally citing the source. Students should give credit explicitly and clearly, as well as provide appropriate reference to ideas, thoughts, and writings of another, whether the source is oral, from a written source such as books or journal articles, or from the Internet. By not placing direct quotes in quotation marks and footnoting the source, and by not footnoting indirect reference to

another's ideas, a student has disguised the fact that the ideas and thoughts, or even exact words, come from another source first.

It is your responsibility to know what plagiarism is and to avoid it in your course work. **You will not be able to argue that you didn't know your behaviour constituted plagiarism.** When in doubt, cite your source or consult with the instructor of the course before you submit your work.

Other acts or behaviours which constitute as academic misconduct include, but are not limited to, the definitions listed below:

- Submitting the same work or part of the same work for credit in two (2) different courses without the prior agreement of the instructor(s) involved
- Bringing (and using) unauthorized and/or concealed materials/aids into a test or exam situation. (Aids include, but are not limited to, calculators, electronic organizers, cell phones, cameras, crib notes, notes, books, electronic recording devices, photocopied materials, etc.)
- Presenting oneself as another student for a class, test, or exam
- Unauthorized sharing of material (copying, or allowing others to copy) during a test or exam
- Unauthorized communication with another student in a test or exam
- Submitting another person's work as your own or providing work for another person to submit as their own
- Falsifying or misrepresenting academic records
- Gaining or attempting to gain access to an examination or test, or a part thereof, without permission from the instructor
- Deliberately preventing or attempting to prevent the fair access by other students to all types of learning resources
- The act of copying for the purpose of providing advantage to yourself or another student will not be tolerated. (Copying is defined as any act of duplicating or reproducing information from another student by any means to obtain advantage for you. The methods used could be visual, oral, notes, printed matter, or electronic means.)
- Collaboration is the act of two (2) or more students working jointly on any assignment when the instructor has not permitted this act. This may include, 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
- Theft or solicitation of another student's assignment or paper, books, un-administered tests, or other academic work/material will result in immediate expulsion
- Intentionally helping or attempting to help another student to commit any act of academic dishonesty will also result in immediate expulsion

Penalty for Academic Misconduct

Violations that threaten the academic integrity of the Centre will be subject to disciplinary action as described in the Disciplinary Process. Where the Director or designee is satisfied that a student is guilty of academic misconduct, disciplinary actions that will ensue may include, but are not limited to:

- Academic Probation
- Termination
- A grade of zero in the examination, assignment, or course in question

If the student is determined guilty, academic misconduct will be placed on the student's record.

Students may write an appeal to a guilty verdict as in accordance with the Dispute Resolution Policy.

Recording in the Classroom

Any student who has registered with a disability and require an accommodation to make audio recordings of course materials shall be provided with such an accommodation if determined necessary by the Director or designee.

Students without a formal accommodation may audio record lectures, but only with the permission of the instructor, provided that the student complete the Permission to Record Agreement available from the Director. Any audio recording taken by a student is permitted only for the purpose of private study by the individual student. Sharing of the audio is prohibited.

Work Experience/ Field Placement Policy

Work experience/ field placement offers students the opportunity to use their new skills in the workplace, receive strong mentorship, gain valuable experience, and enjoy networking opportunities with an approved host. For diploma programs, students are required to undergo a work experience placement and successfully complete it, in order to meet program and graduation requirements.

Work experience is offered as an unpaid ‘work study’ experience that will vary in length depending on the program.

If the program requires the completion of work experience/field placement, Educational Assistants and Admission Advisors will convey this requirement to students. Students will receive required supporting documentation to complete and submit before and during the practicum experience.

Students must have good academic standing in order to be scheduled into a practicum/internship/preceptorship/clinical placement or work-related experience. The eligibility requirement is as follows:

- Successfully passed all modules/courses prior to be considered for placement
- Attendance record must not have fallen below an average of 80%
- Satisfied all financial obligations to the AEC
- Submitted and have approved all required documentation for the placement by the indicated due date

Please note that externally regulated programs may have additional requirements.

Coordinators will work closely with students to find the appropriate work experience necessary to graduate. This occurs through practicum placements, clinical placements preceptorships, and field studies arranged through the AEC. If accepted into a work placement, the student will be covered by liability insurance and by the provincial Workers Compensation Insurance, paid for by the AEC, if needed and/or required while the student is on site.

The AEC makes every effort to assure timely and appropriate placements for all qualifying students. In the event that a work experience is not secured in the projected time frame, the practicum coordinator will work to find a placement as quickly as possible.

Students can decline work experience placement but will not get their diploma or certificate. Instead, they will receive their transcript of marks with the work experience(s) indicated as ‘incomplete’. Students who choose to not partake in the work experience placement also risk their ability to graduate.

Students who decline work experience placement must sign the Practicum Placement Agreement that acknowledges their refusal to participate. This document will be placed in the student's administrative file. If the student is funded by student loans or another agency, the financial administrator will inform the agency of the change in end date, if applicable, and that the student did not complete the program as they had enrolled.

Test and Exam Rewrites

Unless otherwise specified, the passing mark for an exam or test is 60%.

During the term, instructors may offer their students the opportunity to rewrite a test, exam or project if the student has received a mark below the requirement. In order to qualify for a rewrite, the instructor must meet with the student to review the course material, the student's study habits, motivation, time management, and set a date to rewrite the evaluation. If the student achieves a passing grade, the mark will be recorded as a passing re-write mark regardless of the actual score unless the exam is provided by an external certifying agency. In this case, the exam re-write policy of the external certifying agency will apply.

Students are allowed only one (1) re-write attempt per evaluation. A maximum of two (2) re-writes will be allowed throughout the course of the program. In some instances, an exam cost will be applied to re-writes depending on the program. This cost will be communicated to the student prior to accepting the exam re-write. In the event that the student is unsuccessful on the re-write, they can meet with the Director or designee to discuss options available.

Please note that externally regulated programs may have their own rewrite policy.

Grade Appeals

If a student is in disagreement with their grade or feel as though their grade was marked unfairly, they may request a grade appeal. It is important to note that only final grades may be appealed. Appeal for any grade must be done before the first five business days of the following course.

Students must first speak with their instructor immediately after their grade has been entered. If the student is not satisfied with the outcome of the discussion or are unable to contact your instructor, the student can contact the Director or a designee. The Director, after consultation with the instructor and student, will make a determination. The student, if still dissatisfied, may appeal by following the Dispute Resolution Policy found in this manual.

Academic Termination Appeals

Any student wishing to appeal an academic termination may do so by writing a letter and submitting it within ten (10) days of the dismissal letter. The written appeal must include:

- the mitigating circumstances (events outside of the student's control and are unavoidable) that contributed to the termination.
- support by appropriate documentation of the mitigating circumstances
- an explanation on how the circumstance have been remedied or changed

The Director will review a student's appeal and determine whether the student's circumstance(s) and academic status warrant consideration for reinstatement or some other determination. The decision will be made roughly within five (5) to ten (10) days after the student submits the letter of appeal with the appropriate requirements. However, if the situation is complex in nature, the decision might take longer. Where the Director upholds the decision to academically terminate a student, the student may request the Coordinator of Student Relations & Regulatory Affairs review the matter. The outcome after the appeal process is final.

If the student is granted an appeal, they will be reinstated and resume their education at the Centre, however, the student will be placed on academic probation for that semester.

Re-entry After Academic Termination

A student who wishes to return to the AEC after being officially terminated, whether it was for violating the Centres policies, poor attendance or grade, must appeal in writing to the Director for re-entry. This appeal must be done before the start of the term in which they are planning to return to. The student is granted one (1) and only one (1) re-entry appeal after being academically terminated.

If the appeal is granted, the re-entering student will be placed on probation during the term of return. The student must meet the minimum standards required to continue in the program such as retaking courses that were previously failed so that the successful completion percentage meet or exceed the minimum requirements. Some form of academic evaluation must be conducted by the Director to determine that the student has the desire and the academic ability to progress satisfactorily in the program.

Graduation

At the AEC, we want to celebrate every student's achievement in completing the courses, which is why graduation ceremonies will be held annually. In order to receive an invitation to participate in the Graduation Ceremony, students must:

1. Complete all requirements of the academic program, as set out in the program outline, by the graduation cut-off date.
2. Ensure that all borrowed resources have been returned in good condition, or that payment has been made to the Centre for the replacement of the borrowed resources.
3. Ensure that all tuition and other fees have been paid in full

Honours

The AEC wishes to acknowledge those students who achieve excellence in their schooling. Recognition of academic excellence is by way of an Honours diploma. Graduating students achieving a program with overall average of 90% will earn an Honours distinction.

Prior Learning Policy- Advanced Standing

The AEC will consider course work completed at a recognized/accredited advanced learning institution (or equivalent), for credit toward the Centre's certificate program. High school courses are not eligible.

Students are eligible to transfer up to 50% of course credit from a program of study outside of the AEC if they meet the following guidelines:

1. Students must submit all transfer documentation pertaining to their program before the first day of class.
2. Transfer must be transcript based (original transcripts or certified copy) and supporting documentation must be provided (course description, course outlines, etc.).
3. The transcript the student is basing their challenge on must be no more than 12 months old.
4. Course equivalency must have been authenticated and signed off by current Instructor who has reviewed the course description of the module.
5. Courses that are used to apply must have been awarded a minimum grade of 65%.
6. It is the student's responsibility to submit the appropriate documents for course transfer.

There will be a **\$100 assessment** fee for each program for which prior learning is requested. Payment must be made before the assessment will be administered. Externally regulated programs may have different requirements.

Standards of Academic Progress

Students are expected to maintain satisfactory academic progress throughout their program. Every program and course will have a minimum passing requirement that is indicated within the course outline. Be sure you review your course outlines thoroughly.

In the event that a student is not meeting academic or other program requirements, the Centre uses a process of increased engagement. This process includes, at a minimum, the following three (3) steps:

1. Meeting with the Instructor or Other Staff Member

At this step, the staff member will discuss his or her concerns. The outcome of this discussion will be recorded, and the notes placed in the student's file. It is expected that the student will implement agreed upon changes necessary to ensure that all academic and other program requirements are met. If no change is seen, the staff member will proceed to the next step.

2. Academic Probation & a Commitment to Success

At this step, a designee meets with the student to specifically identify the issues that keep the student from meeting academic or other requirements. These issues may include poor attendance, unsatisfactorily completed projects or assignments, and so on. Once these issues are identified, the instructor will work with the student to create an action plan for addressing each of these issues and will set a date for a review of progress. The Director or designee will set out the terms and conditions of probation and will set a review date. A copy of the probation document will be given to the student with an original document retained in the student's file. The student is expected to have adhered to the action plan for improvement and to have shown significant improvement by the scheduled review date. If no change is seen, the Centre may choose to proceed to the next step.

3. Dismissal

In the event that the student has not met all of the terms of probation, the Director may choose to allow the student to continue on probation or withdraw the student from the program. In the case of withdrawal, a student's study privileges at the AEC will immediately cease. Refund Policy would apply.

Student Records

The AEC maintains official records of all students at the Centre, up to seven (7) years after graduation, and allow students legislated and reasonable access to authorized individuals in accordance with the Freedom of Information and Privacy Protection Requirements.

Records will contain student enrollment and account information such as:

- Enrollment agreement
- Enrollment application
- Student transcripts
- Financial records (including payment records, student loan documents, and any refund)
- Student dispute
- Dismissal information

After seven (7) years, these records are reduced to include only the Enrolment Agreement, transcript, and a copy of the Diploma/Certificate, if issued, and are retained for a period of 55 years.

All official records will be held through the AEC record management system and secured through a safe storage in an off-site back up. This is in compliance with privacy policies, and student record management, use, and retention policies that are consistent with the applicable provincial and federal protection of privacy legislation, as well as with registration and/or accreditation obligations.

Official Transcripts

An official transcript is a complete and unabridged record of a student's academic history at the AEC. Students will receive one (1) official copy of their diploma or certificate, and transcript upon graduation, free of charge.

Students may request an additional copy of their official transcript, diploma or certificate at a cost of \$25 per document. This will be delivered to the student either in the mail by sealed envelopes or in-person.

Official transcripts may be sent directly to an institution at an additional cost of \$25 per document. However, transcripts will not be released without authorized consent from the student. Transcripts will also not be issued if the student has any outstanding financial obligations to the Centre.

INTERNATIONAL STUDENT SERVICES

At the AEC, our international student service team is dedicated to providing advice and program support to all international students as they adjust to their AEC studies and life in Canada. From admissions assistance to immigration advising to connecting you with academic supports and on-campus activities, AEC is here to help our international students succeed. Our international student service team includes:

- International Admission Representative (Primary Point of Contact): Advises potential students on admission requirements and options, transfers, and related issues.
- Practicum Coordinators: assists students with securing practicums
- Career Counseling: helps career development by assessing your interests and values in addition to providing a developing hard skill that relate to the interview process
- Director: manages and oversees campus operations
- Financial Advisors: manages student account receivables and payables
- Educational Assistants: assists students with academic progression

The international student support services offered by our school includes:

- Admission and registration assistance
- Pre-departure assistance offered through a robust information packet that informs students of airport procedures, travel necessities, and what to expect once they arrive in Canada, as well as information on how they can arrive on campus in addition to an online orientation that goes over the pre-departure packet to ensure students first couple of days in Canada go seamlessly.
- Community cultural services
- Upon arrival at the school, students will be greeted by our international admission representative who will conduct the students educational first-day orientation. During this orientation, the international admissions representative will go over the school's rules and regulations along with the program of study.
- Work and life balancing planning and career advancement

While our school is here to provide the support our international students need, we also understand that under Section 91 of the Immigration and Refugee Protection Act, and the regulations set forth by Immigration Refugees and Citizenship Canada, it is unlawful to provide advice and counsel regarding immigration matters unless we are a licensed and registered immigration consultant. In the event that international students need additional support, there are plenty of off-campus support services available to throughout the provinces. These includes:

- Calgary Immigration Services: <https://www.immigrantservicescalgary.ca/>
- Centre for Newcomers: <https://www.centrefornewcomers.ca/>
- Red Deer Immigration Care: <https://www.immigrationcare.ca/>
- Edmonton Immigrant Services Association: <https://www.eisa-edmonton.org/>
- Saskatoon Immigration & Employment Consulting Services Inc. : <https://www.siecsi.com/>
- Saskatchewan Edge Immigration : <https://www.edgeimmigration.com/>
- Manitoba Immigration Pathways : <https://immigratemanitoba.com/>

STUDYING IN ALBERTA

Housing

While AEC does not offer student housing, there are lots of housing options for students close to the campus, and throughout Calgary. Whether you are looking for short-term accommodations, or long-term accommodations, your options will depend on factors such as your budget, convenience/distance to campus or the airport, and comfort level with sharing spaces (private or shared accommodation). The following websites below have rental listings:

- Canada Homestay International: <https://canadahomestaynetwork.ca/>
- RentFaster: <https://www.rentfaster.ca>
- RentSpot: <https://calgary.rentspot.com/>
- RentSeeker: <https://www.rentseeker.ca/rentals/apartments/alberta/calgary>
- Point2Spot: <https://www.point2homes.com/>
- Search4StudentHousing: <https://www.search4studenthousing.com/search/>
- Places4Students.com: www.Places4Students.com

Study Permit

International students will need to apply for a study permit that is issued by Immigration, Refugee and Citizenship Canada (IRCC). It authorized an individual to study at a designated learning institution in Canada for the duration of the program of study. For more information regarding Study Permits, please contact an International Admission Advisor or visit <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/apply.html>

Work Permit

For International students studying full-time with a valid study permit, there are a couple of work options that are available to you. Most instances don't require a work permit, however if you are unsure, use this [self-assessment tool](#) to determine whether you can work off campus. For more information regarding work permits, please contact an Global Learning Advisor or visit <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work.html>.

Beyond the scope of both study permits and work permits, the Alberta Educational Centre understands that it is unlawful to provide advice and counsel regarding immigration matters.

Health Care Insurance

International students studying in Canada for more than twelve months are eligible to register for the Alberta Health Care Insurance Plan (AHCIP). Students with Study Permits valid for more than 3 months, but less than 12 months, may be eligible for AHCIP coverage if their application is accompanied by a letter from the student confirming their intent to reside in Alberta for at least 12 months. Please visit <http://www.health.alberta.ca/AHCIP/register-for-AHCIP.html> or <http://www.health.alberta.ca/AHCIP/temporary-residents.html> or complete information and application eligibility. Students who have successfully completed their application will be provided with information on how to apply for health care in Canada in their pre-arrival package well in advance to their departure.

Students enrolled in programs under twelve months, who may not be eligible for the Alberta Health Care Insurance Plan, are still required to purchase health insurance through a private health insurance plan. AEC does not recommend a particular plan or agent, however can assist in researching available private health insurance companies that would suit the particular needs of a student.

Alberta offers a great and accessible health care system more information on hospitals and access to health and wellness service can be found at <http://www.albertahealthservices.ca/>.

Counselling Support

The AEC promotes the well-being and success of all our students in all aspects of life beyond just their schooling. Students may face a number of external challenges that may affect their success at AEC. While AEC does not offer one-on-one counselling, students requesting additional mental and emotional support can access it through a variety of options such as peer support, self-help resources, workshops, one-on-one counseling, or groups throughout the community. The following resources below can assist you:

- Therapy Assistance Online (TAO): <https://ca.taconnect.org/register>
- Addictions and Recovery: <https://www.addictionsandrecovery.org/>
- Calgary Counselling: <https://calgarycounselling.com/>
- Heads Up Guys: <https://headsupguys.org/>
- Succeed Socially: <https://www.succeedsocially.com/>

CENTRE REGULATIONS

Hours of Operation

The AEC's hours of operation are from Monday to Friday from 9:00 am to 5:00 pm

International Hours of Operation

For international students looking to apply at the AEC, office hours are based on scheduled meetings.

Instructional Hours

Classes are normally scheduled in four- or five-hour blocks - morning, afternoon and evening (where available).

Each class day will start at the scheduled time. Students arriving late may not be admitted to class until after the morning break, unless Student Services or the Instructor has given permission.

Student Resources

Students who are successfully admitted into AEC will have access to all of the schools' resources and benefits. This includes, but is not limited to, our state-of-the-art learning centre that is fully equipped with all necessary technological devices such as high-speed internet, computers, and technological accessories, that aid the student's success. Students will also be provided with access to all required learning material on the first day of classes, such as learning platforms, textbooks, labs and simulations, and the instructor.

Food and Beverages

Computers and keyboards are easily destroyed by spills and crumbs. Therefore, food and beverages are prohibited within the classroom and learning centres. Consumption of food and drinks are permitted in designated areas.

Parking

Parking is available and free to all students on a first come first serve basis. Students are responsible for making their own arrangements for transportation and parking for both classes and practicum. The Centre does not provide student parking, nor will the Centre be responsible for any parking violations that may occur on-site or at practicum.

Personal Appearance

Students are expected to wear attire deemed to meet the professional expectation and safety requirements of their educational program while on-site.

Clothing that is soiled, see-through, exposes the midriff and lower back, shows undergarments, and extremely short dresses, skirts and shorts will not be tolerated by any gender.

Security

The AEC takes every step possible to provide a secure learning environment. Students must also take steps to ensure the security of their work and property. Please follow these simple guidelines:

- Never give out your password or other personal information that would allow someone to log into the Centre network using your identity.
- Never leave a “logged in” computer unattended.
- Always keep personal belongings with you.
- Report any suspicious or unsafe activity to a staff member.
- During an emergency, follow the instructions of a staff member.

Students must get permission from the Director or designee to allow unauthorized personal visitors into the building. Students are responsible for accompanying any of their underage visitors at all times.

Smoking

AT ALL TIMES, smoking in any form (including, but not limited to e-cigarettes, rolled tobacco or cannabis) on all centre property or at any centre function, or any centre class, or centre class time, or at any function sponsored or supervised by the centre is strictly prohibited.

AT ALL TIMES, smokers (including, but not limited to e-cigarettes, rolled tobacco or cannabis) shall not congregate at the front of the centre buildings and smoke, or leave any cigarette butts or smoking litter in front of the centre buildings.

AT ALL TIMES, all students shall ensure that the grounds outside the centre buildings are kept neat and tidy.

Statutory Holiday

The Centre will be closed for all statutory holidays listed below. Please be aware that some statutory holidays fall on the weekends, which means that the following working day is taken as the holiday.

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

Severe Weather Conditions

At the AEC, every effort will be made to keep the business of the Centre running as close to a normal schedule as possible; however, in cases of severe weather conditions, e.g., snowstorm, heavy snowfall, and windstorms which have the potential to cause serious damage, decisions about closure or modification to centre operations are made and communicated on a daily basis.

Student Printing and Photocopying

Administration office photocopiers are not available for student use. Students are required to make their own arrangements for photocopying.

Telephones

Students in possession of a cell phone must put it on silent or turn it off when entering a classroom, lab, or study area. Usage of cellphones (either incoming, outgoing, or text, messages) are prohibited in the learning areas as it serves as a distraction to yourself as well as your fellow students. While some administration offices **may** have a courtesy (local line only) phone available for student use, it should always be assumed that the office phones are not available for student use.

ALBERTA EDUCATIONAL CENTRE POLICIES

Disciplinary Process

One (1) or more of the following sanctions may be imposed on any student found to have violated the Student Code of Conduct or any of the policies, rules, or regulations of the Centre.

- **Warning:** A notice in writing to the student that the student is violating or has violated the Centre regulations
- **Loss of Privileges:** Denial of specific privileges (such as Internet access) on a permanent basis or for a designated period of time
- **Probation:** A written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the Centre. Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any Centre regulation during the period of probation
- **Termination:** Complete termination of the enrollment. Student shall be denied access to all areas of the Centre and on-site amenities

This list is not meant to be progressive or exhaustive, and the Centre reserves the right to impose the sanction it deems appropriate.

Other than termination, disciplinary sanctions will not form part of the student's permanent academic file. Documentation of disciplinary sanctions will, however, form part of the student's confidential administrative file. If deemed appropriate, depending on the sanction, sponsoring agencies and the Student Loans Branch will be notified of the sanctions.

Dispute Resolution Policy

While the AEC is committed to creating a harmonious environment within the Centre, we also understand that disputes and conflicts may arise from time to time. The purpose of this policy is to provide a mechanism for the resolution of disputes between students. The Centre is committed to the prompt and equitable resolution of student concerns to the satisfaction of both the student and the centre.

Complaints must be filed within 90 calendar days of the occurrence of the incident or from the date upon which the student should reasonably have known about the matter(s). The Centre does not want minor problems to develop into major issues. Only then will the Centre be able to address the students concerns and provide an opportunity to address, respond to, and if necessary, remediate the issue immediately.

Informal Resolution Process: Local Resolution (Centre Based)

Students who have concerns or complaints about another student, the course/ module, and assignment, an examination, or any other classroom related matter, should discuss the concern directly with all parties involved first. If the student is not satisfied with the outcome, the student is directed to the Director or designee.

The Director or designee will meet with the student, discuss the students concerns and recording the concern and the students desired resolution on the Student Activity Form. Relevant parties may be contacted during this process.

When the Student Activity Form is completed both the student and director will go over the information that has been recorded within the meeting. This includes discussing the content of the conversation, the concerns, agreements, and/or action to be taken, if any, to ensure the accuracy of the information and that there is no miscommunication between parties. By signing the Student Activity Form, both the student and Director have agreed that the information stated is sound and accurate. The Student Activity Form will be given to the student and a copy is filed in the student's administrative file.

If the Director or designee and the student come to a satisfactory resolution during the meeting, the resolution plan is implemented, and the Director or designee will follow up to ensure the resolution plan satisfactorily resolves the concern. If the student is not satisfied with the outcome of the meeting, the student is allowed to pursue this matter further.

Formal Resolution Process: Local Resolution (Centre Based)

In the event that a student's concern has not been resolved through the Informal Resolution Process, the student may initiate a formal complaint or expression of concern through the Formal Resolution Process.

In order for the Formal Resolution Process to begin, the student will be asked to write a letter documenting their concern, the actions taken to date by the Centre in an effort to resolve the issue, and the desired resolution. Written complaints require the complainant's identity to be disclosed and should **not** be submitted anonymously. If the student chooses to submit the letter via email, it must be done through the student's academic email with telephone confirmation. The student may be required to complete an official Student Concern Outline Report in order to ensure the student's concern is appropriately documented and as part of the

investigation and/or resolution process. This will initiate the Formal Resolution Process. Additional comments can be attached to the Student Concern Outline Report as necessary.

Once the Director or designee has received the student's letter and/or the Student Concern Outline Report, an in-depth investigation will take place within ten (10) business days. Once a decision has been made, the Director will write a response that includes a summary of the investigation findings and the proposed resolution. The Director's will meet with the student to outline the decision that has been made and how the Centre plans to resolve the issue at hand. If the Director requires additional information, it will be addressed within this meeting. A copy of the letter will be filed in the student's academic file, and a copy will be placed in the AEC conflict binder.

If the student accepts the conclusions/recommendations for resolution, the matter is deemed resolved and the agreement is set out in a Student Activity Report signed by the student and the Director. A copy of the student's complaint/letter, together with the response will be retained in the student's file. The student will receive a copy of this report.

All correspondence regarding the dispute will ordinarily be under the Director's signature.

External Resolution

Once all of the above processes have been exhausted, and if no resolution is reached but the student wishes to take the matter further, the student and the Centre will advance the matter further by involving a third-party arbitration. The cost for the arbitrator will be divided evenly among the student and the Centre, unless otherwise stated.

If the student is not satisfied with the arbitrator's resolution after the review process, the student can file a complaint with Alberta Advanced Education.

Anti-Harassment and Non-Discrimination Policy

The AEC is committed to maintaining an environment that encourages and fosters appropriate conduct among all persons and respect for individual values. Accordingly, the Centre neither condones nor tolerates any discrimination or harassing behaviour that undermines the dignity, self-esteem and productivity of any student or staff member. The Centre considers harassment and/or discrimination by any student or staff member to be an extensive infringement on basic human rights. We are committed to enforcing the Anti-Harassment and Non-Discrimination Policy at every level in order to create a safe and inclusive environment for all.

- **Discrimination**, whether it is intentional or not, limiting of the individuals' opportunities due to their race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age, or criminal conviction of any person. Discrimination has the effect of imposing burdens, obligations, and or disadvantages on an individual or group that is not imposed on others.
- **Harassment** is defined as engaging in unwelcome remarks, comment or conduct that is directed toward, or differential treatment of, an individual because their membership in a protected group or any other prohibited basis (e.g., race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age, or criminal conviction). Any behaviour that creates an intimidating, demeaning or hostile working or academic environment is considered harassment.
- **Sexual Harassment** includes harassment on the basis of sex, sexual orientation, self-identified or perceived sex, gender expression, gender identity and the status of being transgender. It is the making a

sexual solicitation or advance through unwanted touching, offensive and suggestive gestures or comments, such as, asking about a person's sex life or telling offensive sexual jokes.

- **Personal Harassment** involves the misuse of authority or an abuse of power towards an individual or a group of individuals. This form of harassment creates an intimidating, demeaning or hostile working or academic environment.

Unwelcome Conduct

Harassment and/or discrimination are unwelcome conduct where:

- Submission to such conduct becomes explicitly or implicitly a term or condition of the learning environment
- Submission or rejection of such conduct is used as a basis for educational decisions
- Such conduct has the purpose or effect of interfering with educational performance
- Such conduct creates an intimidating, hostile, or offending educational environment

Health and Safety

The Centre is committed to providing, promoting, and maintaining a safe work environment for all students, faculty, and staff. It is essential that all students, employees, and contractors are familiar with the safety rules that assist and maintain a hazard free work and school environment. All member and contractors of the Centre are required to work safely and follow the guidelines for safe work procedures. Accidents or injuries must be reported immediately to an instructor, supervisor, or the Director. This includes any breaches of safety, potentially unsafe equipment, working conditions, process, or procedure.

Privacy and Access to Information

The AEC respects the privacy of all students and will keep their private information confidential. All staff understand their responsibility to ensure the confidentiality and security of students' personal information under our custody and control. This commitment applies to current, past, and prospective students.

Disclosure of Records

All information, ideas, or documents disclosed or submitted by the student as part of his/her education program at the Centre is disclosed or submitted upon the understanding that the only obligation that the recipient has with respect to such information, ideas, or documents, and any use of the same is limited solely to claims for infringement of valid patents or failure to comply with copyright laws. Centre may disclose student information and provide notice/confirmation to authorized funding and sponsorship agencies for students receiving student assistance. This information may include, but is not limited to, the student's continued enrolment, withdrawal, attendance, and/or graduation from the program for which he or she was granted student assistance. In the case of International students (where applicable), the Centre will disclose to Citizenship and Immigration Canada information related to the student's withdrawal/dismissal and attendance. Centres use student information for research analyses, employment assistance, student satisfaction reports, institutional effectiveness and student follow-up, account payment, and/or contacting students to inform them about additional educational or alumni opportunities. In addition, students' names and personal identification information, the name of their program, and the tuition paid may be forwarded to regulatory bodies. This information has to be collected by accrediting and regulatory bodies in compliance with, and in the manner authorized under relevant *Freedom of Information and Protection of Privacy Legislation*. Centres may disclose information from the student's academic file on a need- to-know basis. Any disclosure of information to third parties can only be made with the written consent of the student or as authorized by provincial or federal law.

Inspection of Records

The Centre respects privacy and protection of personal information and does not disclose personally identifiable information about students or employees to unauthorized third parties without consent consistent with Provincial personal information protection legislation. Student records may also be reviewed on a confidential basis by authorized third party authorities such as accreditation, student assistance, or authorized government officials, and/or part of compliance or operational requirements.

Students who wish to inspect and review their education records should submit a written request to the Director. The request should identify as precisely as possible the records he or she wishes to inspect. If the requested records are subject to inspection and review by the student, the Director will make the necessary arrangements for access within a reasonable period of time, but in no case more than ten (10) business days after the request was made and will notify the student of the time and place where the records may be inspected. The Director will ensure the presence of a centre official during the inspection and review of a student's records.

When a record contains personally identifiable information about more than one (1) student, the student may inspect and review only those records which relate to them personally.

Correction of Records

Students have the right to correct their record when they believe it is inaccurate, misleading, or constitutes a violation of their privacy rights. Students who wish to correct or modify their records must confer with their Director. As part of the request, the student should identify the specific part to be changed, and indicate why it is inaccurate, misleading, or constitutes a violation of their privacy rights. The Director will determine if the claim to change the information is legitimate and notify the student in writing that the record has been amended, with a summary of the specified modifications.

Responsible Use of Technology

At all times, technology within the Centre must be used in a responsible, ethical and legal manner, appropriate to an educational setting. The user in possession of the device assumes primary responsibility of what is sent, received, and displayed on said device. Where the devices, such as personal computers, are the personal property of the user, the expectations for appropriate use still apply when the devices are used on the Centre's property. The student will be responsible for both hardware and software in their possession during their time at the Centre.

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

- Students may not give out personal names, addresses and phone numbers or credit card information pertaining to them or to any other person.
- Students may not take photos or video recordings of other students or any school staff without the prior approval of school staff and the photo or video subject.
 - If a photo, video and/or audio recordings will be made available to the general public, for example by posting on the Internet, television or radio broadcasts, or submitting work to contests, then a signed media release form must be on file.
- Users will not use, create, store and/or distribute any content that may be considered obscene, profane, lewd, vulgar, racist, rude, inflammatory or threatening. This includes transmission by any means such as, but not limited to, email, instant messaging (chat), text messaging, and discussion board postings. Restrictions against inappropriate language and images apply to public messages, private messages and material posted on web pages.
- Users will not knowingly or recklessly post false or defamatory information about a person or organization.

- Users will not use the school system to engage in any other illegal act defined by law.
- Users will not use the Centre's facilities and resources for commercial or non-academic related purposes.
- Unauthorized access, alteration, 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 software.

Failure to adhere to these guidelines above may result in the suspension of access privileges as well as other action as deemed appropriate by the instructor and/or Director.

The Centre reserves the right to inspect, at any time, the computer display, hard drives, and removable media students bring into the facility. Such inspections take place only if there is reason to suspect an infraction of the rules. The appropriate officials of the Centre will investigate the matter and, if circumstances warrant, proceed to investigate all work and files of the student.

Student Code of Conduct

The AEC is a community composed of students, faculty, and staff dedicated to the pursuit of truth and advancement of knowledge. By joining the Centre, members are obligated to respect one another's freedom to teach, create, learn, study, speak, and associate. For these freedoms to exist, it is essential to maintain an atmosphere in which the safety, the security, and the inherent dignity of each member of the community are recognized. Students who violate these principles or the rights of others are subject to disciplinary action in accordance with the Disciplinary Process. The Centre reserves the right to discipline any student it deems necessary to protect the safety and/or the integrity of the learning environment of the Centre.

ANY and ALL STUDENTS in violation of federal, provincial, or other regulations, including this Student Code of Conduct may face both criminal prosecution and disciplinary sanction including, but not limited to, immediate expulsion from centre, or centre classroom, or centre building.

IN ALL CASES of drug use for medical purposes, the student has an obligation to inform and provide their instructor(s) applicable written medical documents from their doctor prior to consuming it at the centre.

Respect for Fair Treatment

An integral part of a student's career and professional development is the expectation their behaviour in the education process is the same manner as will be expected in all employment situations. Students are required to present themselves in a professional manner. Any behaviours that are deemed unprofessional or infringe upon the freedoms described above threaten the integrity of the Centre. Any student who is found to have violated the Student Conduct Policy is subject to disciplinary sanctions up to and including suspension or permanent dismissal, as described in the Disciplinary Process. The Centre applies the principles of procedural fairness in the application of these policies.

Elements/Violations

Violations that threaten the health, safety, or educational environment of the Centre will result in immediate dismissal. Such dismissal will forgo the formal disciplinary process as outlined in this handbook. Behaviours that violate the Student Code of Conduct include, but are not limited to:

- Persistent or gross acts of willful disobedience or defiance toward centre personnel
- Assault, battery, or any other form of physical abuse of a student or centre employee
- Fighting
- Verbal abuse of a student or centre employee

- Conveyance of threats by any means of communication including, but not limited to, threats of physical abuse and threats to damage or destroy centre property or the property of other students or centre employees
- Any conduct that threatens the health or safety of one's own self or another individual (Threats to commit self-harm and/or actual incidents of self-harm by any student are a violation of this code.)
- Harassment by any means of any individual, including coercion and personal abuse (Harassment includes but is not limited to written or verbal acts or uses of technology, which have the effect of harassing or intimidating a person.)
- Any form of unwanted sexual attention or unwanted sexual contact
- Violations by guest of a student on centre property (Students are responsible for the actions of their guests.)
- Theft, attempted theft, vandalism/damage, or defacing of centre property or the property of another student, faculty or staff member
- Interference with the normal operations of the centre (i.e. disruption of teaching and administrative functions, disciplinary procedures, pedestrian or vehicular traffic, or other centre activities)
- Use of cell phones and pagers during scheduled classroom times
- Unauthorized entry into, or use of, centre facilities
- Forgery, falsification, alteration or misuse of centre documents, records or identification
- Dishonesty, including but not limited to cheating, plagiarism, or knowingly supplying false information or deceiving the centre and/or its officials
- Disorderly, lewd, indecent, or obscene conduct (This would include but is not limited to any type of clothing or materials worn or brought onto the premises by any student or guest deemed to be lewd, indecent or obscene as determined by centre officials.)
- Extortion
- Violation of centre safety regulations, including but not limited to setting fires, tampering with fire safety and/or firefighting equipment, failure to exit during fire drill, turning in false fire alarms and bomb threats
- Breach of peace on centre property or at any centre sponsored or supervised program
- **AT ALL TIMES**, any use or being under the influence of illegal or controlled substances (including, but not limited to cannabis and alcohol) on centre property, or at any centre function, or any centre class or centre class time, or at any function sponsored or supervised by the centre is strictly prohibited.
- **AT ALL TIMES** use, sale, possession, or distribution of illegal or controlled substances (including, but not limited to cannabis or alcohol), or any drug paraphernalia on all centre property, or at any centre function, or any centre class or centre class time, or at any function sponsored or supervised by the centre is strictly prohibited.
- Possession or use of firearms, explosives, dangerous chemicals, or other weapons on centre property or at centre sponsored functions
- **AT ALL TIMES** smoking in any form (including, but not limited to e-cigarettes, rolled tobacco or cannabis) on all centre property or at any centre function, or any centre class, or centre class time, or at any function sponsored or supervised by the centre is strictly prohibited.
- Failure to satisfy centre financial obligations
- Failure to comply with direction of centre officials, faculty, staff or security officers who are acting in the performance of their duties
- Failure to identify oneself when on centre property or at centre-sponsored or supervised functions, upon request of centre official acting in the performance of their duties
- Violation of federal, provincial, or local laws and centre rules and regulations on centre property, or at centre sanctioned or centre sponsored functions
- Any form of "hazing" and any act that endangers the safety of a student, or that destroys or removes public or private property for the purpose of initiation, admission into, affiliation with, or as a condition

for continued membership in a group or organization (“Hazing” includes any method of initiation or pre-initiation into a student club or any pastime or amusement engaged in with respect to such a club that causes, or is likely to cause, bodily danger, physical harm, or personal degradation or disgrace resulting in physical or mental harm to any student or other person attending the centre.)

- Any in-centre or off-centre act considered inappropriate or as an example of misconduct that adversely affects the interests of the Centre and/or its reputation
- Any violation of the institutions’ policies on the responsible use of technology including but not limited to:
 - The theft or abuse of computer, e-mail, Internet or Intranet Resources
 - Unauthorized entry into a file to use, read, or change the contents of for any other purpose
 - Unauthorized Transfer of a file
 - Unauthorized downloading of copyrighted materials in violation of law
 - Unauthorized use of another individual’s identification and/or password
 - Use of computing facilities to interfere with the work of another student, faculty member, or centre official
 - Use of computing facilities to send obscene or abusive messages
 - Use of computing facilities to interfere with normal operation of the centre’s computing system
- Abuse of the Centre’s disciplinary system, including but not limited to:
 - Failure to obey the summons of a disciplinary body or centre official
 - Falsification, distortion, or misrepresentation of information before a disciplinary body or centre official
 - Disruption or interference with the orderly conduct of a disciplinary proceeding
 - Attempting to influence the impartiality of a member of a disciplinary body prior to and/or during the course of the disciplinary proceeding
 - Verbal or physical harassment and/or intimidation of a member of a disciplinary body prior to, during, and/or after the disciplinary proceeding
 - Failure to comply with the sanction(s) imposed under the student conduct policy
 - Influencing or attempting to influence another person to commit an abuse of the disciplinary system
 - Harassment based on sex, race, colour, national origin, religion, sexual orientation, age, disability or any other criteria protected by state, federal or local law
 - Conduct disruptive to the positive learning environment at any of the centres that fall under the Centre
- Acts of dishonesty, including but not limited to:
 - Giving false information to any official, Instructor, or staff member
 - Forgery, alteration, or misuse of any Centre document, record, or instrument of identification
 - Computer piracies—copying software, copyright infringement, and unauthorized computer entry
 - Signing into someone’s account or gaining access to networks data or information to which you do not have explicit permission
- Disruption of teaching, administration, disciplinary proceedings, and other Centre activities
- 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
- Expressions of discrimination, bias, or racism such as certain jokes, even if people find them humorous, if these jokes are based on negative stereotyping that is, or could be, perceived as offensive and hurtful to someone
- Attempted or actual theft of and/or damage to property of the Centre, a staff member, other students, or public property

- Unauthorized possession, duplication, or use of keys to any Centre premises, or unauthorized entry to or use of Centre property
- Violation of federal, provincial, or local law on Centre property or Centre-sponsored activity
- Illegal or unauthorized possession of any weapon(s) on Centre premises or at Centre-sponsored activities
- Conduct which is disorderly, lewd, or indecent; breach of peace; or aiding, or abetting, another person to violate the Student Code of Conduct
- Aiding, encouraging, or inducing another to commit a violation to the Student Code of Conduct
- The use of profane language, rowdiness, fighting, or other disturbances on Centre property or at Centre-sponsored activities

Consequences of any misconduct are outlined in the disciplinary process above. The list is not a progressive or exhaustive list of possible consequences. The consequence to the students' actions will depend on the nature, complexity and severity of the misconduct. If provincial or federal laws have been broken, charges will be laid.

FINANCIAL ASSISTANCE

General Information

Students who are enrolled at the AEC are eligible for financial assistance at both the provincial and federal level and possibly through grant funding.

Eligibility for financial assistance and the amount that is granted is dependent on the student's course load/program, their status in Canada (e.g., Canadian citizen, permanent residence or protected person status), financial need, and special circumstances. Students must apply through [Alberta Student Aid](#). If financial assistance is awarded, the amount disbursed to the student will be deposited directly in the student's bank account. Students are financially responsible for all charges incurred after the Enrollment Contract has been signed. Any outstanding balance set forth by the Student's Payment Plan must be paid by the deadline.

The Centre will assist with review for accuracy and completeness of the application before it is submitted to the Funding Agency if needed. Please consult the [Student Loans & Grants Funding Guide](#) before contacting the Centre for question inquiries.

Tuition Fees and Payment

Students will be informed of all fees related to their program of study during the admission process and after their enrollment in the course for the following terms. Students are responsible for all fees assessed by the Center in compliance with the terms of their enrollment contract and, if applicable, student loan agreement with student loan authorities.

Tuition Fee Phased Collection and Schedule

Tuition Fee that is held in the holding account is collected by AEC as per the Phased Collection Schedule:
 First Collection: 35% of the tuition fees upon arrival and registration at the institution i.e program start date
 Second Collection: An additional 25% of the tuition fees collected once 50% of the program benefit has been delivered or once 50% of the program completion.
 Third Collection: the balance of the tuition fees is collected once the majority (90% or more) of the program benefit has been delivered.

All tuition and other fees must be paid in full prior to the academic end date. In the event that a student has not, or cannot, pay their tuition fee by the deadline, they risk being withdrawn from their course registration for that

term. Students must speak to the Financial Advisor before the deadline and request a deferral. Only with an approved deferral will the student be exempt from their original tuition fee deadline.

Students are required to speak to the Financial Administrator and/or student loan authorities in the case of withdrawal, dismissal, changing their course load, or undertaking any other major change in course of study. In the event there is a student tuition refund, the refund is applied to outstanding student loans with student loans authorities.

Tax Receipts

Tuition receipts for income tax purposes (T2202) will be available in February of each year. These receipts will show only the lesser of the portion of tuition used or the tuition payments made in the previous calendar year. Students are welcome to make copies of the tax receipt for their own records and for future tax purposes. To ensure that all students receive their tax receipts, the Administration and Financial Departments require an up-to-date mailing address for every student. It is the student's responsibility to ensure that the Centre is notified of any change to their mailing address.

Registration fee

A licensee may require a student to pay a registration fee of not more than \$500 before that person's vocational training begins. A licensee must not require or accept payment of:

- a registration fee in respect of a prospective student until that person has signed a student contract, or
- any other tuition fee or any incidental fee in respect of a student or a prospective student before that person's vocational training begins.

A licensee may accept a tuition fee referred to in that clause in respect of a student before that person's vocational training begins if the fee is paid by a third party approved by the Director.

A licensee who receives a registration fee must credit the fee to unpaid tuition fees if the student commences the vocational training.

Cooling off Period

Notwithstanding anything in this Regulation, if a student terminates a student contract on or before the 4th business day after signing the contract, the licensee must refund all tuition fees paid by or on behalf of the student.

Refund and Retention of Fees Before Training Begins

If a student terminates a student contract before the vocational training begins, the licensee is entitled to retain any registration fee that has been paid, regardless of who paid it.

The licensee shall refund any registration fees that have been paid if:

- a licensee terminates a student contact before the vocational training begins
- the vocational training does not begin on the commencement date set out in the student contract.

Refund and Retention of Fees After Training Begins

If a student contract is terminated after the vocational training begins, the licensee is entitled to the following amounts of the tuition fees:

- when 10% or less of the vocational training has been provided, 25% of the tuition fees

- when more than 10% but 50% or less of the vocational training has been provided, 60% of the tuition fees
- when more than 50% of the vocational training has been provided, 100% of the tuition fees

If a licensee has received tuition fees in excess of the amount that the licensee is entitled to, the licensee must refund the excess amount.

For international students our institution will only process refunds to the entity/location that originally paid the tuition.

For the purpose of this section, vocational training provided by correspondence is provided as lessons are supplied, marked and returned to the student.

Abandoning Provision of Vocational Training

If a licensee abandons the provision of vocational training under its licence if the licensee stops providing the vocational training before it is complete and there are student contracts for the vocational training that have not been terminated, or all student contracts for the vocational training have been terminated but one or more of the contracts were, in the Director's opinion, terminated by the licensee so that the licensee would not be required to provide the vocational training, the licensee must refund all tuition fees that have been paid in respect of the vocational training.

A licensee is deemed to have abandoned the provisions of vocational training by correspondence if lessons cease to be supplied, marked and returned to the student.

A licensee is not considered to have abandoned the provision of vocational training if the Director is of the opinion that the licensee is providing a means to enable a student to complete the vocational training without any disadvantage.

This section does not require the refund of any tuition fees in respect of a student whose student contract is terminated by the student before the licensee abandons the provision of vocational training, or by the licensee before the licensee abandons the provision of vocational training where the termination was made because the student was expelled or for non-payment of fees.

Payment of Refunds

A refund of a student's tuition fees, or incidental fees must be paid to the student, or to the student who has an outstanding student loan in respect of the vocational training for which the refund is being provided, to the lender that made the student loan.

If a licensee received payment of a student's tuition fees from a government, agency or person other than the student, any refund of those tuition fees must be paid to the government, agency or other person

A refund and retention of fees before training begins must be paid to the third party approved by the Director to the extent that that party paid the tuition fees.

If a licensee is required to refund any tuition fee or incidental fee, the refund must be paid no later than the earlier of the following:

- 30 days from the day the student contract is terminated
- The time period specified in an order of the Director

Where a licensee is required by or under the Act or this Regulation to refund any tuition fee, the Director may in writing order a refund by the licensee of any incidental fee within the time specified in the order.

AEC POLICY AND PROCEDURE CHANGES AND REVISIONS

The policies, procedures, rules and regulations outlined in this Student Handbook are currently in effect at the Centre at the time of this publication.

The Centre reserves the right to revise and/or change these policies, procedures, rules and regulations, either individually or collectively, at any time when it deems such revision to be in the best interest of the Centre and its students.

Students will be notified of changes via postings at the centre. All such revisions and/or changes to policies, procedures, rules and regulations, either individually or collectively, supersedes those outlined in this handbook.

ATTENDANCE POLICIES AND STUDENT HANDBOOK AGREEMENT

As a student, you are expected to attend classes on a regular basis and notify the centre immediately of any absences or lateness.

What does this mean to you as a student?

You will be subject to withdrawal based on the following external and internal policies:

- Student Aid Alberta requires private educational institutions to withdraw students who have missed 5 consecutive days without contacting the Centre. As a student, you must contact the centre and provide documentation either before or during the absence detailing the reason for the absence. Moreover, absences must be deemed as reasonable based on Student Aid Alberta's definition of a reasonable excuse. If you miss 5 consecutive days without contacting the Centre with a reasonable excuse, Student Aid Alberta must be notified of your withdrawal, and notification will result in immediate termination of funding. The date of determination of withdrawal will be the 1st day of the 5 unexcused absence days. For example, if a student is absent from Monday to Friday, the withdrawal date will be taken as the Monday.
- Regardless of Centre approved absences (reasonable excuses), if you have missed 15 consecutive days, Student Aid Alberta will be notified of your withdrawal, and this will result in the immediate termination of your funding. The date of determination for the withdrawal will be the 1st day of the 15 unexcused absence days.
- During your time as a student, should you have excess absences that prevent you from successfully completing your program within the scheduled study period (by the contractual end date), Student Aid Alberta will be notified of your withdrawal, and notification will result in immediate termination of funding. In this case, the effective date of your withdrawal is the last day that you were in attendance.

What is a reasonable excuse?

Illness, family emergencies, or other extenuating circumstances that prevent you from attending classes are examples of reasonable excuses. Please note: The excuse must be presented before the absence(s) or during the 5 consecutive days missed. (If you provide a reasonable excuse after the Centre has reported you as withdrawn because of missing 5 consecutive days, funding may be reinstated as long as you will still be able to complete studies by the original end date listed on your application.)

By my signature below, I acknowledge receipt of the Attendance Policies and Student Handbook, and I understand, accept and agree to comply with the information contained therein. I understand and agree that I am obliged to act in accordance with these policies and procedures and at all times conduct myself in a professional manner that contributes to creating a positive learning environment.

Student's Name: _____

Student's Signature: _____ Date: _____