



Student Handbook



Introduction

We would like to welcome you to the Excel Academy, and are pleased to be able to support you in your educational journey. Whether this is your first foray into postsecondary education, or you are returning to school after a number of years, we are glad that you have chosen our Academy to help you prepare for a career in the human services or health care sector.

The Excel Academy opened in 2000 under the umbrella of the Excel Society, a not-for-profit organization serving Albertans since 1964. The original mandate was to provide quality training to the employees of the Excel Society, and the first certificate program offered was the Community Support Worker program. This has since expanded to include the Government of Alberta certified Health Care Aide program, as well as the Prior Learning Assessment & Recognition programs.

This student handbook was developed to provide students with a summary of our student policies and academic practices. For more information, please refer to the Excel Academy's Policy and Procedures manual.

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Student Admission Requirements

The admission requirements of the Excel Academy's certificate programs are as follows:

Community Support Worker

Standard Admission – Students will provide:

- Original Grade 12 high school transcript of grades from a recognized school, or equivalent of proof of completion of General Educational Development (GED). Must include proof of completion of a minimum of grade 10 English and Math. Students who did not complete their studies in English will require an English language assessment (*see Operational Procedure 1.04 for more details on the English as a Second Language (ESL) Assessment*).
- A full page letter outlining your motivations and interest in taking the Community Support Worker Certificate. This letter should your knowledge of the advantages/disadvantages of a career in this field, details of any related work experience and why you want to be a Community Support Worker.
- An individual interview at the Academy with Instructor(s).
- A signed and completed enrolment application.
- A police information check that includes a vulnerable sector check should be obtained one month prior to the start of the program.
- Payment of \$125.00 Registration Fee (non-refundable).

Mature Admission

An applicant who is 21 years of age or older prior to the start of the admission term is considered a mature admission. Mature students' official education transcripts do not have to indicate that a "high school diploma" was earned even if it is stated in a program's admission requirements, but these students must have completed the stated academic admission requirements. Students will provide:

- Original transcript of last high school level studied and English as a Second Language (ESL) competency certificate if majority of studies done in language other than English. Students who did not complete their studies in English will require an English language assessment (*see Operational Procedure 1.04 for more details on the English as a Second Language (ESL) Assessment*)
- A full page letter outlining your motivations and interest in taking the Community Support Worker Certificate. This letter should your knowledge of the advantages/disadvantages of a career in this field, details of any related work experience and why you want to be a Community Support Worker.
- An individual interview at the Academy with Instructor(s).
- A signed and completed enrolment application.
- A police information check that includes a vulnerable sector check should be obtained

one month prior to the start of the program.

- Payment of \$125.00 Registration Fee (non-refundable).

Community Support Worker – Prior Learning Assessment & Recognition (CSW-PLAR) – Students will provide:

- Original Grade 12 high school transcript of grades from a recognized school, or equivalent of proof of completion of General Educational Development (GED). Must include proof of completion of a minimum of grade 10 English and Math. Students who did not complete their studies in English will require an English language assessment (*see Operational Procedure 1.04 for more details on the English as a Second Language (ESL) Assessment*). *Mature students: refer to information above.*
- Resume detailing relevant work experience.
- Proof of related work experience (minimum 1200 hours)
- A police information check that includes a vulnerable sector check should be obtained one month prior to the start of the program.
- Letter of recommendation form
- Copies of certificates for relevant professional development.
- Interview with Academy Instructor.
- Essay outlining candidate's understanding of the role of a CSW and their fit for the role.
- Payment of \$125.00 Registration Fee (non-refundable).

Health Care Aide – Students will provide:

- Alberta Grade 10 English or equivalent. Students who did not complete their studies in English will require an English language assessment (*see Operational Procedure 1.04 for more details on the English as a Second Language (ESL) Assessment*)
- A police information check that includes a vulnerable sector check should be obtained one month prior to the start of the program
- Interview with Academy Instructor.
- Essay outlining candidate's understanding of the role of a HCA and their fit for the role.
- Up-to-date immunization record is to be completed and a copy submitted to the Instructor prior to entry into the practicum (see HCA Information Package for further details).
- Payment of \$125.00 Registration Fee (non-refundable).

Health Care Aide – Prior Learning Assessment & Recognition (HCA-PLAR) – Students will provide:

- Alberta Grade 10 English or equivalent Students who did not complete their studies in English will require an English language assessment (*see Operational Procedure 1.04 for more details on the English as a Second Language (ESL) Assessment*).
- A police information check that includes a vulnerable sector check should be obtained one month prior to the start of the program
- Up-to-date immunization record is to be completed and a copy submitted to the Instructor prior to entry into the practicum (*see HCA Information Package* for further details).
- Resume: including dates of work experience as an unregistered health care aide (HCA) or in a related job position as well as supportive education certificates (e.g. workshops taken, CPR, First Aid, etc.).
- Letter of recommendation from current employer or supervisor (or previous employer, if currently not working) outlining the candidate’s suitability for this PLAR process. Letter must describe: motivation to learn, problem solving ability, maturity, empathetic attitude towards others, organizational skills, teamwork, communication and documentation skills. If unable to secure letter from employer or supervisor, letter must come from a non-family member who has known you for at least three years and who can endorse your suitability for the PLAR program.
- Proof of work experience as an unregulated health care aide (HCA) of 600 hours (minimum) within the last two years as provided by employers.
- Review of Performance Checklist (checklist provided by the Excel Academy) and filled out by the candidate in conjunction with employer’s (or previous employer’s) regulated nursing professional (LPN/RN/RPN only).
- Interview with Academy Instructor.
- Essay outlining candidate’s understanding of the role of a CSW and their fit for the role.
- Payment of \$125.00 Registration Fee (non-refundable).

The admission standards are also subject to change at the discretion of the Excel Academy.

Refer to Code 1.01: Student Admission Requirements for Certificate Programs

Student Contracts & Registration Fees

1. These regulations only apply to students paying more than \$1000 for tuition and who are not paying their tuition via payroll deductions.
 - a. All students registering for a certificate program are required to fill out an Alberta Student Enrolment contract upon registration to their program.
 - b. Excel Society employees that pay their tuition themselves or through student financing are subject to these regulations.
2. Employees of the Excel Society who pay their tuition via payroll deduction are exempt from PVT Regulations regarding student contracts, as they are considered to pay via garnished wages. Also exempt are any students whose tuition amounts to less than \$1000. Those students who are exempt from the PVT Regulations will have their files indicated as such and information from those files will not be utilized for any formal reporting purposes. These students will complete the **Student Enrolment Contract for Non-PVT Eligible Employees (form 1.03)**.

From “Private Vocational Training Regulations (2003)”¹

“Student contract 12(1) A licensee must enter into a student contract with each student who is to receive licensed vocational training, and the licensee must provide a copy of the signed student contract to the student forthwith.

(2) The period in which a student contract has effect is

- (a) the period established by the Director², or
- (b) if the Director does not establish the period, the school term for which the student is enrolled.

(3) A licensee must not enter into a student contract with a person under 16 years of age without the prior written approval of the Director.

(4) If there is a conflict between a student contract used by a licensee and the student contract approved by the Director, the student contract approved by the Director prevails.

Termination of student contract 13(1) A student or a licensee may terminate a student contract by giving written notice of the termination to the other party.

(2) The notice referred to in subsection (1) may be delivered to the other party in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.

(3) A student contract is terminated on the date on which the notice under subsection (1) is delivered.

¹ *Private Vocational Training Regulation, R.S.A. 2003, N/A.*

² *Director throughout this procedures refers to the Director of the Private Vocational Training Branch*

(4) Despite subsections (1) to (3), the Director may, after considering the relevant circumstances, determine the date that a student contract is to be considered to have been terminated for the purpose of a refund under section 17 of this Regulation.

Registration fee 14(1) Subject to subsection (2), a licensee may require a prospective student to pay a registration fee of not more than \$500 before that person's vocational training begins.

(2) A licensee must not require or accept payment of

(a) a registration fee in respect of a prospective student until that person has signed a student contract, or

(b) a tuition fee in respect of a prospective student before that person's vocational training begins.

(2.1) Despite subsection (2)(b), a licensee may accept a tuition fee in respect of a prospective student before that person's vocational training begins if the fee is paid by a third party approved by the Director.

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

Cooling off period 15 Notwithstanding anything in this Regulation, if a student terminates a student contract on or before the 4th business day after signing the contract, the licensee must refund any tuition or other fee paid by or on behalf of the student.

Abandoning provision of vocational training 18(1)

A licensee abandons the provision of vocational training under its license if the licensee stops providing the vocational training before it is complete and

(a) there are student contracts for the vocational training that have not been terminated, or

(b) all student contracts for the vocational training have been terminated but one or more of the contracts were, in the Director's opinion, terminated by the licensee so that the licensee would not be required to provide the vocational training.

(2) Notwithstanding sections 16 and 17, if a licensee abandons the provision of vocational training under its license,

(a) the licensee must refund all tuition that has been paid in respect of the vocational training, and

(b) section 11 applies if the licensee is unable or refuses to make the refund.

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

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

(5) This section does not require the refund of tuition in respect of a student whose student contract is terminated

(a) by the student before the licensee abandons the provision of vocational training, or

(b) by the licensee before the licensee abandons the provision of vocational training where the termination was made because the student was expelled or for non-payment of fees."



Refer to Code 1.03: Student Contracts & Registration Fees for Certificate Programs

English Language Assessment

Students will be required to book a time to come in and complete an online English language assessment, using The Canadian Language Benchmarks (CLB) website online assessment tools¹. These tools assess reading and listening skills. Students will be asked to set aside up to two hours to complete the assessments. Assessment need to be completed at least two weeks prior to the start of their program

1. When students arrive for their appointment, they will log onto the Canadian Language Benchmarks (CLB-OSA) website and register for an account. Students who do not have an email address will log in using the generic Excel Academy account.
2. Students will be asked to complete the Reading One assessment, and once complete, will request that the Administrative Assistant print off their assessment score. Once that score has been printed off, they will be provided with a pair of headphones or speakers and a Lesson One note keeping page and asked to complete the Listening One assessment. Again, once complete they will request that the Administrative Assistant print off their assessment score.
 - a. Students require a minimum score of six on the Reading and Listening assessments (see attached descriptions for the scores). Students who score lower than this will be advised that their score(s) are lower than the necessary level for the program, and may redo the assessment(s) (that scored below a six) **one time**, if they so choose. If they wish to redo the assessment(s), they will follow steps two through five, using the Reading and/or Listening Two assessments. The score on a redo will be considered the final assessment score.
 - b. Students who score five or five/six on their assessment(s) will be advised that their scores are lower than the necessary level needed for their program, and will be advised to consider furthering their English language skills before taking the program. Should the student still want to take the program, they will be advised of the Excel Academy's academic standing procedures (*Operational Procedure 1.18*), and that students who do not maintain the minimal grade level will be required to withdraw from the program, forfeiting their tuition as per their Student Contract. Once advised of this, the student may enrol in the program, dependant on there being an available space.
 - c. Students who score five or lower on one or both assessments will be informed that their score is below the acceptable level required for the program, and will not be able to enrol at this time. They may reapply for future offerings.
3. Once they have completed their two assessments, the Administrative Assistant will provide their printed off scores to the Instructor. The Instructor will meet with them to conduct an interview that will assess their level of appropriateness for the program, as well as their spoken English skills.

- a. For HCA students, they must write their essay portion prior to meeting with the Instructor. In the essay, they must identify the reasons why they want to be an HCA. The Administrative Assistant will provide the student with the appropriate template. Important to note, the exam and the interview may not occur on the same day due to conflicting schedules of the instructors. Students may be asked to book the interview portion on a separate date.

¹ Should the CLB website not be available, prospective students will be assessed using an alternate assessment tool developed by Excel Academy.

Refer to Code 1.04: English Language Assessment

Student Loans

Students attending full-time certificate programs at the Excel Academy are eligible to apply for student loans to assist in paying their tuition.

Types of Funds

The Provincial and Canada governments provide student loans and grants to help you reach your post-secondary educational goals.

- When you apply as a full-time student, you are considered for financial aid for both Provincial and Canada student loans and grants.
- Loans are determined based on your financial need, and you will repay them after you graduate or leave school.
- Grants are also awarded based on financial need or to those who require special financial assistance. Grants do not have to be repaid.

Information on applying for loans, including what you will need before you apply, getting your money, requesting a review of your application, repaying your loan, and scholarships you may be eligible for is available on the Student Aide Alberta website:

<http://studentaid.alberta.ca/> and other provincial student finance assistance offices.

We Can Help

- Excel Academy's Director (or designate) can provide the following:
- Advice on how to maximize your student loan funding
- Assistance in completing and reviewing your student loan application forms
- Assistance in obtaining interest-free status on any existing student loans
- Information regarding loan repayment after you finish your program

Applying for a Student Loan

- Students apply online for assistance to the student financial assistance service in their home province. For Albertans, Student Aid Alberta administers both the Alberta and Canada loan applications in a single online form. Students from other provinces should visit their provincial government student finance information websites for online applications.
- Processing times vary from province to province and may take up to several weeks; therefore, you are advised to apply early. You do not require proof of admission in order to submit an application for a student loan.

Using the Alberta Student Number

- The Alberta Student Number (ASN) is a unique identifier for all Alberta students that gives them access to improved programs and services in the Alberta education system.
- If you do not have access to your number or if you are moving into the province to study, you can look up or request a number at: [Alberta Learning Information Service \(ALIS\) Alberta Student Number \(ASN\) lookup](#)

Paying your Tuition and Fees from your Student Loan

- If you receive a student loan, please note that an amount up to your full tuition will be sent directly to Excel Academy. Any remaining fees must be paid by the student directly. It is your responsibility to be aware of the fees owed to the Academy, and to pay all of your assessed tuition and fees according to the Academy's payment schedule.

Refer to Code 1.05: Student Loans

Lockers

A limited number of lockers can be rented by registered students for \$10.00 per term. The fee is non-refundable and is used for locker administration and maintenance. Locker rentals are on a first-come/first-served basis. Forms can be obtained from the Administration Office.

Problems with your locker?

- If you find a lock that is not yours on your locker, notify the Administrative Assistant. Do not cut the lock yourself—we will remove the lock for you and empty the locker.
- If you discover that the locker you have is in disrepair, contact the Administrative Assistant as soon as possible. We will have your locker repaired or assign you to a new one. Be sure not to wait too long—otherwise, there might not be another locker available for you.
- If you feel that having a locker is really not as useful as you thought it would be, you can cancel your locker with the Administrative Assistant. There will be no refunds for lockers.
- Thefts from lockers and other areas can occur. If someone forcefully enters your locker, it is a criminal act and needs to be reported to the Administrative Assistant as soon as possible. The safe recovery of your items depends in large part on how quickly you report the theft.
- We advise that you never keep things such as cell phones, wallets, music players (like iPods and MP3 players) or cash in your locker. Valuables should never be left in lockers overnight.

Excel Academy assumes no liability for the loss of any items stored in lockers. Excel Academy shall not be held responsible for theft or loss of any goods for any reason. It is the responsibility of the student or other individuals to ensure that their goods are stored safely.

Student Records

The Excel Academy collects, retains, uses, discloses, and disposes of all information collected in accordance with related departmental/program business practices, official manuals of the Academy, and provincial/federal legislation pertaining to access to information and protection of privacy, and the following standard practices:

- Confidentiality and Security of Student Records
 - Records and Information Management
 - Student Records Retention Practice
1. The permanent official file for each student is maintained by the Office of the Director for a period of seven years after final activity (closure, withdrawal, completion, or graduation). Information of a permanent nature is captured on the electronic record and includes transcript information, final marks, withdrawal information, anecdotal information, and, in some instances, final summaries of clinical/work experience/ reference documentation. Once the seven-year criterion has been met, the electronic record becomes the permanent student record.
 2. **Official Student File and Record:** The official student file and official student record are under the custody and control of the Office of the Director, which is accountable for the management of these records. Additional records relating to students may also exist in academic areas and in personal information banks elsewhere in the Academy. Original completed student releases, consents, waivers, and other agreements must be sent promptly for placement on the official student file in the Office of the Director.
 3. **Official Student Transcript:** An official transcript of the student academic record is created, maintained, and held under the custody and control of the Office of the Director. This is considered confidential information and will not be released without the student's written consent.
 4. The official transcript includes the official student name(s) and address, student identification (ID) number, courses, grades, academic standing statuses, and credential. An official transcript is generated and mailed to the student upon graduation from a program. Copies can be obtained upon request from the Office of the Director. It is the student's responsibility to ensure that his or her contact information remains current.
 5. **Unofficial Transcript:** An unofficial list of grades assigned for courses attempted during the current term, including any grades for previous terms, can be generated by the course Instructor.
 6. **Change of Name and Address:** This information is considered confidential and is used only for official Academy business. Having students' current name, address, and contact information on file with the Academy is critical to effective Academy communications with students.
 7. **Change of Name:** All name changes must be submitted in writing and accompanied by at least one of the following official government-issued identification forms: marriage/name change certificate, valid driver's license, passport, or Citizenship documentation. Only a current ID document or card will be recognized as valid. An expired ID document or card will not be accepted for a name change.

8. **Change of Address:** Students may change their address and telephone number by: completing a change-of-address form, emailing the Office of the Director, or mailing a post office change notice to the Office of the Director.
9. **Freedom of Information and Protection of Privacy (FOIP):** The Alberta Freedom of Information and Protection of Privacy (FOIP) Act is Alberta provincial legislation that applies to all information collected, generated, and recorded by the Academy.
10. The FOIP Act aims to balance the public's right to access records with the individual's right to privacy. The purposes of the FOIP Act are as follows:
 - Provide access to much of the recorded information held by public bodies; Protect the privacy of individuals by controlling the collection, use, and disclosure of personal information;
 - Allow individuals the right of access to personal information about themselves held by a public body;
 - Allow individuals the right to request corrections to this information;
 - Provide access to an independent review of decisions made by public bodies under this Act.

To view the legislation or get official information on the Act, please visit the website of the Alberta Information and Privacy Commissioner at www.oipc.ab.ca. For more information on FOIP at Excel Academy, you may contact the FOIP coordinator at 780.455.2601 ext. 249.

11. **Personal Information Defined:** "Personal information" is defined in the Alberta Freedom of Information and Protection of Privacy (FOIP) Act, s.1(n) as recorded information concerning an identifiable individual, including but not limited to:
 - The individual's name, home or business address, or home or business telephone number;
 - The individual's race, national or ethnic origin, colour, or religious or political beliefs, or associations;
 - The individual's age, sex, marital, or family status;
 - An identifying number, symbol, or other particular assigned to the individual;
 - The individual's fingerprints, other biometric information, blood type, genetic information, or inheritable characteristics;
 - Information about the individual's health and health-care history, including information about a physical or mental disability;
 - Information about the individual's educational, financial, employment, or criminal history, including criminal records where a pardon has been given; Anyone else's opinion about the individual;
 - The individual's personal views or opinions, except if they are about someone else.
12. **Access to Student Files:** In accordance with the FOIP principle that ensures that individuals have a right to see personal information about them, and in an effort to foster openness and accountability with the clients we serve, students may view their student records or portions thereof by making an appointment at the Office of the Director. Students requesting access to their entire student record are advised to allow up to 48 hours for retrieval of records from

other business/departmental areas. Copies of any documentation requested may be subject to an administrative fee.

13. Disclosure of Personal Information: The Alberta FOIP Act contains provisions allowing or requiring public bodies to disclose personal information in their custody or under their control for a range of reasons. Disclosures of personal information without the express prior written consent of the student are sometimes necessary or desirable in the course of conducting Academy business and directly or indirectly supporting students and the educational experience. Such disclosures occur only where required or permitted by the Alberta FOIP Act. Most releases are governed by provisions found in the FOIP Act Part 2 Division 2 “Use and Disclosure of Personal Information by Public Bodies.” The FOIP Act requires that personal information collected by a public body may be used or disclosed only for the purpose for which it was collected and purposes consistent with that collection. The Act allows you to request that your personal information not be disclosed in certain circumstances. If you do not wish to have your information used for the purposes described in the following examples, please contact the Office of the Director. Examples of disclosure include the following:

- Confirmation of past enrolment or completion of or graduation from a particular program offered by Excel Academy (We do not confirm/deny current attendance without proper authorization.);
- Attendance at, or participation in, a public event or activity related to a public body, including a graduation ceremony or field trip;
- Receipt of an honour or award granted by or through Excel Academy; Contact for Academy research, planning, and follow-up;
- Contact for the Excel Academy Alumni Association and newsletter.

Additional student personal information uses and disclosures may occur without the prior written consent of the student, subject to acceptable consistent use standards, emergency and law enforcement situations, information sharing agreements, participation in common or integrated programs and services, or other agreements that comply with the access and privacy protection provisions of the Alberta FOIP Act. Public inquiries directly related to the collection, use, and disclosure of student personal information should be directed to the FOIP coordinator.

14. Student Privacy and System Protection Responsibilities: Student privacy protection responsibilities include but are not limited to: Safeguarding and protecting from unauthorized disclosure any passwords or other unique identifiers assigned to them; Recovering and securing any assignments, examinations, or other documents made available for return to them; Treating as confidential any personal information of third parties that might come into their possession during the course of their academic experience or while on practicum placement.

15. Notification of Survey Participation and Disclosures: To facilitate research that supports program and service planning and quality improvement initiatives at Excel Academy and that enhances understanding of Alberta’s and Canada’s post-secondary educational systems, Excel Academy may release student contact and other personal information to external agencies without prior written consent, but within the allowable provisions of the Alberta



FOIP Act. These agencies include Statistics Canada and Private Vocational Training Branch.

- 16. Student Records:** Surveys that Excel Academy participates in include the Graduate Outcome Survey for Enterprise and Advanced Education.

Refer to Code 1.08: Student Records



Tax Receipts

Certificate program tuition fees qualify for income tax credits. Students are also entitled to an education and textbook credit based on the duration of the program and the full or part-time nature of the program. Students are requested to talk to college staff or to their tax consultant if they require any further information. An official receipt (form t2202a) is issued by the Excel Academy by February 28.

Refer to Code 1.09: Tax Receipts

Student Conduct

Students will conduct themselves in a manner that emphasizes respect for the dignity and individuality of all persons, and the rights and property of others.

1. All students will be expected to attend courses on time (as outlined in their confirmation letters). Students who are 10 minutes late for a Professional Development or Mandatory Training course (without appropriate cause) will not be allowed admission into the class and will forfeit their course fee (for external students) or will be charged an absence fee of \$25.00 (for Excel Society employees).
2. Students whose name does not appear on the class list confirmation sheet will not be admitted into the class. They may register for the class with the Administrative Assistant and may be admitted to the class dependent on availability of space to that class.
3. Students will be expected to fully fill out the class sign-in sheet that will be made available at the beginning of the program.
4. Students will turn off all cell phones and not use them while the class is in progress, and may only check their phones during scheduled breaks. Instructors, at their discretion, may request that all cell phones be handed in to them and returned at the end of class.
5. Students will be expected to contribute in the programming as outlined by the instructor and will be expected to complete a course exam, if required, in the allotted testing time period, with a score meeting test score requirements to receive. Employees who do not receive a passing mark will be expected to re-register and attend it again in its entirety. Students who do not receive a passing mark for courses will be informed through a letter. Course retests for failure are not an option except at the discretion of the Director.
6. Students are required to complete course evaluations and leave them with the instructor (or complete them on-line, as applicable).
7. Students are expected to leave the instructional area in the same condition that they found it.
8. The Academy reserves the right to reprimand, suspend, or expel any student for failure to comply with Academy policies.
9. Academic and non-academic misconduct will not be tolerated and will be subject to disciplinary action at the discretion of the Academy faculty.
 - Academic misconduct: includes, but is not limited to: engaging in, attempting to engage in, or assisting others to engage in cheating, plagiarism, and a misrepresentation of facts.
 - Non-academic misconduct: behavior that is unacceptable to school officials, including but not limited to:
 - Absenteeism
 - Ongoing tardiness
 - Bullying, threatening, harassing, or physically abusing any person
 - Inappropriate language
 - Disrupting the learning environment
 - Using abusive or offensive language
 - Entering into restricted areas of the building without permission

- Failing to provide identification upon request by an Academy employee acting in the course of his/her duties
- Refusing to leave a building at the sound of a fire alarm
- Being under the influence of alcohol or other substances
- Possessing or contributing to the illegal use of drugs or unlawful substances on the Academy property
- Fraud, deceit, or other forms of dishonesty
- Neglecting safety procedures or intentionally creating safety hazards
- Unauthorized use, theft, damage, or destruction of Academy/personal property or equipment
- Failing to adhere to Academy policies or the instructions of a staff member who is enforcing Academy policy
- Participating in any unlawful conduct
- Violating the smoking policy
- Possessing weapons or objects that are intended to be used as weapons (including knives, explosives, firecrackers, firearms, or other objects considered harmful instruments)
- Using the Internet in a manner not approved by the Academy
- Refusing to follow guidelines, procedures, or directions during a lockdown or other emergency.

All members of the Academy community have the obligation and responsibility to report student misconduct so that appropriate action may be taken.

Student Conduct in Academic Matters: The Academy expects every student to honour the principles of truth and honesty in academic matters. Any student who misrepresents his/her work may be subject to disciplinary actions. Students are informed through the calendar, handbook, and other appropriate documents or through in-person presentations by instructional staff of acceptable and unacceptable academic conduct.

Students are expected to conduct themselves in an honourable manner.

- A student must use only authorized materials or tools in an exam or other evaluation project.
- A student must present only his/her own work on assignments, exams, and other learning activities. The work or ideas of others, whether a published work or the work of another student, will be credited in the manner prescribed by the program.
- A student may submit work done in another course or program only with the instructor's approval.
- A student must present only accurate data or documents.
- A student must not help a fellow student violate any of the above.

In the event that a student misrepresents his or her work, either through plagiarism, cheating, or any other dishonest act, the Academy will take appropriate action, including the following:

- The student will receive a grade of zero for the assignment or exam.
- A memo describing the act will be placed in the student's file.
- The student may be withdrawn from the course or program.

If a student is suspected of committing an act of Academic Misconduct, the following actions will be taken:

- The student will be asked to meet with the instructor or to attend a case conference to discuss the matter.
- The student will be informed of any disciplinary action within 5 days of the meeting.

A student who wishes to appeal such disciplinary action must follow the appropriate appeal policy.

Refer to Code 1.10: Student Conduct

Practicum Procedures

Documentation

- Students are required to carry their immunization records and Police Information checks with a vulnerable sector search to facilities upon request.
- If students do not carry appropriate documentation they may be asked to leave the facility. They will not be compensated by make-up practicum time nor financially.

Information

- All facility attendants (staff and students) must keep all information about the facility, staff, and residents of the facility that occurs during their practicum placement strictly confidential.
- All information that students provided to the facility (through the Health Sciences Placement (HSPnet) consent form or other means such as the Academy) may be accessed by the facility. The students acknowledge that the facilities have obligations about these records under Public Access/ Privacy Legislation, which may include disclosing such records to other parties.

Relationship With Facility

- Students are responsible for all equipment they use at the facility and are responsible for repair or replacement if damaged by them.
- The student must be willing receive guidance from the facility's Education Services Leader in regards to services provided and conduct issues.
- A student has the right to refuse any task that is not within the current scope of practice for that designation or if adequate training and support has or will not be provided.
- The facility will communicate with the Academy over the student's progress.
- The facility has the right to temporarily suspend or permanently terminate the student from the practicum for inappropriate behavior.
- It is to be noted that the delivery of health care services is the facility's primary concern and that nothing in the practicum placement will limit the facility's abilities to provide these services. In addition:
 - Students must be aware that there may be other students from other institutions on site and that they do not have exclusive use of the facility.
- Students must, with no exceptions respect clients who choose not to participate in the practicum program.
- Subject to availability, students may request to: a) purchase or request facility parking; b) purchase food in selected cafeterias; d) use locker or change room space of selected facilities; e) use instructional material and/ or equipment belonging to the facility; f) use other facilities in the main facility.

Relationship to Preceptor

- Students must be receptive to feedback about their job performance.
- Students must be respectful and receptive to preceptor evaluations of student progress.
- Students must understand that the preceptor is busy and that the preceptor's main job is to provide health care services and not be an educational leader.
- Students are not expected to perform any task outside of the scope of their duty and have a right to refuse to do such a task if asked by a preceptor.
- Students have the right and responsibility to file a complaint about the preceptor if the preceptor exhibits misconduct or is discriminatory. In this case, the student must document the complaint and forward it to their Instructor within 5 days of the action.

Relationship to Excel Academy

- The Instructor (or Director on their behalf) has the right to temporarily suspend or permanently terminate the student from the practicum for inappropriate behaviour.
- Students have the right to make a complaint (see attached grievance procedure) about any party involved in practicum coordination, including the Instructor.
- The student is responsible for respectfully receiving feedback from the Academy instructor about their practicum progress.
- The student must be available during instructor check-in times (phone, in –person/ on site) and be prepared to discuss their practicum during these times.

Assignments

- Students are required to meet all assignment responsibilities and deadlines (unless under emergency circumstances at the discretion of the Academy) or they may not pass the practicum and subsequently the program. This includes the following:
 - Students are required to be available during scheduled check-in times with their instructor.
 - Students are required to attend mandatory debrief sessions and be on time.
 - Students are required to complete all pre-practicum assignments, including goal setting, work ethic, and a stress management strategy plan.

Timeliness, Scheduling

- Students are required to arrive at their facility at least 15 minutes early so that they can check in with their preceptor or instructor 10 minutes before their shift starts.
- Student lateness will be documented and may result in the termination of a student's practicum.

- Students are required to complete 240 hours of practicum work as part of the Health Care Aide certificate program. Any missed time from practicum will need to be made up at the discretion of the Instructor and the facility. The student will be required to complete missed hours according to the placement availability within the current facility. If the current facility cannot accommodate a practicum extension, the student will be required to attend a different facility. There may be a delay in the arrangement of the extension due to lack of placement availability. Students are expected to attend all practicum dates (see *Code 1.12: Grading and academic standing* for further information on attendance requirements). Extensions will only be granted if the student has a documented reason for their absences. Unexcused absences may result in termination of the practicum.
- Although every effort will be made to secure practicum placements that fit within the same delivery format as their program (i.e.: full time day program will have full time day practicums), in some cases this may not be possible. The student may be expected to work a variety of shifts in order to accommodate facility scheduling and preceptor placement. This includes day, evening and weekend shifts.
- Refer to the HCA practicum handbook for further information on practicum timing and scheduling.

Health and Wellbeing

- In the case that a student is severely ill and cannot attend their practicum, they must call the Unit and leave their name, designation, and preceptor name prior to the start of shift. The student must then call the Instructor to report the absence or the reason for the absence prior to their shift. If they are unable to reach the Instructor, call the Excel Academy Administrative Assistant. Students will be required to present documentation of their illness from a doctor or nurse if they miss two or more days due to illness.
- Students are required to bring lunches and snacks on site so that they do not have to leave the site to purchase food.
- Students are expected to maintain healthy habits during their practicum placement- such as exercise, sleep, and healthy nutrition- so that they are in good shape during their practicum shifts.
- Students are required to review all materials provided related to stress management and complete a stress management strategy plan.

Conduct and Work Ethic

- Students are expected to maintain a work ethic that is consistently attentive to detail, productive, and hard working. At the same time students are expected to understand that they may not be actively involved in tasks all of the time, and they will be expected, in these periods, to actively observe their preceptor or instructor.

- Students and instructors must be appropriately attired as required by the Facility while at the facility.
- Students are required to be respectful to all persons with whom they work
- The facility is authorized to refuse access to a person who exhibits problem behaviors at its sole discretion.

Refer to Code 1.11: Practicum Procedures

Grading and academic standing

Academic standards, requirements and criteria for continuing in and graduating from a program will be clearly established and communicated to students. The intent of these procedures is to support learners' successful completion of their programs while maintaining the Academy's standards.

Students have a responsibility to be aware of their academic standing and other requirements for continuing in and completing their programs. They are also responsible to take the required action if their ability to complete their programs is at risk. This policy creates a consistent minimum standard for acceptable academic performance, other general requirements and criteria for continuing in a program and graduating.

1. The Excel Academy utilizes two grading systems for the reporting of final grades in the Certificate Programs.
2. All final grades are reported to the Office of the Director.

Letter Grade Scale

Letter Grade	Percent Grade	Descriptor
A+	96 – 100%	Mastery Level Competency
A	91 – 95%	Mastery Level Competency
A-	87 – 90%	Mastery Level Competency / Honours (at 90%)
B+	83 – 86%	Competent Performance
B	79 – 82%	Competent Performance
B-	75 – 78%	Competent Performance
F / N	0.0 – 74%	Fail / Not Sufficiently Demonstrated Competency

Percentage Grade Scale

This scale is required for all Alberta Education credit courses and is normally used for HCA programs. The passing grade is normally 75%.

Other Grades

Grade	Explanation
CON	<i>Continuing</i> This grade is awarded when a course is not passed or failed, but may be repeated.
INC	<i>Incomplete</i> This grade is assigned in extenuating circumstances and indicates that part of the course has not been completed or evaluated in the time period allotted. The “INC” grade reverts to an “F” 30 days after the end of the study period if no final grade is submitted, except where external requirements supersede this practice
P or F	<i>Pass/Fail</i> This grade is assigned to courses with P (Pass) or F (Fail) as the only grades used.
PL	<i>Prior Learning Assessment Recognition</i> This grade is assigned by the Director/Registrar when prior learning credit has been granted. “PL” grades are not calculated in the grade point average.
W	<i>Withdrawal (Student-initiated)</i> This grade is assigned to programs that the student has withdrawn from after the program has begun and before the midpoint of a term or session. A “W” grade is noted on a transcript, but not calculated in the grade point average.
WF	<i>Withdraw Fail (Academy-initiated)</i> This grade is assigned to programs that the student has been required to withdraw from after the midpoint of a term or session. A “WF” grade is calculated as a 0% in the grade point average.

Academic Standing

The following minimum academic performance is required of students to maintain Satisfactory Academic Standing in programs:

- Students must maintain a cumulative grade average of 65% at the end of Term 1 or program mid-point in order to remain in the program.
- A passing final mark in the program of 75% (or B-)
- Additional academic performance standards and/or program requirement as required by specific programs (i.e.: immunizations).

Students who are not meeting the academic requirements of their program may be put on an Academic Management Plan. Students may be put on an Academic Management Plan for any of the following reasons:

Attendance Concerns



Student has excessive unexcused/excused absences and/or consistently fails to attend class at the designated time.

Class Misconduct

Student exhibits behaviors of concern including but not limited to inappropriate language, shouting/yelling, sleeping and harassment. See Student Expectations portion of the student orientation package.

Time Management

Student has difficulty managing course load/demand.

Communication Concerns

Student has difficulty communicating at the required level for the Program.

Academic Standing

Student is failing to meet the required pass level for quizzes and exams on a consistent basis.

Academic Dishonesty

Student exhibits unethical classroom behaviors during quizzes and exams.

Other

Refer to Code 1.12: Grading and academic standing

Attendance

Punctual and regular attendance is expected of students in certificate programs. Failure to meet stated attendance requirements may result in course failure or required withdrawal from the program and College.

Students are expected to:

- Attend all classes including labs (as required) as well as meet all practicum requirements in order to receive certification
- Be prepared to start class on time.
- Call the Instructor's office *before* the start of class or practicum shift if they are going to be late or absent; students on practicums will first call their practicum supervisor or the unit they are assigned to, then their Instructor. Students arriving late (more than 10 minutes) *without* having contacted the office before the class start time will have that day be recorded as an absence. Students who have contacted their Instructor before the start time of their class and arrive late (more than 10 minutes) *may be* credited for the class at the discretion of the Instructor, and may be required to make arrangements for any missed instructional time, assignments or quizzes outside of the regular class time.
- Missing a quiz or exam due to an absence without proper notification will result in a grade of "0" for that quiz or exam. Students will not have the opportunity to complete a rewrite of the quiz in this situation.
- Students who properly notify the Instructor may be given the opportunity to make up any assignments and quizzes.
- Medical absences of one day will not normally require a doctor's note. **Please note:** a doctor's note will *always* be required if the student is absent on the day of an Exam or Project Presentation. Please note that medical absences, even with the presentation of a doctor's note, are still counted as an absence.
- Students who miss **two days of** class and/or practicum will be placed on an Academic Management Plan and be required to meet with the Instructor (and Director in some circumstances) to examine the reasons for their absences and come up with a plan to avoid further missed time.
- Students with **more than five days of absences** of class and/or practicum will be considered as having abandoned the program and will be required to withdraw from their program (see Operational Procedure 1.16: *Withdrawal from a Program* for more details). In order to register for another program session the student will need to meet with the instructor and Director to evaluate their absences and provide assurances that the same issue will not arise again.
- Students will require a valid email address throughout the duration of this program. It is expected that email be checked on a regular basis as correspondence and course changes will be communicated through this format.

Instructors are expected to:

- Prepare the lessons in a way that support the learning styles and needs of adult learners. Please let the instructor know if any additional resources or changes to teaching methods need to be made. We are here for you!
- Be prepared to start class on time.
- Give advance notice of any changes to the program schedule.²
- Provide opportunity for students to make up missed work due to excused absences. An instructor may excuse an absence if the Academy office receives notice and the instructor considers the reason to be urgent and unavoidable.
- Keep office hours each week in order to respond to student questions and concerns in a timely and confidential manner. Please make an appointment with the instructor in advance.
- Provide students with their office contact information and check all messages prior to the start of class.

Refer to Code 1.12: Grading and academic standing

² Please note that this may not always be possible.

Student Grievance & Appeal Processes

The student grievance and appeal processes are to ensure an individual student's rights within Academy policies, procedures, and guidelines. Students have the right to just and equitable treatment, and the right to timely decisions based on due and reasonable process.

Should a current or prospective student disagree with a decision made or action taken by any Excel Academy personnel, students and applicants are expected to consult with staff members directly involved and, if required, with supervisory staff in the area of concern.

In the course of the appeal process, students and staff will be assisted in understanding their rights and responsibilities. In an appeal, students must be able to demonstrate unforeseen circumstances beyond their control, such as a serious medical condition or dire family circumstance, which have resulted in undue hardship. The appeal must be supported in writing by an objective, qualified third party.

If the informal review decision is unsatisfactory to the student, formal appeals may be made to the Director. If the appeal is unsatisfactory, a second appeal may be made to the President/CEO of the Excel Society.

To constitute a grievance, the complaint must fall within one of the following categories:

- An alleged violation of a student's basic human rights, including the right to be treated with dignity and respect;
- An alleged breach or disclosure of confidential student information without the student's consent;
- An alleged denial of access to a student's file, or refusal to amend, correct, or delete information contained therein, as requested by the student;
- An alleged violation or infringement of a student's rights or freedoms as guaranteed to him/her by law;
- An unreasonable wrong, hardship or injustice suffered by a student as a direct result of an alleged contravention of School Policies or Procedures by Academy faculty or staff;
- Such other acts or commissions as the Board of Directors and President/CEO may from time to time include.

Procedure of a grievance process:

The student shall first try to settle his/her complaint or grievance through discussion with his/her Instructor within 10 days of being reasonably aware of the issue. The Instructor shall resolve the issue and so inform the student not later than three (3) days after the complaint or grievance was referred to him/her. If the matter is not resolved to the student's satisfaction, he/she may proceed to the steps below.

1. The student shall submit a written Statement of Complaint/Grievance to the Director outlining, in brief, the nature, particulars, and date of the complaint issue.
2. The written Statement must be submitted not later than ten (10) days following the Instructor's decision.
3. The Director shall, within ten (10) days of receipt of a written Statement of Complaint investigate the complaint and then inform the student in writing of his/her decision to try and resolve the complaint.
4. If the student remains unsatisfied with the decision of the Director, they may submit a written Statement of Complaint to the President/CEO of the Excel Society that outlines, in brief, the nature, particulars, and date of the complaint issue. The decision of the President/CEO will be considered the final decision.
5. The written Statement must be submitted not later than ten (10) days following the Director's decision.

Procedure of a grade appeals:

A student may appeal the final grade for a course if there are grounds to believe that:

- Evaluation criteria for the course were changed from those articulated;
- Evaluation standards are substantially unreasonable or different from those applied to other students; or,
- Evaluation was determined on some basis other than performance.

Examination Results: Appeals of examination results must be initiated within five days of the release of grades.

Final Grades: Appeals of final grades must be initiated to the instructor and/or Director within 30 days of the release of grades.

Financial Appeals and Refunds: Tuition, fees, and refunds are assessed in accordance with the Academy's fee schedule and refund policies. (Please refer to *1.17 Withdrawal from a Program* and *1.18 Tuition Refund Procedures* for information about when financial penalties apply).

- Students may appeal decisions made on their financial record if there are special circumstances or compassionate reasons. The Director (or designate) will be the authority for the determination of special circumstances and the adjudication of appeals.
- Appeals should be initiated within 30 days of the end of term, date of drop, or withdrawal, whichever is first. A completed appeal form and appropriate documentation in support of the appeal should be submitted to the Office of the Director.

- Students may appeal decisions made by the Excel Academy, including payment or refunds of tuition to the Private Vocational Training Branch of Alberta Enterprise and Advanced Education up to 60 days from their last date of attending classes.

Other Appeals: In all other appeals, written requests must be received within 30 days after a decision is made. Appeals beyond the 30-day timeline will not be considered.

Appeal Decisions: Appeal decisions will normally be rendered within 15 business days of receiving the written appeal, depending on the complexity of the issue. Students may seek the assistance of an advisor in the appeal process.

Student Status during an Appeal:

- Students whose enrolment has been terminated will not normally be permitted to attend scheduled classes during the time of the appeal process.
- In the case of an admissions appeal, the student retains his/her standing on the admission list, but may not register or commence classes until the appeal is resolved.
- In the case of a disciplinary action, the student may be prohibited from being on the Academy operating site until the investigation has been completed.

Please note that grades related to participation, contribution or oral work are not subject to appeal.

Appeals Process:

Excel Academy is committed to its student's success. All efforts are made to ensure evaluation criteria are clearly explained and that students receive feedback from their instructor as to their grades. Before launching a formal appeal, a student should make every effort to resolve the issue informally with the instructor(s) involved.

Following an informal process, should a student still disagree with his or her final grade, he or she may request a formal review.

Step 1

The student must request that the instructor (or designate, such as the Director in the instructor's absence) review the assigned grade with the student before a formal appeal is launched. This request must be received by the instructor, in writing, within five business days of the student's grade being released and provided to the student. The instructor must discuss the matter with the student and confirm his/her decision to the student, in writing, within five business days subsequent to receiving the request for an informal review. Should the matter take longer than five business days (for example, due to the time required to co-ordinate a meeting or discussion), the instructor is to notify the student of an extension, in writing, and specify a date by which this review step will be completed.

Step 2



In the event that the matter is not resolved informally with the instructor, the student may request a review by the Director. This request must be received by the Director, in writing, within five business days of the student's receipt of the instructor's written decision, per Step 1.

The Director must discuss the issue with the student and instructor(s) in an attempt to reach resolution. The decision of the Director shall normally be given in writing to the student not later than 10 business days subsequent to receiving the request for an informal review. Should the matter take longer than 10 business days, the Director is to advise the student, in writing, that an extension is required. Should the Director determine that the final grade should not be changed, an explanation and rationale for the decision is to be provided to the student.

Refer to Code 1.13: Student Grievance & Appeal Processes

Anti-Violence and Harassment Policy

All Excel Academy Faculty and Students will adhere to the Government of Canada's Policy on Harassment Resolution and Prevention (2012)³ which states:

“Harassment is defined as:

improper conduct by an individual, that is directed at and offensive to another individual in the workplace, including at any event or any location related to work, and that the individual knew or ought reasonably to have known would cause offence or harm. It comprises objectionable act(s), comment(s) or display(s) that demean, belittle, or cause personal humiliation or embarrassment, and any act of intimidation or threat. It also includes harassment within the meaning of the *Canadian Human Rights Act* (i.e. based on race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, disability and pardoned conviction).

More specifically, harassment is normally a series of incidents but can be one severe incident which has a lasting impact on the individual.”

The term “workplace” shall be equated with “school” for the purposes of the Excel Academy.

Definitions

Workplace Violence - Means but is not limited to: The exercise of physical force by a person against a student or faculty member, in the learning environment (including practicum sites), that causes or could cause physical injury to the student or faculty member. An attempt to exercise physical force against a student or faculty member, in the learning environment (including practicum sites), that causes or could cause physical injury to the student or faculty member. A statement or behaviour that is reasonable for a student or faculty member to interpret as a threat to exercise physical force against a student or faculty member, in the learning environment, that causes or could cause physical injury to the student or faculty member. This also includes physical acts (e.g., hitting, shoving, pushing, kicking, and sexual assault). Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property. Disruptive behaviour is also not appropriate at any learning environment (e.g., yelling, swearing).

Personal Harassment – Any behaviour that demeans, humiliates or embarrasses a person, and that a reasonable person should have known would be unwelcome. It includes actions (e.g. touching, pushing), comments (e.g. jokes, name-calling), or displays (e.g. posters, cartoons). The Alberta Human Rights, Citizenship and Multiculturalism Act prohibits harassment related to race, national or ethnic origin, colour, religion, age, sex, marital status, family status, disability,

³ *Criminal Code of Canada*, R.S.C. 1985, c.264.

pardoned conviction, or sexual orientation (Government of Canada, 2010). Harassment can also occur when an individual is in a vulnerable position because he or she is in the minority - the only woman, member of a visible minority, aboriginal person or person with a disability - and is, for example, ostracized by students or faculty members (Government of Canada, 2010).

Disrespectful behaviour involves unwelcome behaviour that demeans or embarrasses a student or faculty member (Government of Canada, 2010).

Sexual harassment includes offensive or humiliating behaviour that is related to a person's sex, as well as behaviour of a sexual nature that creates an intimidating, unwelcome, hostile, or offensive work environment, or that could reasonably be thought to put sexual conditions on a student's status or educational opportunities. Sexual harassment is frequently more about power than about sex. It occurs in situations where there is unequal power between the parties involved, and is an attempt by one person to assert power over the other.

Abuse of authority occurs when a person uses authority unreasonably to interfere with a student or the student's status. It includes humiliation, intimidation, threats, and coercion. It does not include normal administrative activities, such as counselling, academic performance management appraisals, and discipline, as long as these are not done in a discriminatory manner (Government of Canada, 2010).

Guidelines

It is not the intention of Excel Academy's Anti-Violence and Harassment Policy to interfere, prevent or stop free speech with everyday interactions.

Violence and/or harassment is offensive, insulting, intimidating, and hurtful and does include unacceptable behaviour related to physical acts of violence or bullying. It creates an uncomfortable learning environment and has no place in, or outside of, the learning environment.

Excel Academy will ensure that all faculty members are trained and educated on violence and harassment and that they are clear about the roles and responsibilities as well as this policy and procedures. In addition a copy of this policy will be made available to all students and faculty.

Reporting Procedures

Informal Procedure

If you believe you have been harassed you may:

- Confront the harasser personally, or in writing, clearly stating the unwelcome behaviour/action and requesting that it stop immediately; or
- Discuss the situation with the harasser's Instructor, your Instructor or any other faculty member.

Any student or faculty member who feels discriminated against or harassed can and should, in all confidence and without fear of reprisal, personally report the occurrence to their Instructor or any other faculty member.

Formal Procedure

If you believe you have been harassed you may make a written complaint to the Director. The written complaint must be delivered to the Director of the Excel Academy and include the following information:

- The date and time of each incident you wish to report.
- The name of the person(s) involved in the incident(s).
- The name of any person or persons who witnessed the incident(s).
- A full description of what occurred.

Once a written complaint has been received, Excel Academy will complete a thorough investigation. Harassment should not be ignored as silence can, and often is, interpreted as acceptance. Students and faculty members will not be demoted, dismissed, disciplined or denied a promotion, advancement or opportunities because they rejected sexual advances or because they lodged a complaint when they honestly believed they were being harassed or discriminated against.

The investigation will include:

- Informing the accused of the complaint.
- Interviewing the complainant, any person(s) involved in the incident and any identified witnesses.
- Interviewing any other person(s) who may have knowledge of the incident(s) complaint.
- Statements from all parties involved will be taken and a decision will be made.
- If necessary, Excel Academy may employ outside assistance or request the use of our legal counsel.
- Where it is determined that harassment has occurred, a written report of the remedial action will be given to the student or faculty member concerned.

A copy of the complaint, detailing the complainant's allegations, shall be provided to the respondent(s) and contain the following information:

- The respondent is invited to reply in writing to the complainant's allegations.
- The reply will be made known to the complainant before the case proceeds.
- Excel Academy will take all measures to prevent any unnecessary disclosure of the incident and the identities of the parties.

If the complainant decides not to lay a formal complaint, the Director may decide that a formal



complaint is required, which will be based on the investigation of the incident, and will file such document(s) with the person(s) against whom the complaint is laid.

If it is determined by Excel Academy that any student or faculty member has been involved in the violence and/or harassment of another student or faculty member, immediate disciplinary action will be taken, up to and including termination of employment or withdrawal from their program.

Fraudulent or Malicious Complaints

Unfounded, frivolous or fraudulent allegations of harassment or violence cause both the accused person and Excel Academy significant damage.

If it is determined by Excel Academy that any student or faculty member has knowingly made false statements regarding an allegation of personal violence and/or harassment, immediate disciplinary action will be taken and may include immediate dismissal or termination from studies without further notice.

Special Circumstances

All records of violence and/or harassment, and subsequent investigations, are considered confidential and are strictly prohibited from being disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, Excel Academy will assist police agencies, lawyers, insurance companies, and courts to the fullest extent.

Confidentiality

Excel Academy will do everything it can to protect the privacy of the individuals involved and to ensure that complainants and respondents are treated fairly and respectfully. Excel Academy will protect this privacy so long as doing so remains consistent with the enforcement of this policy and adherence to the law.

Neither the name of the person reporting the facts nor the circumstances surrounding them will be disclosed to anyone whatsoever, unless such disclosure is necessary for an investigation or disciplinary action.

Disciplinary action shall be determined by Excel Academy and will be proportionate to the seriousness of the situation.

Excel Academy shall provide appropriate assistance to any student or faculty member who is victim of discrimination or violence and/or harassment.

Roles & Responsibilities

We trust that all of our students and faculty members will help us eliminate violence and harassment from our workplace, and as such, employees of Excel Academy are required to comply with the following responsibilities.

Faculty Member

If you are a faculty member who has witnessed violence and/or harassment in the workplace:

- Inform the harassed person that you have witnessed what you believe to be violence and/or harassment and that you find it unacceptable. Support is often welcome. If that person does not feel that they have been harassed, then normally the incident should be considered closed.
- Inform the harasser(s) that you have witnessed the act(s) and find it unacceptable.
- Encourage the harassed person to report the incident to the Director.

Management

- Management has a legal responsibility for creating and maintaining a violence and harassment-free workplace.
- Managers must be sensitive to the climate in the workplace and address potential problems before those problems become serious.
- If a manager becomes aware of violence and/or harassment in the workplace and chooses to ignore it, that Manager and Excel Academy risk being named co-respondent in a complaint and may be found liable in legal proceedings brought about by the complainant and/ or local human rights' authorities.

When a student or faculty member has asked for assistance to deal with a violence and/or harassment incident, the Instructor or Director shall:

- Support the student or faculty member without prejudice.
- Work with the student or faculty member and document the offensive action(s) and have the student or faculty member sign a complaint.
- Contact the Director and provide details of the incident on behalf of the student or faculty member.

The Right to Refuse Unsafe Work and the Right to Assistance

- Excel Academy recognises all students and faculty members right to access assistance and if needed pursue a formal complaint.
- The right to refuse unsafe work is a legal right of every worker in Canada. Excel

Academy is committed to ensuring a safe learning environment, including practicum locations.

- If you have any health and safety concerns or concerns related to violence or harassment, bring them to the attention of your Instructor or the Director.
- If you believe your health and safety may be endangered by the physical condition of the learning environment or by any equipment or machine you are to use or operate or any situation related to violence, you have the right to refuse unsafe activities. You must immediately report the refusal and your reasons to your Instructor.
- Management will be informed of the situation and the Director (and a safety committee representative when appropriate) will investigate your concern with you.

Application of this Policy

All Excel Academy students and faculty members are personally accountable and responsible for enforcing this policy and must make every effort to prevent and eliminate violence in the learning environment and to intervene immediately by advising an Instructor or other faculty member if they observe a problem or if a problem is reported to them.

This policy prohibits reprisals against individuals, acting in good faith, who report incidents of workplace violence or act as witnesses. Management will take all reasonable and practical measures to prevent reprisals, threats of reprisal, or further violence. Reprisal is defined as any act of retaliation, either direct or indirect.

Disciplinary Measures

- If it is determined by Excel Academy that any student or faculty member has been involved in a violent behaviour or unacceptable conduct related to another student or faculty member, immediate disciplinary action will be taken. Such disciplinary action may involve counselling, a formal warning and could result in immediate dismissal or termination from their program without further notice.
- This Anti-Violence Policy must never be used to bring fraudulent or malicious complaints against another student or faculty member. It is important to realize that unfounded/frivolous allegations may cause both the accused person and Excel Academy significant damage. If it is determined by Excel Academy that any student or faculty member has knowingly made false statements regarding an allegation related to violence, immediate disciplinary action will be taken. As with any case of dishonesty, disciplinary action may include immediate dismissal without further notice.

Special Circumstances

Should an student or faculty member have a legal court order (e.g. restraining order, or “no-contact” order) against another individual, the student or faculty member is encouraged to notify their Instructor or the Director, and to supply a copy of that order to the Director. This will likely



be required in instances where the student or faculty member strongly feels that the aggressor may attempt to contact that student or faculty member at Excel Academy, in direct violation of the court order. Such information shall be kept confidential.

If any visitor to the Excel Academy is seen with a weapon (or is known to possess one), makes a verbal threat or assault against an student or faculty member or another individual, witnesses are required to immediately contact the police, emergency response services, and a faculty member.

All records of violence and/or harassment and violence reports, and subsequent investigations, are considered confidential and will not be disclosed to anyone except to the extent required by law.

In cases where criminal proceedings are forthcoming, Excel Academy will assist police agencies, attorneys, insurance companies, and courts to the fullest extent.

Refer to Code 1.14: Anti-Violence and Harassment Policy

Withdrawal from a program

(Please note that this procedure is currently under review and may be modified)

A student may voluntarily withdraw (W) from a program of study by notifying the Director (or designate) in writing. The date of the withdrawal will be the date the written notification was received by the Director's Office. Students who are voluntarily withdrawing from a program that is less than one-half complete will be given a "Withdrawal" (W) and no entry will be made on the student's transcript. Should the program be more than one-half complete, the student's final grade will be changed to "Withdraw Fail" (WF) for the program and this will be reflected on the student's official transcript.

A student who voluntarily withdraws from a program may reapply to their program (or another program offered by Excel Academy). A request for reinstatement must be made in writing to the Director's Office. The Director will evaluate the student's request and may require supporting documentation to be attached to the student's original application. The Director will determine the course of studies required for completion of the certificate requirements. The student may be required to repeat previously completed modules or courses to ensure currency of program competencies, outcomes and knowledge at the time of certificate completion. Students who are reinstated are required to pay a tuition deposit in order to secure registration.

A student may be required to withdraw from their program by the Director or designate for any of the following reasons:

- Non-payment of fees
- If they are Required to Withdraw from their program of studies
- Failing to abide by Excel Academy regulations including Code 1.10 Student Conduct, 1.11 Practicum Procedures, and 1.12 Grading and Academic Standing.

The following regulations outline the means of dating the withdrawal request:

- If a student submits a withdrawal directly to the Office of the Director, the date the form is received and date-stamped is the official withdrawal date for purposes of refunds and academic penalties (see [Withdrawal Chart of Academic and Financial Penalties](#)).
- If an Excel Academy representative submits a withdrawal on behalf of a student to the Office of the Director, the effective date of withdrawal is deemed to be the date indicated on the form signed by the Academy representative.
- Non-attendance or stopping payment does not constitute notice of withdrawal from a program for the purpose of applying for a refund. If a student leaves the Excel Academy without the completion of a withdrawal notice, the student will not be eligible for a refund and is responsible for any outstanding fees.

Receiving a refund

If a student is eligible, a refund cheque will be mailed to the student's mailing address within 6 to 8 weeks of his/her withdrawal if the student is no longer a registered student at Excel Academy.



A refund may also be issued to a credit card if it was the original method of payment.

Students who have been sponsored by an agency, organization, or Aboriginal band or students who have received a Canada, Alberta, or other provincial student loan will have any refund monies sent directly to their funder.

Refund Schedule

Please refer to Operational Procedure *1.17: Tuition Refund Procedures* for further details on tuition refunds. Please note that textbooks are non-refundable unless returned in unused/new condition.

Registration Fees

Once paid, Registration Fees (which are credited as tuition) are non-refundable and non-transferable.

Withdrawal from Excel Academy for Outstanding Fees

Students with outstanding fees must clear this debt with the Excel Academy before receiving unofficial transcripts, official transcripts, credential, or letter requests, which will be withheld until fees are paid in full.

Students who have outstanding fees by the 20% point of their term or session without alternative payment arrangements with the Excel Academy will be withdrawn by the Office of the Director from their program and remain responsible for all assessed fees. Academic and financial penalties will be applied as outlined above.

Students Withdrawn by the Excel Academy for Violation of Policies

Students may be withdrawn from the College for reasons associated with attendance, performance, or behavior. When a student is withdrawn from a program or course, the official date of withdrawal is the date that the decision is rendered, not the last day of attendance.

The standard refund schedule will apply to students who have been withdrawn from their program or course(s) by the College for disciplinary reasons.

Withdrawal Chart of Academic and Financial Penalties and Refund Schedule

Please note the following financial and academic penalties for withdrawals before and during the semester.

If you withdraw:	Academic Penalty	Financial Penalty
On or before the 4 th business day of signing their contract	None	<ul style="list-style-type: none"> • None. Registration fee is to be refunded.
Prior to first day of term or session	None	<ul style="list-style-type: none"> • Tuition deposit is non-refundable and non-transferable.
On the first day of program	None	<ul style="list-style-type: none"> • Tuition deposit is non-refundable and non-transferable. • Full refund of all other tuition and fees already paid in full.
Up to 10% of program	None	<ul style="list-style-type: none"> • 25% of tuition is payable to the Academy. • Lab fees are payable on a pro-rated basis.
From 11% to 50% of program	Grade of "W" (Withdrawal) awarded Grade is not calculated in grade point average (GPA)	<ul style="list-style-type: none"> • 60% of tuition is payable to the Academy. • Lab fees are payable on a pro-rated basis.
After 51% of program has elapsed	Grade of "WF" (Withdraw/Fail) awarded Grade point value of 0.0 or 0% is calculated in GPA.	<ul style="list-style-type: none"> • No refund • Lab fees are payable on a pro-rated basis.

Withdrawal from a Course

After the drop period has elapsed, students may withdraw from any program at any time, prior to completion; however, academic and/or financial penalties may apply.

To withdraw from a course, you must notify the Excel Academy in writing of your intent to withdraw from a course. Simply provide a signed letter indicating your decision to withdraw from your program. **Non-attendance is not considered an official notice of withdrawal.**



If a student wishes to return to Excel Academy to continue the program that they were previously registered in, they must reapply to the program, pay the Registration fee, and meet the admission requirements.

Academic Withdrawal Rules

Withdrawal Period (without academic penalty)

Students who withdraw from individual credit courses by or before 50% of the program are assigned a grade of "W" (Withdrawal, without academic penalty), which appears on the official transcript. The withdrawal grade is not calculated in a student's grade point average (GPA).

Withdraw/Fail Period (with academic penalty)

Students who withdraw from individual credit courses after 50% of their program will be assigned an academic penalty grade of "WF" (Withdraw Fail), which appears on the official transcript. The "WF" grade translates to a grade point value of 0.0 (4.0 grade scale) or 0% (percentage scale) and is calculated in a student's GPA.

If a student submits a letter indicating their desire to withdraw directly to the Office of the Director, the date the form is received is the official withdrawal date for purposes of assessing academic penalty and refunds. If an Academy representative submits a withdrawal on behalf of a student to the Office of the Director, the effective date of withdrawal is deemed to be the date indicated on the form signed by the College representative.

For the calculation of withdrawals, working days are considered Monday to Friday (excluding holidays). If the standardized add, drop, withdrawal, or withdraw/failed period occurs on a weekend or holiday, the calculation of withdrawals will be the working day preceding the weekend or holiday.

Students who withdraw, but fail to return Academy-owned books or materials, or fail to pay outstanding tuition and fees, will be considered to be on financial hold with the Academy. All Academy services, including readmission, will be halted until the Academy recovers all outstanding materials and/or fees.

Excel Academy-Initiated Withdrawal

The Academy has the right to withdraw a student for failure to comply with Academy policies, including lack of academic progress, academic misconduct, non-academic misconduct, poor attendance, or non-payment of fees.

In the case of an Academy-initiated withdrawal from a program for disciplinary reasons, the notation "Required to Withdraw" will appear on the transcript.



Refer to Code 1.16: Withdrawal from a program

Tuition Refund Procedures

From Alberta Enterprise and Higher Education's "Private Vocational Training Regulation (2003)"⁴:

“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.

Cancellation of license 19(1) Notwithstanding sections 16 and 17, if a licensee's license is cancelled, the licensee must refund all tuition fees that have been paid in respect of the vocational training provided under that license at the time the license is cancelled.

(2) This section does not require the refund of tuition fees in respect of a student whose student contract is terminated

- (a) by the student before the license is cancelled, or
- (b) by the licensee before the license is cancelled if the termination was made because the student was expelled or for non-payment of fees.

False or misleading information 20

Notwithstanding sections 16 and 17, where, in the opinion of the Director of the Private Vocational Training Branch, the determining factor that induced a student to enter into a student contract was false or misleading information provided by the licensee or the licensee's

⁴ *Private Vocational Training Regulation*, R.S.A. 2003, N/A.

authorized representative about the vocational training, including but not limited to the content, delivery or outcome of the vocational training, the Director of the Private Vocational Training Branch may require that the licensee take one or more corrective measures that the Director of the Private Vocational Training Branch considers appropriate in the circumstances, including but not limited to

- (a) refunding all or part of the tuition paid by or on behalf of a student, or
- (b) delivering a component of the vocational training to the student.

Payment of refunds 21(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 of the Private Vocational Training Branch.”

Refer to Code 1.17: Tuition Refund Procedures