

Welcome!



Canford Institute
Of Technology

Dear prospective CIT Student,

Canford Institute of Technology is a special place. From our admission process right through to our employment support after graduation, we strive to provide our students with professional and personal development experience. It is this dedication that gives our graduates the competitive edge in the workplace.

When you registered as a student at CIT, you became a part of this place. From now on, Canford Institute of Technology will be a part of most of the significant future activities you undertake, whether they are educational, professional, or social in nature. At CIT, you have access to a strong support team that is dedicated to helping you every step of the way. This team consists of your Faculty, International Admission Representative, Campus Director, Financial Representatives, Student Services, Employment Services Personnel, and Administrative Staff

To help you make the most of all of these opportunities, we offer this student handbook. Remember that CIT has no higher purpose than to assist you in achieving your career and educational goals, and that everyone here is dedicated to giving you all of the assistance which is available and appropriate. We hope that you will join with us in making CIT the foundation for a better tomorrow for all of us.

If there is any way that my office can be of help to you during your time on our campus, I hope that you will contact me.

Adelodun Adejare
President
Canford Institute of Technology

Program	Program Hours	Program Weeks	International Student Tuition	Books/E-resources	Extra Charges	Total
Diploma in Business Administration Management	980	49	\$13,400	\$1,600		\$15,000
Diploma in Business Information Technology	1420	70	\$19,400	\$1960		\$21,360
Accounting & Office Administration	665	30	\$6,411	\$1,630		\$8,041
Community Support Work	662	30	\$6,240			\$6,240

All international students pay a non-refundable application fee of CAD \$130.00

A \$250.00 Student Registration fee is required upon signing the Student Enrolment Contract. The registration fee will be credited to your tuition upon commencement of the program.

Please note that International students are not eligible for Alberta Government Student financial assistance. If you require financial assistance, please contact your home government to determine if you qualify for aid from your home government or from the Government of Canada under the Canadian International Development Agency.

* Total costs may change without notice due to extra costs such as books, and other supplies related to the program.

ADMISSION REQUIREMENTS

Admission Policy

Admission to programs at Canford Institute of Technology requires applicants to follow a formal application procedure. The application and admissions process includes an interview with an Admission Representative; meeting with a financial administrator or financial planner; validating that the applicant meets the program admission requirements; signing a formal enrolment agreement.

At all times the College is responsible for providing prospective students with accurate information about the programs it offers so that the student can make informed decisions. Admission is based upon applicants meeting the prescribed program admissions requirements. Admission to programs must be approved by the Campus Director.

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

English Language Requirements – All Programs

In addition to each program's admission requirements all international applicants must demonstrate that they are proficient in the English language in order to be successful in their training.

Unless specifically stated in the program admission requirements. English language proficiency requirement can be satisfied if the applicant has earned a high school diploma from secondary school (or above) in a system in which English is the official language of instruction. If English was not the applicant's first language, the applicant will need to meet the minimum English Language Proficiency standard. English test scores are valid only if dated within two years of application. Acceptable evidence of ELP may be one of the following:

- CLBA 7 in each strand
- TOEFL Internet-based test score 71 (overall score) PBT: 560
- IELTS Academic 6.0, with no band score below 5.0
- CAEL score of 60

International Program Admission Requirements

Students applying for all programs must meet the below individual program criteria in addition to successfully interviewing with an Admission Representative. Full program content and information can be found at www.canford.ca. Transcript and educational credential equivalencies may be required to undergo assessment through the International Qualifications Assessment Service (IQAS) or World Education Services (WES).

Program: Business Administration Management

Standard Admission:

1. High school diploma or equivalent (verified by transcript).

Mature Admission:

1. Be 18 years of age and out of school for 1 year.
2. Successfully pass the College entrance assessment
OR a. achieve => 16 on the Wonderlic Test
OR b. achieve => 4 on the CAST (Canadian Achievement Survey Test)

Program: Business Information Technology

Standard Admission:

1. High school diploma or equivalent (verified by transcript).

Mature Admission:

1. Be 18 years of age and out of school for 1 year.
2. Successfully pass the College entrance assessment
OR a. achieve => 16 on the Wonderlic Test
OR b. achieve => 4 on the CAST (Canadian Achievement Survey Test)

Program: Accounting and Office Administration

Standard Admission:

1. High school diploma or equivalent (verified by transcript).

Mature Admission:

1. Be 18 years of age and out of school for 1 year.
2. Successfully pass the College entrance assessment
OR a. achieve => 16 on the Wonderlic Test
OR b. achieve => 4 on the CAST (Canadian Achievement Survey Test)

Program: Community Support Worker

Standard Admission:

1. High school diploma or equivalent (verified by transcript).

Mature Admission:

1. Be 18 years of age and out of school for 1 year.
2. Successfully pass the College entrance assessment

OR a. achieve => 16 on the Wonderlic Test

OR b. achieve => 4 on the CAST (Canadian Achievement Survey Test)

Practicum Requirements

1. Provide a negative criminal record check including vulnerable sector
2. Provide completed immunization report showing current immunization including Hepatitis B and free of communicable diseases.

ACADEMIC POLICIES

Attendance

The College expects regular and punctual class attendance. Punctuality is as important as good attendance. As a student, you are expected to attend classes, including any make-up sessions, on a regular basis and notify the campus immediately of any absences or lateness in accordance with your contractual agreement. Student absences will be recorded from the first day the class meets. The student is also responsible for notifying the third party funder, if applicable, of the absence.

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. CIT 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.

Resumption 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 Campus Director or designee as soon as they are sure of their return date. 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 behaviours 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

15. 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

Canford Institute of Technology 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 Alberta. Students wishing to withdraw from study must either meet with the Admissions Representative or 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 may only fail three course/modules over the duration of their studies unless otherwise stated. Externally regulated programs may have different requirements. Should the student fail a course/module, he or she may receive one course/module repeat at no cost. Subsequent failed modules 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. 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, Admissions Representative, 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

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. Along with this package, students enrolled in applicable programs will also receive a tablet. The tablet voucher will be processed by the College upon confirmation of attendance on the first day of class and upon the approval of funding.

The College is not responsible for any lost, damaged, or stolen tablets. In the event that the tablet device is lost, damaged, or stolen, students may use their own tablet or access e-resources on a computer. While a student, the use and operation of the tablet will be governed by the College's Responsible Use of Technology Policy.

There may be elements of a program that may utilize or introduce on-line learning components, or blended learning modules of program delivery during the program

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 - course materials and many e-books are accessed here). and all related course e-resources. When communicating with other students or staff, please use the email address provided to you; this will allow you one place in which to keep track of all of your communications with the Canford Institute of Technology.

Bring Your Own Device Policy

During the Admissions process, students will have the opportunity to opt-out of the Campus sponsored tablet program. Note, if the student opts-out of the Campus tablet program, they will not be able to opt back in during their contracted program.

A device (tablet, notebook, or laptop) suitable to the student's curriculum is critical to the student's success. If the student chooses to opt-out of Campus sponsored tablet program, the student is fully responsible for bringing the appropriate device to the classroom.

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

Students will also need an active, Campus supplied, 9 digit (XXX-XXXXXX) AD (Active Directory) user account and password in order to connect to the campus WiFi "CIT*CampusNet*" 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 Canford Institute of Technology's Responsible Use of Technology Policy.

Sharing of AD credentials is strictly prohibited and may result in IT privileges being revoked.

Device

Student device must meet or exceed the corresponding specifications based on operating system (OS). All devices must support Microsoft Office 365 or Microsoft Office 2016. The specifications noted here are only a guide and may change without notice.

Microsoft Windows Devices

Operating System (OS): Windows 7/8/8.1/10 (32/64 Bit) – Windows 10 recommended!

Hardware: Intel Celeron Processor N3060 or equivalent, 32 GB HDD, 2GB RAM, Keyboard, Mouse or trackpad

Software: MS Office 2013 or newer

Examples: Dell Inspiron 11 3000, MS Surface 3, MS Surface Pro 4, MS Win 10 compatible notebook

Apple iOS Devices:

Operating System (OS): Mac iOS X 10.8 or later

Hardware: Keyboard, Mouse or trackpad,

Software: MS Office 2013 or newer

Examples: MacBook Air, iPad Air 2, iPad Pro

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

Examples: Acer Chromebook 14, Toshiba Chromebook 2, Acer Chromebook 13

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

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 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 College approved websites
- Theft or damage of personal device 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 as appropriate content

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 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.

Alpha and Grading System			
Percentage	Letter	Grade Point	Grade Meaning
90-100	A+	4.0	Outstanding
83-89	A	4.0	Excellent
80-82	A-	3.7	Excellent
77-79	B+	3.3	Good
73-76	B	3.0	Good
70-72	B-	2.7	Good
67-69	C+	2.3	Satisfactory
63-66	C	2.0	Satisfactory
60-62	C-	1.7	Satisfactory
55-59	D+	1.3	Marginal
50-54	D	1.0	Marginal
0-49	F	0.0	Fail

CIT's official pass mark is D (50%) on the alpha grading system.

Code	Meaning	Code Explanations
H	Honours	Honours to indicate superior achievement.
TR	Transfer	
P	Pass	Pass to indicate fully satisfactory performance.
CR	Credit Awarded	Course credit awarded in accordance with advanced credit/transfer credit policy.
IP	In Progress	In Progress
AU	Audit	Course was audited. No credit is given.
IN	Incomplete	Incomplete
W	Withdraw	Student officially withdrew from the course prior to the prescribed deadline. No credit earned. Not calculated in GPA.
WF	Withdraw with Failure	Student withdrew from the course after the prescribed deadline. No credit earned. Calculated as a failing grade in GPA.
CTN	Continued	Course was made up of two parts (A + B) with the final grade and credits for both parts being recorded on part B.

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) - 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 locations. 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.

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 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.

Prior Learning Policy

Advanced Standing

Course credit for up to 50% of a program of study can be credited by way of advanced standing. Advanced standing is based on credit received for the completion of an equivalent course at another institution (transfer credit). High school courses are not eligible. Advanced Standing may be awarded by meeting the following guidelines:

- Students must submit all transfer documentation pertaining to their program before the first day of class.
- Transfer must be transcript based (original transcripts or certified copy) and supporting documentation must be provided (course description, course outlines, etc.).
- The transcript the student is basing their challenge on must be no more than 12 months old.
- Course equivalency must have been authenticated and signed off by current Instructor who has reviewed the course description of the module.
- Courses that are used to apply for advanced standing must have been awarded a minimum grade of 65%.
- Only non-senior courses can be transferred unless otherwise approved by the Vice President, Academics & Regulatory Affairs.
- It is the student's responsibility to submit the appropriate documents for course transfer.

There is a **\$40 assessment** fee for each course for which prior learning is requested. Payment must be made before the assessment will be administered. Externally related programs may have different requirements.

Credit for Prior Learning

With approval of the Campus Director, up to 50% of a program of study can be credited by way of a Prior Learning Assessment (PLA) at the time of application to a program. Prior learning is defined as skills acquired through self-study or work experience. High school

work experience programs are not eligible. Challenge exams must be administered by an Instructor, and the results returned to the student within 24 hours of receiving the application challenges based on prior learning can only occur for those courses that have a comprehensive final exam. Students may be awarded credit by meeting the following guidelines:

- Students must submit all challenge requests pertaining to their program before the first day of class.
- Advanced level courses cannot be challenged, unless otherwise approved by the Vice President, Academics & Regulatory Affairs.
- A student may only attempt a challenge examination once per course per program.
- Current industry certification may be acceptable as credit for prior learning.
- The student must receive a grade of 65% or better for a successful challenge.
- It is the student's responsibility to submit the appropriate documents to challenge a course.

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.

Test and Exam Rewrites

Upon appeal to the instructor, a student may rewrite a test, exam, or project when he or she has 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 3 days before rewriting an exam or project. The minimum passing score will be recorded as the re-write mark regardless of the score actually achieved unless the exam is an exam provided by an external certifying agency. In this case, the exam rewrite policy of the external certifying agency will apply. Only one rewrite attempt will be permitted. 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. A maximum of two (2) re-writes will be allowed throughout the course of the program. There may be an exam cost associated with rewrites in some programs.

Work Experience/Field Placement Policy

For most programs, students are required to participate in and complete one or more work experience placements in order 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.

DISPUTE RESOLUTION POLICY

Due to the size of the organization and diversity of individuals operating in close proximity to one another, the College realizes there may be disputes and conflicts that arise from time to time. The College is committed to ensuring a safe, comfortable, equal, and responsive learning environment for everyone. The College is committed to the prompt and equitable resolution of student concerns to the satisfaction of both the student and the College.

Addressing concerns can follow either an informal or formal dispute resolution process as described below.

It is understood that a student has an obligation to promptly bring concerns or complaints about their program. The College does not want minor problems to develop into major issues. This is to provide the student and the College the best opportunity to address, respond to, and if necessary, remediate the issue as soon as possible. In general, if a student has any problems or concerns during their training period, the College encourages students to discuss them promptly with the staff member directly involved. Should the concern require further investigation and involvement, the staff member will arrange a meeting with the appropriate personnel, up to and including the Campus Director.

If a satisfactory resolution is not reached, the student will be asked to document, in a letter, their concern, the actions taken to date by the campus in an effort to resolve the issue, and the desired resolution. Written signed complaints in which the complainant's identity is disclosed are preferred; however, e-mail complaints may be accepted 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.

The Campus Director will investigate the student's concern and meet with the student to seek a resolution. The Campus Director will respond to the student upon receiving the student's letter or Student Concern Outline Report. The Director's written response will include a summary of the investigation findings and the proposed resolution.

The student is given the original response letter. A copy of the response letter will be retained in the student's administrative file, and a copy will be placed in the Campus Conflict Binder.

If the student is not satisfied with the resolution at a Campus level, he or she can then contact the Director of Operations or Director of Program and student Services and submit their documentation as described.

A complaint must be filed with the Director of Program and student Services 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) they are complaining about. Anonymous complaints will not be accepted. At each level, complaints must be in writing; however, e-mail complaints may be accepted with telephone confirmation. The Director of Program and student Services becomes directly involved in student concern/complaint only when the complaint has not been resolved at Campus level.

Procedures

Informal Resolution Process

Local Resolution (Campus Based)

1. If a student has a concern about another student, the course/module, an assignment, an examination, or any other classroom related matter, the student should meet with the instructor. In most cases it is best to address the concern directly and with the person involved. If the matter cannot be resolved, the student is directed to the Campus Director.
2. If the concern involves an instructor, the College, the facilities, financial matters, a College employee, health related matters, or a concern of a serious nature, the student should meet with the Campus Director. The Campus Director may refer the student to a designee for further discussion or exploration of the issue. The campus-based process involves meeting with the student, discussing the student's concern, and recording the concern and the student's desired resolution on the Student Activity Form. Relevant parties may be contacted during this process.
3. A Student Activity Form is completed and signed by both the student and the Campus Director or designee as a means of capturing the content of the conversation, concerns, agreements, and/or action to be taken, if any. The Student Activity Form is given to the student and a copy is filed in the student's administrative file.
4. If the Campus Director or designee and the student come to a satisfactory resolution during the meeting, the resolution plan is implemented, and the Campus Director or designee will follow up to ensure the resolution plan satisfactorily resolves the concern.

Formal Resolution Process

Local Resolution (Campus Based):

In order to facilitate a timely and accurate resolution, students must initiate the Formal Resolution Process within ten (10) days of the date the events that gave rise to the complaint.

1. 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.
2. In order for the Formal Resolution Process to begin, the student must put his or her concern or complaint in writing in the form of a letter and/or the Student Concern Outline Report. The student must set out the areas of concern/complaint, their intention that they follow the formal dispute resolution process, their recommendation for resolution, and what steps they have taken to date to address or resolve the issue. This will initiate the Formal Resolution Process. Additional comments can be attached to the Student Concern Outline Report as necessary.
3. The Campus Director or designee will investigate the student's concern/complaint and meet with the student to seek resolution and/or seek additional information around the concern/complaint from the student as soon as is practicable and normally within 5 business days.
4. The Campus Director or the designee will investigate the student's concern/complaint and within 10 business days of receipt of the complaint letter will respond in writing stating the outcome of the investigation with recommendations.
5. 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 Campus 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.
6. All correspondence regarding the dispute will ordinarily be under the Campus Director's signature.

Regional Resolution:

1. If a resolution is not forthcoming at the campus level, the student may contact the Director of Program and student Services or an Executive Staff.
2. The student must submit a written signed letter to the Regional Vice President/Regional Director or designate detailing the events that have happened to date, efforts made to resolve the concern, and their desired resolution.
3. If possible, the Director of Program and student Services or designate may meet with the student to discuss options for resolution. Director of Program and student Services or designate will investigate the student's concern/complaint and within 10 business days of receipt of the complaint letter, unless the circumstances of the investigation dictate otherwise, will respond in writing stating the outcome of the investigation with recommendations. If so, the Director of Program and student Services will keep the student informed. The Student Relations Office will conduct an investigation and review of the complaint/concern and inform all parties of the progress of the investigation and review. The time necessary to complete an investigation will be dependent on the complexity of the matter.
4. If the student accepts the conclusions/recommendations for resolution, the matter is deemed resolved and a copy of the student's complaint/letter, together with the

response, will be retained in the student's file, with a letter sent to the student describing the agreed to outcome.

Campus Support Resolution:

1. If a resolution cannot be found at the campus level or through the Director of Program and student Services, the student may pursue the matter further by submitting a written signed letter to the Student Relations Office. The letter must include their concern, the actions taken to date, including any informal or campus based efforts to resolve the complaint or concern. The student must set out what they consider as the desired outcome or resolution. The Student Relations Office becomes directly involved in student conflict only when the complaint has not been resolved at the regional level.
2. Normally, Campus Support will not act on a complaint or student concern where the student has not first explored resolution of the complaint/concern at the campus and regional levels. A telephone number (1-403-869-9391 - English) is published for students wishing to contact Student Relations; however, the primary and most important contact for the student is the Campus Director.
3. The Student Relations Office will contact all relevant parties to gather information regarding the concern.
4. The Student Relations Office will conduct an investigation and review of the complaint/concern and inform all parties of the progress of the investigation and review. Campus support investigations usually take 15 business days. The time necessary to complete an investigation will be dependent on the complexity of the matter.
5. Once the investigation is complete, the Student Relations Office will respond to the student in writing setting out the investigation conclusions and, where appropriate, make recommendations for resolution.
6. If the matter is deemed resolved, the Student Relations Office will document the resolution process and advise all concerned parties in writing of the resolution. The student may be required to sign a release form. The Student Relations Office will retain a copy of the student's complaint/letter together with the response.

External Resolution:

1. Once all of the above processes have been exhausted, and if no resolution is reached, the student will have exhausted the College's Internal Complaint/Dispute Resolution Process.
2. If the concern cannot be resolved and the student wishes to take the matter further, the student and College agree that the complaint can only be advanced further by way of third party arbitration. Unless otherwise agreed, or decided by the arbitrator, each party will bear the equal cost for the arbitration.
3. If the student is not satisfied with the College's decision after the review process, he or she can file a complaint with Alberta Advanced Education, Private Career Colleges at advancededucation.alberta.ca.

FINANCIAL

General Information

The College expects students to pay all balances according to arrangements made with the School's Finance Department. All fees are payable as specified in the student's payment plan. Students are also financially responsible for all charges incurred after the Enrollment Contract has been signed.

Tuition Fees and Payment

Students are informed of all fees related to a program of study during the admission process. Students are responsible for repaying their loan(s) and complying with the terms of their enrolment contract and student loan agreement with student loan authorities. If a student withdraws from studies or ceases to be a full-time student, the student could be in an over-award situation with the student loan program. Students are required to speak to the Financial Administrator/Planner 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 a student does withdraw or is dismissed from a program, the College is required to both report this to the appropriate student assistance office and to refund tuition fees in accordance with the stated refund policy. In the event there is a student tuition refund, the refund is applied to outstanding student loans with student loans authorities. All tuition and other fees must be paid in full prior to the academic end date specified on the Enrollment Contract.

Students who do not pay fees as agreed or do not make satisfactory arrangement to pay tuition and other charges, will be suspended or dismissed from the College.

Refund Policy

Refund entitlement is calculated on the total fees due under the contract, less non-refundable (registration/application) fees.

Refund of registration fee - before training begins

16(1) If a student terminates a student contract before the vocational training begins, the licensee is entitled to any registration fee paid by or on behalf of the student.

(2) The licensee must refund any registration fee that has been paid by or on behalf of the student if

(a) A licensee terminates a student contract before the vocational training begins, or

(b) The vocational training does not begin on the commencement date set out in the student contract.

Refund of tuition - after training begins

17(1) If a student contract is terminated after the vocational training begins, the licensee is entitled to the following amounts of tuition:

(a) when 10% or less of the vocational training has been provided: 25% of the tuition

(b) when more than 10% but 50% or less of the vocational training has been provided: 60% of the tuition

(c) when more than 50% of the vocational training has been provided: 100% of the tuition

(2) If a licensee has received a tuition fee in excess of the amount that the licensee is entitled to under subsection (1), the licensee must refund the excess amount.

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

Payment of refunds

(1) Subject to subsection (2), a refund of a student's tuition must be paid

(a) to the student, or

(b) in the case of a 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.

(2) If a licensee receives payment of a student's tuition from a government, agency, or person other than the student, any refund of the student's tuition must be paid to the government, agency, or other person.

(3) If a licensee is required to refund a registration fee or tuition, the refund must be paid not later than the earlier of the following:

(a) 30 days from the day the student contract is terminated;

(b) the time period specified in an order of the Director.

INTERNATIONAL STUDENT SERVICES

On-Campus Student Services

CIT College has several designated staff to assist students while attending college. Aside from the Admission Representative, students can seek assistance from the following individuals:

- Campus Director: manages and oversees campus operations
- Student Services and/ or Academic Manager: assists students with academic progression
- Financial Administrator: manages student account receivables and payables
- Financial Planner: assists students with budgeting and funding
- Practicum Coordinator: assists students with securing practicums
- Career Services: assists graduates with seeking employment
- Program Coordinator (where applicable): externally regulated programs such as Health Care Aide, Alberta Provincial Curriculum have a Program Coordinator to assist with program specific questions

Services Available to International Students

CIT College provides several types of assistance and resources to international students. These include resources and information on:

- Community cultural services;
- Accommodation and transportation;
- Banking;
- Community Counselling services;
- College life and expectations.

Health and Safety

The College is committed to creating a healthy and safe environment. All students, employees, and contractors are required to work safely and know and follow guidelines for safe work procedures. Students and staff have a duty to comply with the safety rules, assist in maintaining the hazard free environment, report any accidents or injuries, including any breaches of safety, and report any unsafe equipment, working conditions, process, or procedure at once to an instructor, supervisor, or Campus Director.

STUDYING IN ALBERTA

Study Permit

As an international student, you will need to apply for a study permit through Citizenship and Immigration Canada. For complete information regarding Study Permits, please contact an International Admission Representative or visit <http://www.cic.gc.ca/english/study/index.asp>

Work Permit

As an international student and graduate with a study permit, you and your spouse or common-law partner may be eligible to work while in Canada. For complete information regarding work permits, please contact an International Admission Representative or visit <http://www.cic.gc.ca/english/study/work.asp>

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> for complete information and application eligibility.

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. CIT 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/>.

Housing

International students who do not have family in Canada and plan on living will need to arrange for accommodation for their duration of stay in Canada. Students can find accommodation in Calgary or Edmonton using website such as:

- <https://www.search4studenthousing.com>
- <http://canadahomestaynetwork.ca/for-students/>
- <http://Rentfaster.ca>
- <http://viewit.ca>
- <https://www.caprent.com/>
- <https://rentspot.com/>
- <https://www.rentingspaces.ca>
- <http://www.rentseeker.ca/>

Please note that CIT is not affiliated with any of the below and cannot guarantee quality or service.

Students can also contact the Canford Institute of Technology office for assistance in finding a suitable accommodation, by e-mailing housing@canford.ca