



# Excel Academy

## Student Handbook

2018/19

## **Preface**

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. The Excel Academy now offers the Government of Alberta certified Health Care Aide program with five intake options, as well as the Health Care Aide Prior Learning Assessment & Recognition program.

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 Health Care Aide Program are as follows:

- 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 search must be obtained and provided to the Instructor at least one month prior to the start of practicum
- Interview with Academy HCA Program Administrator.
- An updated immunization record that meets AHS post-secondary student standards must be completed with copy submitted to the Instructor prior to the start of practicum (see the HCA Student Orientation Package or the HCA Prospective Student Package for more details).
- Payment of \$125.00 Registration Fee (non-refundable).

**NOTE:** Applicants for Excel Academy certificate programming must complete a SmarterMeasure assessment. This assessment acts as a learning readiness indicator and aids in the Academy providing adequate supports to the applicant.

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

- Proof of 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 search must be obtained and provided to the Instructor at least one month prior to the start of practicum.
- An updated immunization record that meets AHS post-secondary student standards must be completed with a copy submitted to the Instructor prior to the start of practicum (see the HCA Student Orientation Package or the HCA Prospective Student Package for more details).
- A current 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 a minimum of 1500 hours of work experience as an unregulated Health Care Aide (HCA) within the last two years as provided by employers.
- Interview with Academy Instructor.
- Payment of \$125.00 Registration Fee (non-refundable).

The admission standards are 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 sign 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)"<sup>1</sup>

**"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 Director<sup>2</sup>, 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.

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

<sup>2</sup> *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 1.02: Student Contracts & Registration Fees for Certificate Programs*

## English Language Assessment

1. Students will be required to book a time to complete an online English language assessment at the Academy, using The Canadian Language Benchmarks (CLB) website online assessment tools. These tools assess reading and listening skills. Students will be asked to set aside up to two hours to complete the assessments. Assessment needs to be completed at least two weeks prior to the start of their program.
2. 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.
3. Students will be asked to complete the Reading One assessment, and once complete, will request that the Administrative Assistant printed their assessment score. Once that score has been printed, they will be provided with a pair of headphones or speakers and a Listening 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 the minimum) **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/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 those 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 for the HCA program 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.
  - d. Once they have completed their two assessments, the Administrative Assistant will provide their printed off scores to the Program Administrator. The Program

Administrator 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.

- e. Important to note, the exam and the interview may not occur on the same day due to conflicting schedules. Students may be asked to book the interview portion on a separate date.

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

*Refer to Code 1.03: English Language Assessment*

## **Student Loans**

- Students will be provided with information regarding the student loan process, including how to apply, what happens to the loan during the program, and loan repayment options.
- Upon request, the Excel Academy will assist students with the online loan application for full time studies or paper loan application for part time studies. Excel Academy staff cannot complete the loan application on behalf of the student; however, will assist by means of providing support, information, and answering questions.
- Students will be advised to book an appointment with Academy Administration or designate if they require assistance.
- Students are able to complete the loan application using the Excel Academy resource room computers.
- Upon withdrawal, termination, and or completion of the program, the Excel Academy will provide information regarding student loan notification and the repayment process.

*Refer to Code 1.04: 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.

Rental fees can be paid by cash, credit or debit card and are non-refundable in the event the student withdraws or is terminated from their program.

Important information regarding locker use:

- Lockers are NOT transferable between students.
- There is a limit of 1 locker per student and sharing of lockers is not permitted.
- Possession of a rented locker can take place on the date payment has been made.
- Lockers must be vacated on or before the end date listed on the rental agreement form.
- If a locker remains occupied after the rental end date, the lock may be cut and locker contents emptied by authorized personnel.
- DO NOT put your lock on a locker that is not assigned to you. If at any point during the rental period an unauthorized individual is occupying a locker, the lock will be cut and locker contents emptied by authorized personnel.
- Unauthorized individuals occupying a locker may be charged \$20.00 (including GST) to retrieve their items. Students can pay this fee at the Administrative office.
- Items cleared from lockers will be held for up to a maximum of 30 days after which time the contents will be destroyed or donated. For sanitary reasons, clothing and perishable items will immediately be destroyed.
- If at any point in the rental period a student requires their lock to be cut, the student can contact the Administrative Assistant. Students will need to produce their valid Excel Academy ID card.
- The Academy reserves the right to access lockers at its sole discretion if there is a suspected security risk or there is an environmental concern such as pest control or odors. Security has the right to enter a locker at any time should they suspect it contains items that put the Academy environment in danger. Any criminal activity will be reported to police. The Academy is required to provide police with access in the event of a criminal investigation.
- 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.

*Refer to Code 1.05: Lockers*

## 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. **Record of Marks:** 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](http://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 1.07: 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 1.08: 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 class on time (as outlined in their confirmation letters, student handbook, and student orientation). See Code 1.11 for complete attendance requirements.
2. Students will turn off all cell phones, avoid cell phone use in class, 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.
3. Students will be expected to contribute in the programming as outlined by the Instructor and will be expected to complete all program requirements. Students are expected to leave the instructional area in the same condition that they found it.
4. The Academy reserves the right to reprimand, suspend, or expel any student for failure to comply with Academy policies.
5. 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 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.
- The student will be placed on an Academic Performance Management Plan which is the equivalent to academic probation
- 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 1.09: Student Conduct*

## **Practicum Procedures**

### **Documentation**

- Students are required to provide First Aid and CPR records, immunization records, WHMIS, and clear police information check with a vulnerable sector search included to their Instructor prior to practicum.
- Students who do not provide appropriate documentation may be unable to attend their scheduled practicum.
- Students who are unable to work to full scope of practice for religious reasons must provide the College with a letter from their place of worship outlining which task(s) the student is unable to perform and why. The letter must be submitted to the College at minimum two months prior to practicum. Note that the letter will be submitted to practicum facility for their consideration regarding placement suitability. Note that the College must adhere to the practicum facility's policy. The College will make every attempt to find a suitable placement based on the indicated restrictions. If a placement cannot be found and or the student did not provide enough time for the facility to process the request, the student may be required to defer the practicum to the next available date

### **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. Students must sign a confidentiality agreement with the facility if requested.
- All information 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 will not be required to perform any task unless this task is reasonable within the scope of training and a student's related ability.
- 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, including but not limited to unsafe

practice, abuse of a client or staff member and misconduct as identified in Code 1.09 of this document.

- 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 patients and 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**

- To ensure ethical standards of evaluation, the student cannot be related to, have a friendship with, and or know the preceptor personally prior to starting the practicum. Students who discover their preceptor meets the above criteria must inform the Academy and the facility for re-assignment.
- 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 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 the Academy Director within 10 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 deadlines (unless under emergency circumstances at the discretion of the Academy) or they may not pass the practicum and subsequently, the program
- 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 or they will be penalized.
- Students are required to complete all pre-practicum assignments, including goal setting, work ethic, and a stress management strategy plan.

### **Timeliness and Scheduling**

- Students are expected to be available to work day and evening shifts on various days of the week.
- Students are expected to be able to travel within the City of Edmonton or immediate surrounding area (Leduc, Sherwood Park, St. Albert, Fort Saskatchewan).
- The Excel Academy will make every attempt to provide the student with the facility work schedule at least two weeks in advance.
- 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 follow Excel Academy attendance policies.
- Students must make up missed practicum time of 0.5 days or more but not exceeding parameters set forth in the Excel Academy attendance policies.
- Students must complete 80 hours of Instructor-led practicum and 160 hours of Preceptor-led practicum.

### **Health and Wellbeing**

- In the case that a student is severely ill and cannot come to their practicum, they must call the facility as soon as possible, as well as their instructor. Students will be required to present documentation of their illness from a doctor or nurse if the illness requires an absence from practicum of 2 days or more.
- Students are required to bring lunches and snacks on site so 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 if required.

### **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.
- 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 who refuse a job task must have a valid reason for doing so. Valid reasons include:
  - The task is likely to cause physical or psychological harm to the client and or student
  - The student is not adequately trained on the task and or does not have the appropriate equipment to complete the task
  - The student does not have appropriate supervision
  - The task is beyond the Health Care Aide scope of practice as identified by facility policy and the Government Organization Act
  - The client is unstable and requires assessment
  - The client does not consent to a Health Care Aide student performing the task
- Students who refuse a job task without valid reasoning will be subject to an academic inquiry by the Excel Academy, which may result in academic probation, suspension, and or termination.

### **Fit for Practicum**

- Students are expected to work to the full scope of practice of a Health Care Aide according to the Government of Alberta curriculum, facility policy, and Excel Academy policy during the practicum placement.
- Students who are not able to fulfill their duties to full scope of practice due to physical or psychological reasons must provide a physician's letter indicating:
  - Type of restriction(s)
  - Length of restriction(s)

- Suggested modified work duties and or hours
- The Excel Academy has the right to move the student to an alternative placement with no notice if the restriction(s) impedes the student's ability to attend or carry on with the scheduled placement.
- The restriction(s) will be evaluated against the practicum facility's Health Care Aide job description to determine the continuing appropriateness of the placement.
- The Excel Academy will defer to the practicum placement's recommendations regarding their ability to accommodate the student's modifications.
- In the event the restriction(s) is not compatible with continuing any practicum placement due to the risk of harm to the clients, staff, and or student, the Excel Academy will defer the placement to coincide with the next practicum placement.
- If the student is unable to attend the next available practicum placement, the student will have an opportunity to defer one additional time.
- If the student is unable to complete practicum within two placement cycles, the student will be withdrawn from the program.
- Prior to returning to practicum, the student must provide Excel Academy with a letter from their physician indicating they are fit for work.

#### **Employment as Practicum**

- Students may not complete practicum on the unit or facility in which they are employed.
- Employment hours in a similar capacity to that of a student Health Care Aide may not be attributed toward practicum hours.
- Students may not to accept any monetary compensation for their practicum work.

*Refer to Code 1.10: Practicum Procedures*

## Grading, Academic Standing, and Attendance

Academic standards, requirements, and criteria for remaining 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 Program.
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	90 – 95%	Mastery Level Competency
A-	85 – 89%	Mastery Level Competency / Honours (at 90%)
B+	80 – 84%	Competent Performance
B	75 – 79%	Competent Performance
B-	70 – 74%	Competent Performance
F / N	0.0 – 69%	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 for the Health Care Aide program is 70%.

## 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 requiring an extension on assessed course work must complete a Request for Extension form.
- A passing final mark in the program theory of 70%.
- 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**

**Grading of Coursework**

The program Instructor and or designate will make every attempt to grade and return assignment and exam marks to the student within 5 to 7 business days.

**Requests for Extension and Grading of Late Coursework**

All assignments are due on the date/time specified. Students who may have reasonable grounds for an extension must fill out a Request for Extension form at least 72 hours prior to the assignment due date. An extension may be granted for up to 7 days. Extension requests greater than 7 days will require the approval of the Director. Late assignments (no extension requested/granted) will be docked 10% for each day late.

Online program students who do not attend a scheduled term exam (proctored or at the Academy) and do not have an approved Request for Extension form will receive a grade of '0' on the exam.

## 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 (according to Excel Academy withdrawal policy). 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.

Online Student Attendance

Full-time and Part-time Online students are expected to:

- Log in to the learning environment at least once per week
- Respond to Instructor correspondence (phone calls, emails, and online program messages) within 1 to 3 business days
- Students who fail to respond to Instructor correspondence within 5 business days will be considered as having abandoned the program. Correspondence includes but is not limited to:
  - Academic Performance Management Plans
  - Requests to meet
  - Requests for information regarding scrub size, practicum placement, lab skills, and or First Aid/CPR class booking
- Follow the practicum attendance and conduct policies outlined in the Practicum Student Handbook

*Refer to Code 1.11: Grading, Academic Standing, and Attendance*

## **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 1.12: 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)<sup>2</sup> 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,

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<sup>2</sup> *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 1.13: Anti-Violence and Harassment Policy*

## Leave of Absence and Withdrawal from a Program

### 1. Leave of Absence

- 1.1. Students registered in full-time programs are expected to maintain continuous enrolment in their program. The Excel Academy Director, or designate, may grant on-leave status in exceptional circumstances such as:
  - 1.1.1. Active military duty;
  - 1.1.2. Jury duty;
  - 1.1.3. Maternity or paternity leave;
  - 1.1.4. Medical leave;
  - 1.1.5. Significant personal or immediate family issues;
  - 1.1.6. Or workload or change in employment in rare circumstances.
- 1.2. Leaves are typically limited to one year, though can be extended to up to one additional year (two years in total) in the case of medical leave. The Excel Academy Director has the final say for any deferrals extending beyond one year.
- 1.3. To apply for leave, students must complete and submit *Form 1.16: Leave Request Form*, available in the student handbook and the Excel Academy Administration Office. The form, and related documentation such as a doctor's note or court order, can be submitted to their instructor, the Administration Office, or the Director.
- 1.4. Once approved, the Student Enrolment Contract will be amended with the new end date as the date of the leave approval / last date the student attended class, and any tuition refunds owing are to be paid out as per the student contract (*see code 1.17: Tuition Refund Procedures*).
- 1.5. Students on-leave are not expected to be working on courses or projects and are not provided with academic supervision or access to the academy's facilities or services during this time.

### 2. Returning From Leave of Absence

- 2.1. If the student cannot return to their program and does not contact Excel Academy 30 days before the end date of the leave, Excel Academy will send out a letter advising the student that they will be withdrawn from their program unless we are otherwise notified.
  - 2.1.1. If Excel Academy is notified prior to the expected return date that there will be a delay in returning, the request will be evaluated and if granted, on-leave status will be extended by up to one additional year for medical leave.
  - 2.1.2. Once the student is ready to return to their program, they must submit a written request (email or letter) to their instructor, the Administration Office, or the Director a minimum of 15 days before the end date of the leave. Students on

medical leave must include a physician's note indicating that they are able to complete the requirements of the program.

2.1.3. The Excel Academy Director, or designate, will evaluate the request to determine the course of studies for completion and the program requirements. The student may be required to repeat previously taken modules/courses/labs to ensure currency of program competencies, outcomes and knowledge at the time of program completion.

2.2. If a seat in the program is not available when the student wishes to return, the leave will be extended to the next available intake date and the student's program completion deadline and Enrolment Contract will be adjusted accordingly.

2.3. Any outstanding or remaining balances on tuition and fees must be paid in full before starting classes/practicums. Tuition owing will be based on the amount of tuition not paid or refunded when the student's leave was approved. If the student paid all tuition and fees before their leave, no further fees will be charged.

2.4. Students who do not return to the program at the end of their approved leave will have their status automatically changed to "Required to Withdraw."

### **3. Voluntary Withdrawal**

3.1. To withdraw from a program, you must notify the Director of the Excel Academy in writing of your intent to withdraw. The following regulations outline the means of dating the withdrawal request:

3.1.1. 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](#)).

3.1.2. 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.

3.1.3. 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.

3.2. After the drop period has elapsed (i.e.: the first day of classes) students may withdraw from any program at any time, prior to completion; however, academic and/or financial penalties may apply.

- 3.3. Students who are voluntarily withdrawing from a program that is less than 50% complete will be given a "Withdrawal" (W) and no entry will be made on the student's transcript.
- 3.4. Students who are voluntarily withdrawing from a program that is more than 50% 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.
- 3.5. 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.
- 3.6. Students who voluntarily withdraw from a program may reapply by submitting a request for reinstatement 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. Except under exceptional circumstances, students who are reapplying to their program must complete the full program and will not be given credit for previously completed work or grades. Students who are reinstated are required to pay a tuition deposit equal to the Registration Fee in order to secure registration.
- 3.7. Non-attendance is not considered an official notice of withdrawal. 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.

#### **4. Excel Academy-Initiated Withdrawal**

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

- 4.1. Non-payment of fees: The Excel Academy will not provide unofficial transcripts, official transcripts, credential, or responses to letter requests until students with outstanding fees clear this debt.
  - 4.1.1. Students who have outstanding fees 3 days past their payment due date will receive notification and must make the necessary payments within 7 days, or meet with the Director to make alternate payment arrangements.
  - 4.1.2. If after 7 days the overdue payment hasn't been made, or agreed upon alternate payment arrangements made with the approval of the Director, students will be withdrawn from their program and remain responsible for all assessed fees.
  - 4.1.3. Academic and financial penalties will be applied as outlined above. Tuition refunds will be calculated as per Code 1.17 as applicable.

4.2. Failure to abide by Excel Academy policy, procedure and regulations including but not limited to:

- 4.2.1. Code 1.10 Student Conduct,
- 4.2.2. Code 1.11 Practicum Procedures, and
- 4.2.3. Code 1.12 Grading and Academic Standing.

4.3. 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.

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

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

**5. Withdrawal Chart of Academic and Financial Penalties and Refund Schedule**

5.1. Please note the following financial and academic penalties for withdrawals before and during the session:

<b>If you withdraw:</b>	<b>Academic Penalty</b>	<b>Financial Penalty</b>
On or before the 4 <sup>th</sup> business day of signing their contract	None	<ul style="list-style-type: none"> <li>• None. Registration fee is to be refunded.</li> </ul>
Prior to first day of term or session	None	<ul style="list-style-type: none"> <li>• Registration fee is non-refundable and non-transferable.</li> </ul>
On the first day of program	None	<ul style="list-style-type: none"> <li>• Registration fee is non-refundable and non-transferable.</li> <li>• Full refund of all other tuition and fees already paid in full.</li> </ul>
Up to 10% of	None	<ul style="list-style-type: none"> <li>• 25% of tuition is payable to the</li> </ul>

program		<p>Academy.</p> <ul style="list-style-type: none"> <li>• Lab fees are payable on a pro-rated basis.</li> <li>• Administration fee is non-refundable</li> </ul>
From 11% to 50% of program	<p>Grade of "W" (Withdrawal) awarded Grade is not calculated in grade point average (GPA)</p>	<ul style="list-style-type: none"> <li>• 60% of tuition is payable to the Academy.</li> <li>• Lab fees are payable on a pro-rated basis.</li> <li>• Administration fee is non-refundable</li> </ul>
After 51% of program has elapsed	<p>Grade of "WF" (Withdraw/Fail) awarded Grade point value of 0.0 or 0% is calculated in GPA.</p>	<ul style="list-style-type: none"> <li>• No refund</li> <li>• Lab fees must be paid in full.</li> <li>• Administration fee is non-refundable</li> </ul>

Textbooks may be returned for a refund only if returned in new/unopened condition.

*Refer to Code 1.15: Leave of Absence and Withdrawal from a Program*

## **Tuition Refunds**

From Alberta Enterprise and Higher Education's "Private Vocational Training Regulation (2003)"<sup>3</sup>:

**"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 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

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<sup>3</sup> *Private Vocational Training Regulation*, R.S.A. 2003, N/A.

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 1.16: Tuition Refund Procedures*

## **Certificate and Transcript Re-Issuing**

Excel Academy has a process that a student must follow to request re-issuing of certificates and transcripts.

- 1.** Students whose transcripts and/or certificate of graduation have been damaged, destroyed or misplaced can request a re-issue by contacting Academy Administration.
- 2.** Students must pay the \$10.00 administrative cost for this service and may pay by cash, credit or debit card.
- 3.** The Academy will reprint the certificate and/or transcript within a reasonable timeframe. Note that these documents require signage from the Academy Director and Excel Society President; therefore, the timeframe may be highly variable due to either's availability.
- 4.** The Academy will mail the document(s) to the last address on the student record or the student may pick up the document from Academy Administration.

*Refer to Code 1.17: Tuition Refund Procedures*