

ACADEMIC POLICIES

Attendance

The College expects regular and punctual class attendance. Punctuality is as important as good attendance. Students are expected to attend every class session, in accordance with their contractual agreement. Student absences will be recorded from the first day the class meets. In case of an absence, it is the student's responsibility to notify the College before the start of classes on the day of absence. The student is also responsible for notifying the third-party funder, if applicable, of the absence.

Online students are required to sign in to the Eminent LMS for at least 30 minutes on the first scheduled day of each course to fully activate your access to the course content and confirm your presence. In addition, online students must complete the hours of work per week as outlined in your program outline and complete courses as scheduled.

Online students that are unable to complete the required hours per week must contact your student services immediately. If a student is going to be delayed in their academic progress or (if applicable) absent from the required amount of attendance, they must inform Student Services via email; this email can be found in your course session and is provided to you at orientation. Supporting documents (doctor's note, travel documents, etc.) may be required.

If a student is going to be absent for any class, they must inform the instructor and Student Services via email. Supporting documents (doctor's note, travel documents, etc.) may be required.

Students are reminded to pay attention to their emails for any attendance and/or academic progress messages.

Attendance Requirements – What does this mean to you as an international student?

As an international student, you will be withdrawn/dismissed from studies based on the following external and internal policies:

As a student, you must contact the College and provide documentation either before or during the absence detailing the reason for the absence. If you miss five (5) consecutive days without contacting the College with a reasonable excuse, you will be withdrawn from studies.

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 meet with the Campus Director or Designee to determine continuance.

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), they must meet with the Campus Director or Designee to determine continuance.

When a student is unable to attend class, he or she must demonstrate that there have been unanticipated, extenuating, and mitigating circumstances which prevented his or her 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. All absences are recorded regardless of the reason for the absence.

Please note: This excuse must be presented before the absences or during the five (5) consecutive class days missed. Some externally regulated programs have their own set of attendance criteria.

Note: Students are required to attend all scheduled classes regularly, including make-up sessions. From time to time, class or practicum/clinical placement schedules may be adjusted to address changing or unexpected circumstances including the temporary interruption of service. In order to ensure students have achieved the required hours of instruction, outcomes, and/or to address an unexpected interruption of studies, the end date of a program may be adjusted accordingly, or other schedule accommodation may be made to ensure students receive the required program and contract hours.

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 College.

The College 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.

Students cannot miss clinical time. Please refer to the applicable Health Care Handbook for additional attendance requirements.

Interruption of Studies

If for any reason a student interrupts his or her studies by being absent from scheduled classes for more than five (5) consecutive days or by missing a scheduled examination, he or she must meet with the Campus Director or Designee. Non-attendance does not constitute notice of withdrawal. The College will consider only two 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 college.

- 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."

Re-admission will be considered on a case-by-case basis. Students must submit a written letter to the Campus Director or designee requesting re-admission. The student will be responsible for payment of all fees relating to the College up to and including the date of termination in accordance with the Refund Policy. Students may not be able to resume their program where they left. The student's scheduling and/or completion dates may also be changed as a result.

Re-admittance to the College

Students who have interrupted their studies must re-apply for admission and meet the current admission requirements in place for that program.

Students should make an appointment for a formal interview with the Campus Director or designee to initiate the re-admittance process. Students must be in good financial and academic standing in order to be re-admitted to the College.

Students must be in good financial and academic standing in order to be re-admitted. If proper notice was not given of the absence, a student may be re-admitted under probationary terms. An exception may be made if the student has a valid reason for the absence.

Cheating and Plagiarism

Cheating is the purposeful, willful, and concealed use of unauthorized sources for a test, exam, or other forms of academic work. The College enforces a zero-tolerance cheating and plagiarism policy. Any student who cheats or plagiarizes material for academic grading will be penalized. This generally means that they will be expelled from the College. Cheating is any act of academic dishonesty. Plagiarism is the act of representing someone else's work as your own.

Acts or behaviors which constitute cheating include but are not limited to the definitions listed below:

1. Submitting the same work or part of the same work for credit in two different courses without the prior agreement of the instructor(s) involved.
2. 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.)
3. Presenting oneself as another student for a class, test, or exam
4. Unauthorized sharing of material (copying, or allowing others to copy) during a test or exam
5. Unauthorized communication with another student in a test or exam
6. Submitting another person's work as your own or providing work for another person to submit as his or her own
7. Falsifying or misrepresenting academic records
8. Gaining or attempting to gain access to an examination or test, or a part thereof, without permission from the instructor
9. Deliberately preventing or attempting to prevent the fair access by other students to all types of learning resources
10. 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.)
11. Plagiarism includes using another person's essential style and manner of expression. Any act of representing others' work as your own is a dishonest act. This includes, but is not limited to, homework, written papers, exams, lab assignments, published work, circuit design, software, etc. This includes copyrighted materials. 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. (When in doubt, consult with the Instructor for the course.)

12. Collaboration is the act of two 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
13. Theft or solicitation of another student's assignment or paper, grade books, un-administered tests, or other academic work/material will result in immediate expulsion
14. Intentionally helping or attempting to help another student to commit any act of academic dishonesty will also result in immediate expulsion

Violations that threaten the academic integrity of the College may be subject to disciplinary action as described in the Disciplinary Process. Sanctions may include but are not limited to:

- Award of zero marks for the piece of work or examination
- Award of a fail grade for the whole course
- Academic Probation
- Suspension
- Expulsion

Student appeals can be made in writing in accordance with the Dispute Resolution Policy.

Copyright

Campus complies with the copyright laws as applied to educational institutions. The use of and/or photocopying of copyrighted material in violation of the copyright laws by instructors, students, alumni, and staff is prohibited. This standard applies to printed, software, audio, video materials, and web-based information.

Canadian copyright legislation states that only the creator or rights-holder has the right to reproduce his or her own work. Copyrighted works include but are not limited to documents, graphics, sounds, video, software on company computer systems, or information from the Internet.

Course Drops / Withdrawals

The College's policy on withdrawals and refunds adheres to the guidelines provided by the regulatory bodies governing within the province. Students wishing to withdraw from study must either meet with the Campus Director and complete a Student Activity Form **OR** submit a letter of withdrawal delivered personally or by registered mail to the Campus Director stating the reason for withdrawal and withdrawal date. A copy of the letter will be retained in the student's administrative file.

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

Course Repeat Procedure

It is important to note that each course/module within a program of study must be successfully completed in order to achieve graduation. For some students it may be necessary to repeat a course/module during their program. Not all programs allow students to repeat a course/module. Students are allowed to repeat a failed course twice to a maximum of three (3) attempts per course. Externally regulated programs may have different requirements.

Should the student fail a course/module, he or she may receive the first repeat at no cost. Subsequent attempts will be charged the full cost of the course/module, as well as any other incidental cost. The Campus Director will make a determination based on the circumstances.

Students may only repeat a course if class space is available; courses requiring an outside examination are excluded. All repeated courses will appear on the student's academic transcript; however, only the most recent attempt will count towards the program average.

Please remember that repeating a course/module is a privilege that the student must earn. The repeating of a course/module is permitted if a student meets the conditions outlined below. All conditions must be met:

1. The student has completed an interview with the Campus 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.
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Test and Exam Rewrites

Upon appeal to the instructor, a student may rewrite a test, exam, or project when they have received a mark below the mark required on an exam or project, unless specifically barred from doing so by the curriculum.

The instructor meets with the student and reviews the material, the student's study habits, motivation, time management, and sets a date to rewrite the evaluation.

The student must wait a minimum of 24 hours and no more than three (3) days before rewriting an exam or project.

If the student successfully passes the re-write exam, the highest grade will be recorded as the rewrite mark. If the exam is provided by an external certifying agency, the exam rewrite policy of the external certifying agency will apply. If the student scores below the minimum passing mark, the higher grade will be kept.

In the event that a student is unsuccessful on the re-write, he or she must meet with the Campus Director or designee to discuss the options available for continuing in the program of study.

If the student fails the rewrite, no other rewrites will be allowed. There may be an exam cost associated with rewrites in some programs.

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

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 accessed, the e-book will become non-refundable.

Note: 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 campus Student Services.

There may be elements of a program that may utilize or introduce online learning components, or blended learning modules of program delivery during the program.

The course materials, e-books, and resources for students are accessible through the College's Learning Management System (LMS). Students are required to bring their own web-enabled device (laptop or tablet) in order to access the course materials and resources. Students are

responsible for ensuring that their devices are in proper working order and that they are fully charged before the start of each school day.

Students' programs may include the use of hard copy or e-copy textbooks and learning guides as needed. The College reserves the right to make changes to the adopted text or to the text edition or version used at any time. As with any material, errors may occur in textbooks and learning guides used by the College. The College makes every effort to identify errors and provide errata to students. In the event that errors are discovered in internally generated textbooks or learning guides, the College has a protocol for correction. If errors are discovered, the instructor should be advised.

All students and instructors receive an organizational e-mail address. As part of class preparation, please ensure you have received your e-mail address, as well as access to the Learning Management System (LMS) and all related course e-resources. When communicating with other students or staff, please use the email address provided to you.

Device Requirements

A device (tablet, notebook, or laptop) suitable to the student's curriculum is required to access LMS course materials and resources.

All devices must be able to connect to the Internet wirelessly via the campus Wi-Fi and be capable of fulfilling all curriculum IT requirements.

Students will also need an active, Campus-supplied user account and password in order to connect to the campus Wi-Fi with their personal device. Printing functionality to campus printers will not be available to personal devices.

Acceptable Use

- While a student, the use and operation of the devices will be governed by the College's Responsible Use of Technology Policy.
- Sharing of credentials is strictly prohibited and may result in IT privileges being revoked.

Device

Student devices must meet or exceed the corresponding specifications based on operating system (OS). All devices must support Microsoft Office 365 or Microsoft Office 2016. If you are not using a Windows device, you are responsible for using a browser that can emulate a Windows device (i.e., Puffin or others). The specifications noted here are only a guide and may change without notice.

Microsoft Windows Devices (preferred) Operating System (OS):

Windows 10 or newer recommended

Hardware: Intel Celeron Processor N3060 or equivalent, 32 GB of free hard drive space, 4 GB RAM, keyboard, mouse, or trackpad
Software: MS Office 2013 or newer

Google Chrome OS Devices Operating System (OS):

Chrome OS Hardware: Minimum quad-core 1.6 GHz processor or equivalent, minimum 4 GB RAM, minimum 16 GB storage, speakers or headset jack, keyboard, mouse, or trackpad
Software: MS Office 2013 or newer

Note: Google Chrome devices do not support courses taken online through the National Payroll Institute.

AWS Applications

Users can access AWS applications through an HTML5-capable web browser, including the following:

- Google Chrome
- Mozilla Firefox
- Safari
- Microsoft Edge
- Microsoft Internet Explorer version 11 or later

No browser extensions or plug-ins are required to access AWS.

AWS is not supported on devices that have screen resolutions smaller than 1024 × 768 pixels.

Support

- Students are responsible for support on their own device.
 - Campus will supply wireless (Wi-Fi) Internet connection.
 - Campus bandwidth may vary depending on location.
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Risks / Liability / Disclaimer

Campus maintains and controls the ownership of all Campus IP addresses.

Campus 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 the student cannot access the services
- Student warranties as they apply to student hardware, peripherals, operating system, software, applications, or hardware configurations
- Student or any third-party actions that destroy student hardware, peripherals, operating system, software, applications, or hardware configurations
- Any loss of any data whatsoever and for whatever reason
- Any server downtime

- Student actions in the use of student hardware, peripherals, operating system, software, applications, or hardware configurations in violation of provincial or federal laws or international laws or conventions
- Troubleshooting or attempting to resolve connectivity issues related to the student's device
- Viruses, adware, malware, spyware mitigation
- Financial loss as a result of viewing non-College-approved websites
- Theft or damage of personal devices while on campus
- Any potential hardware upgrades required due to changes in curriculum

Campus reserves the right to:

- Change or remove any IP address at its discretion
- Block websites that may not be deemed appropriate content

Note: For online student technical assistance, please contact your Student Services Administrator. The Student Services Administrator will assist with e-textbook access, LMS login, and other online course resource assistance. The Student Services Administrator does not provide assistance for issues relating to student devices or internet connections.

Grading

The College uses a letter and or percentage grade to indicate academic performance. Students are given a letter and or percentage grade for each course/module, work experience, practicum, or preceptorship completed or attempted. Grading may be based on classroom/online performance, assignments, projects, and examinations. All grades are available for student review by request; however, we strongly encourage students to keep track of the grades they receive in order to resolve any discrepancies that may arise. Some externally regulated programs have their own set of grading/academic criteria. Individual courses may have different passing requirements. Make sure you understand what is required for each course. Course outlines will describe the course assessment model and the grading criteria.

Grade Status Table

Status	Grade
P	60–100%
F	< 60%
P	Pass
F	Fail
AUD	Audit
W	Withdrawal
I	Incomplete
IP	In Progress
CR	Prior Learning Credit
CR	Advanced Standing

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 fail. 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.

Audit (AUD)

An AUD notation is given where students take a course not for credit.

Advanced Standing Credit (CR)

A “CR” grade is given for students who successfully completed an accredited course that is transferrable to their program upon entry into the College.

Credit for Prior Learning (CR)

A “CR” is given where students’ skills acquired through self-study or work experience have been approved for credit toward the program.

All final grades must be submitted by the instructor five (5) business days after the last day of class.

Please note that externally regulated programs may have their own grading scale.

Grade Disputes

A student in disagreement on an academic/education matter should attempt to resolve the issue first with their instructor. If a satisfactory resolution cannot be found with the instructor, the student can seek a resolution with the Campus Director or designee.

Students who feel they have received an erroneous grade must appeal that grade to their instructor and/or Campus Director a maximum of five (5) business days after the start of the following module/course or term. (Externally regulated programs and/or cohort based programs may have their own policy. Check with your Campus Director.) Only final grades may be appealed.

If the student and instructor do not reach a resolution, the student may appeal to the Campus Director of the College. The Campus 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.

Appealing Academic Termination

Any student wishing to appeal an academic termination may do so in writing to the Campus Director. The student must submit a letter to the Campus Director within ten (10) days of the dismissal letter. The written appeal must state the mitigating circumstances that contributed to the termination. The written appeal must be supported with appropriate documentation of the mitigating circumstances and an explanation on how the circumstances have been remedied or changed.

The Campus 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 Campus Director will report to the student by letter within five (5) to ten (10) days of receipt of the student's letter of appeal. The time necessary may be longer if the appeal is of a complex nature.

Where the Campus 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 of this appeal process is considered final.

Examples of mitigating circumstances include death in the immediate family, hospitalization of the student, documented medical problems, and other special circumstances such as independently documented work-related transfers, natural disasters, and family emergencies. Mitigating circumstances are generally events that are outside the student's control and are unavoidable.

A student who is granted an appeal may be reinstated and, if otherwise eligible, receive financial aid; however, the student will be placed on probation for that semester.

Re-entry after Academic Termination

A student terminated for violating the policies must appeal in writing to the Campus Director for re-entry before the start of the term in which he or she wishes to return. In addition, any student who ceased attendance and whose grades in the last semester of attendance caused him or her to

meet the minimum standards must go through the same appeal process. The appeal procedure described in the preceding section applies. There may be additional requirements depending on the program.

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. The student must successfully retake courses previously failed so that the successful completion percentage meet or exceed the minimum requirements.

Some form of academic evaluation must be conducted by the Campus Director to determine that the student has the desire and the academic ability to progress satisfactorily in the program. A student is allowed one and only one re-entry appeal after being academically terminated.

Honours

The College 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 overall average of **90%** will earn an Honours distinction.

Graduation

Graduation ceremonies are held at least annually, and semi-annually in some occasions. In order to receive an invitation to participate in the Graduation Ceremony, students must:

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

It is understandable that students will have other responsibilities, obligations, and commitments while in College. It is important, however, that students do not lose sight of their academic goals. In addition to attending the College as scheduled, students are required to complete additional hours of personal study time.

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 College.

Projects and Course Assignments

Most courses require completion of one or more projects or other assignments. While the requirements for assignments vary widely, all students are expected to present projects and course assignments for marking in a format that would be acceptable in the workplace. All course requirements will be provided by your instructor.

Participation

The College 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.

On-campus students should be prepared to participate in the following ways:

1. Attend all class hours scheduled for each course within the program of study.
2. Complete all projects, homework, tests, quizzes, and exams as assigned and on time.
3. Participate actively in classes, labs, and placements.
4. Contribute to all discussions, debates, and question periods.
5. Be punctual and remain in class for the full scheduled class time.
6. Be proactive and responsible for their success and seek help when it is required (i.e., academic, financial, budgeting, guidance, etc.).
7. Demonstrate a commitment to their studies.
8. Progress at a satisfactory rate throughout the program.

Online students should be prepared to participate in the following ways:

1. Sign into the LMS for at least 30 minutes on the first scheduled day of each course.
2. Complete all projects, homework, tests, quizzes, and exams as assigned and on time.
3. Participate in and contribute to online discussions and live sessions.
4. Be proactive and responsible for their success and seek help when it is required (i.e., academic, financial, budgeting, guidance, etc.).
5. Demonstrate a commitment to their studies.
6. Progress at a satisfactory rate throughout the program.

Recording in the Classroom

Students need the instructor's permission to record the lesson/lecture. Recording may be permitted solely if the student wishes to record the lesson and use it privately, i.e., not upload or share the recording.

If the student has a disability and needs to record the lesson because of the said disability, he or she has the right to do so according to the regulations governing accommodations agreed upon regarding the disability.

Any form of recording cannot take place until the student has completed the **Permission to Record Agreement** available from the Campus Director, Student Services Coordinator, or Director of Education.

Note: All online live sessions are recorded by the instructor and may be posted to the LMS.

Standards of Academic Progress

Students are expected to maintain satisfactory academic progress throughout their program. Programs and courses have minimum passing requirements. Course outlines indicate minimum passing requirements. Be sure you review your course outlines thoroughly.

In addition, externally regulated programs have their own requirements that dictate academic success.

In the event that a student is not meeting academic or other program requirements, the College uses a process of **increased engagement**, which includes, at a minimum, the following four 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. **Commit to Success Plan or Other Written Action Plan:** At this step, the Instructor 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. A copy of the document is given to the student with an original retained in the student's file. The Campus Director is notified that the plan is in place. 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 College may choose to proceed to the next step.
 3. **Probation**
At this step, the student must meet with the Campus Director or designee. The Campus 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. On the scheduled date, the student must again meet with the Campus Director or designee to review his or her progress in meeting the terms of probation.
 4. **Dismissal**
In the event that the student has not met all of the terms of probation, the Campus 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 College will immediately cease. Refund Policy would apply.
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Student Records

Student records will be maintained on campus. Besides “hard” paper copies, the College retains electronic information containing student enrolment and account information. Student records must include the **Enrolment Agreement, enrolment application, students’ transcripts, financial records including payment records**, and any **refund, student dispute, and/or dismissal information**. A record management system is in place and includes a secure off-site backup.

Colleges maintain complete student records allowing students legislated and reasonable access to these records. Copies of student records are made available to current and former students at a reasonable cost. Full student records are kept for **eleven (11) years**. After 11 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 as long as the College remains in operation under the current ownership. Only authorized individuals have access to the files in each department on a "need-to-know" basis.

Colleges apply and comply with privacy policies, and student record management, use, and retention policies are consistent with applicable provincial and federal privacy legislation, as well as with registration and/or accreditation obligations. These policies apply to the collection, storage, and disclosure of students’ private information, as well as to ongoing business and operational record keeping and analytics. Colleges maintain student records and provide for their safe storage, with final records accessible for future reference.

Official Transcripts

Students will receive **one official copy** of their Transcript upon graduation with their Diploma/Certificate at no charge. Additional copies of official Transcripts will be provided upon request at a cost of **\$25 per transcript**.

Transcripts required for admission to other institutions will be sent directly to the admitting institution at a cost of \$25 per transcript. International destinations (where applicable) will be sent via courier. The student is responsible for courier charges.

Work Experience/Field Placement Policy

For most programs, students are required to participate in and complete one or more **work experience placements** to meet program and graduation requirements. If the program requires the completion of a work experience, this will be indicated in the program outline. Students enrolled in these programs are required to successfully complete these experiences in order to graduate and receive a diploma/certificate. For each program, **work experience coordinators** will clearly convey the requirements to students. All students will receive required supporting documentation to complete and submit before and during the practicum experience.

Work experience occurs through **practicum placements, clinical placements, preceptorships, and field studies** arranged by the College. These work experiences are on-the-job training provided by a training host. The student is covered by liability insurance and provincial Worker's Compensation Insurance, paid for by the College, while on site.

The work experience duration will vary depending on the program and is a **non-paid 'work study' experience**.

If a student declines a work experience placement, the student must indicate and sign the **Practicum Placement Agreement** acknowledging their refusal. The signed document will be placed in the student's administrative file. Students who do not choose to attend the work experience portion of their program will not be eligible to receive their diploma and/or certificate; instead, they will receive only a copy of their transcript of marks with the work experience(s) indicated as 'incomplete'. If the student is funded by student loans or another agency, the financial administrator will inform the agency of the change in end date and that the student did not complete the program as enrolled.

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

Students must meet all of the following requirements to be scheduled into a **practicum/internship/preceptorship/clinical placement or work-related experience**.

Externally regulated programs may have additional requirements:

- Successfully passed all modules/courses prior to placement
- Attendance record must not have fallen below an average of 80%
- Demonstrated English language competency as required by the profession and/or regulator
- Satisfied all financial obligations to the College
- Submitted and have approved all required documentation for the placement by the indicated due date
- International students must have the required study permits and related documents in hand, and remain current with any changes in Citizenship and Immigration Canada policy

Students can decline to participate by completing the appropriate documents, and will not be eligible to graduate from the program.

Campus Regulations

Hours of Operation: Campus hours vary by location; students should check with their campus for specific hours.

Instructional Hours: Classes are normally scheduled in **four- or five-hour blocks** – morning, afternoon, and evening (where available). Each class day starts at the scheduled time. Late arrivals may not be admitted until after the morning break unless permission is granted by Student Services or the Instructor. Breaks should last no longer than **10 minutes**. Classes cannot end prior to the official ending time. Regulators require all instructional hours indicated in the course/program outline.

Food and Beverages: Students shall not take food or beverages into the classroom. In some instances, approved containers may be permitted. Computer keyboards and medical equipment are extremely sensitive to moisture and can be damaged by spills.

Parking: The College does not provide student parking. Students are responsible for their own transportation and parking arrangements.

Personal Appearance: Students are expected to behave and dress as they would in a professional work environment. Examples of inappropriate attire include torn or soiled clothing, see-through or bare-midriff shirts/blouses, low-cut or open-back clothing, and extremely short dresses, skirts, or shorts. Students in business programs should wear proper business attire.

Security

The College provides a secure learning environment. Students must take steps to protect their work and property. Guidelines:

- Always carry your Student Identification
- Never give out your password or personal login information
- Never leave a logged-in computer unattended
- Keep personal belongings with you
- Report any suspicious or unsafe activity to staff
- Follow staff instructions during emergencies

Students may not allow access to unauthorized visitors. Common areas may be accessed briefly. Students are responsible for underage visitors.

Smoking

Smoking in any form (including e-cigarettes, rolled tobacco, or cannabis) is strictly prohibited at all times on college property, during classes, or at college functions. Smokers must not congregate in front of buildings or leave cigarette litter. Grounds outside college buildings must be kept neat.

Statutory Holidays

The College observes the following statutory holidays:

- New Year's Day
- Family Day

- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

If a holiday falls on a weekend, the following working day is taken as the holiday.

Severe Weather Conditions: In cases of severe weather, the College follows actions of the local public School Board. Check the College website or local news for updates.

Student Identification: Student ID cards contain your student number and program information. Always carry your ID on campus. You may be required to show it for:

- Student loan documents
- Signing out resource materials
- Proof of identification on-site (work experience, field trips)
- Tuition receipts, transcripts, and other College documents

A **\$30 replacement fee** applies for lost or stolen IDs.

Student Printing and Photocopying: Administration office photocopiers are not available for student use. Students must make their own arrangements. Coin/card-operated machines may be available.

Telephones

Administration office phones are not available for student use. Courtesy phones (local line only) may be available. Cell phones must be turned off in classrooms, labs, or study areas. No calls or messages are allowed in learning areas.

Academic Support

Eminent College delivers robust academic support through personalized staff intervention, progressive monitoring, and regulatory-compliant processes to ensure students achieve 70% minimum grades and complete programs on time. Support includes mandatory attendance tracking, remedial action plans, exam retakes, and device access—no formal tutoring center, but direct meetings with Academic Manager, Campus Designee, or instructors. All services free for enrolled students.

Mandatory Attendance Tracking

Comprehensive monitoring covers all class sessions from day one, per Enrollment Contract. Punctuality counts as attendance, and late arrivals are partial absences. Records separate excused absences, which require documentation like illness notes or family emergency proof, from unexcused ones. Daily instructor logs and automated LMS flags identify patterns. Triggers include 5 (five) consecutive unexcused days leading to immediate withdrawal and Student Aid notification, 15 (fifteen) consecutive days of any reason including breaks resulting in automatic dismissal and funding termination, and chronic excess absences causing program delays. Students receive weekly reports if at risk, prompting early Academic Manager meetings to prevent escalation. Students with a poor attendance will have in-person or virtual meetings scheduled with the college staff.

Remedial Action Plans

Personalized, documented strategies address students below 70% percent average or with attendance and engagement issues, triggered by mid-point reviews or instructor flags. A collaborative four-step process develops these plans. Step one involves an initial meeting. Step two creates a written plan with targets and review dates, such as weekly check-ins and skill drills. Step three sets probation conditions. Step four leads to dismissal if unmet. Plans include study schedules, extra practice, and peer pairing, with copies provided to students and originals kept in files under Campus Designee oversight. Participation is free and mandatory.

Mid-Point Evaluation

At the mid-point of each program (48%-50%), all students undergo a mandatory Mid-Point Evaluation conducted by the Academic Manager and instructors. This formal review assesses cumulative progress against benchmarks: 70% average grades, progress requirements and attendance compliance.

- Process: Individual 30-minute meeting + written report. Reviews marks, attendance records, instructor feedback, and self-assessment. Identifies strengths/gaps early.
- Outcomes:
 - Clear to Continue: No action needed.
 - Improvement Notice: Verbal/written plan (study strategies, extra practice).
 - Early Probation: If <70% or attendance issues → formal action plan (Step 2 of progress process).
- Timeline: Scheduled within 5-10 business days of mid-point; results discussed same week.
- Purpose: Prevents late failures, aligns with PCC/Student Aid requirements for ongoing eligibility. Failure to attend evaluation = unexcused absence. Contact Academic Manager for reschedule: info@eminentcollege.ca.

Exam Retakes

Flexible opportunities help achieve the 70% percent passing threshold on quizzes, classroom marks, practicals, and finals, preventing failure-based barriers. Quizzes and midterms allow unlimited retakes plus supplemental assignments. Practical permits two attempts before Campus Designee review for continuance. Finals offer two free retakes, with additional ones needing approval and possible fees. Scheduling conflicts go through the Campus Designee. Appeals follow instructor review within three days, then Designee, then Director within five days. Mid-point evaluations preview readiness, and results update averages immediately to reduce dismissal risk.

Device Access

Required technology ensures equitable access to LMS course materials, assignments, and virtual components. Students supply laptops or tablets meeting specifications: Windows ten or newer with Intel Celeron N3060 or equivalent, four gigabytes RAM, thirty-two gigabytes free space, and Microsoft Office 2013 or newer; or Chrome OS with quad-core one point six gigahertz processor, four gigabytes RAM, sixteen gigabytes storage. Devices connect via campus Wi-Fi "Eminent Students 2.4GHz". No device bars participation in activities. Verification occurs at orientation and mid-point. The college provides no tech support and disclaims liability for data loss, theft, or damage. Academic Manager assists with access issues, not hardware.

Access Academic Support

Contact Academic Manager, or Campus Designee for progression/stress/course help: info@eminentcollege.ca or 587-686-8348. Hours: Mon-Fri 9AM-5PM, Suite 201, 10125 109 St NW, Edmonton. Walk-ins OK. Track via student file; peer study groups encouraged by instructors.