



*Campbell College*

# General Student Handbook




**Policies & Procedures**





# Table of Contents

<b>Funding Information/Requirements</b> .....	1
<b>Assessment &amp; Case Management</b> .....	2
<b>School Hours—Administrative Professional</b> .....	2
<b>Contracts—Payment of Tuition, Book and Supplies Fee</b> .....	2
<b>Lunch Hour</b> .....	2
<b>Professional Behaviour</b> .....	3
<b>Dress Code Policy</b> .....	3
<b>Confidentiality</b> .....	4
<b>Academic Integrity</b> .....	4
<b>Telephone Use</b> .....	4
<b>Books &amp; Supplies</b> .....	4
<b>Lockers</b> .....	4
<b>Homework</b> .....	5
<b>Parking</b> .....	5
<b>Holidays</b> .....	5
<b>Harassment</b> .....	5
<b>Campbell College Complaint Policy</b> .....	5
<b>Attendance/Termination/Withdrawal Policy/Appeal Process</b> .....	6
Excused Absences .....	6
Withdrawals/Terminations and Tuition Refunds .....	8
Termination Appeal Process .....	10
Termination Policy .....	11
<b>Acceptable Academic Progress Policy</b> .....	12
<b>Government Student Auditing</b> .....	14
<b>Government Student Surveys</b> .....	14
<b>Your Reporting Obligations</b> .....	14
<b>Graduation</b> .....	15
<b>Health Benefit Coverage</b> .....	15
<b>Appendix #1</b> .....	16
Case Management Services .....	16
<b>Appendix #2</b> .....	18
Student Dress Code Policy .....	18
Professional Dress Guidelines .....	18
<b>Appendix #3</b> .....	19
Harassment Policy Statement for Campbell College.....	19
<b>Appendix #4</b> .....	20
Private Career Colleges Branch Student Complaints .....	20
<b>Appendix #5</b> .....	21
Absence Form .....	21
<b>Appendix #6</b> .....	22
Interview Form .....	22
<b>Appendix #7</b> .....	23
Referral Policy.....	23



## Funding Information/Requirements

### Documentation:

Students must keep their records and receipts for the term of their schooling, including:

- ◆ Rent receipts, leases, proof of mortgage, utility documents, and all tax slips and tax payments (T4, T4A, etc)
- ◆ Child care receipts
- ◆ Bank statements, pay stubs, and employment records (ROE) of spouse and self, if working part time

### Changes in Information:

Students must advise their funding source and Campbell College, in writing, of any changes to the following:

- ◆ Changes in financial resources
- ◆ Changes in family size or spousal relationships
- ◆ Changes in name, address, telephone number(s) or email address(es)
- ◆ Changes in child care or child support
- ◆ Recipient of monetary awards or lump sums
- ◆ Medical documentation for absences longer than one day

All student files are subject to audit. Audits are conducted on approximately half of all files to verify accuracy of awards and eligibility for assistance received. Files are chosen for audit through random selection, informants' calls, or computer matching with other agencies.

### IMPORTANT:

Read your **Student Award** letter, and make sure you understand what it states.

The best way to ensure that your funding and file with the College stays in good standing is to work with a case manager to ensure that your financial and personal information is always up to date.

**Get Sharon's or Brenda's advice when you need to make any funding changes and show them any letters from the Government. They will explain what is being sent to you.** If you are unsure of whether a particular issue needs to be addressed with Student Aid Alberta, check with the case managers.

A best practice is not to discuss your personal and individual funding with other students who may not be funded in the same manner as you. Individuals are funded based on their personal information and circumstance, and results will vary accordingly. Your funding is your personal information, and it is best to keep this information confidential. Case Managers are available to you for discussion or if you have any changes or concerns regarding your funding.



## Assessment & Case Management

Individual student assessment is on-going throughout the program. Assessment can take several forms and requires documentation to constitute a record of student progress.

*Areas of student performance to be documented and discussed will be:*

- Commitment to learning (attendance, attitude)
- Effort (recognition of challenges and evidence of drive to meet them)
- Progress (ability to advance at the expected rate)

### Appendix # 1 Case Management Services

## School Hours–Administrative Professional

Regular school hours are from 8:30 am until 4:30 pm, Monday to Friday, with two 15-minute breaks and an hour for lunch, unless otherwise specified.

## Contracts–Payment of Tuition, Book and Supplies Fee

Wherever possible, Student Aid will be directed to pay tuition directly to the school. Student Aid will remit Book and Supplies Fee of up to \$1900.00 to you to **IMMEDIATELY** reimburse the school upon receipt. Any shortfall will be reflected in your personal payment contract which will be drawn up based on your defined payment schedule (stated in your Student Award letter) and presented to you within the first two weeks of the program. We will meet with all students individually (Loan students and Fee Payers) to sign your contract and ensure your understanding of payments.

**Please note:** We do not accept credit cards for payments due to the costly transaction fee. Direct Deposit/Interact, cash, and personal cheque are accepted.

## Lunch Hour

It is a good idea to leave the building for at least part of your lunch hour to get some exercise, fresh air, and a change of scenery. There are lunchroom facilities available, if you wish to eat your lunch at the school. Please do not overload the microwaves or the fridge; be aware that you share this space. You are expected to clean up after yourself at all times and take home or throw out uneaten food on a daily basis.

### Places to go for lunch:

- Josephine’s Kitchen ..... across the courtyard
- Real Canadian Superstore. .... east of Stanley Building

### **NO alcohol is to be consumed during lunch break or school hours**

Please keep the front building doors closed, unless otherwise specified. Should you notice that the doors are left open, please shut them. Leaving the doors open can upset the climate in the building.

**Smoking** is NOT allowed in the building. You may smoke at the north end of the courtyard where the picnic table with the ashtray is located. There is also another available ashtray on the corner of the building directly across from the picnic table. Ashtrays are provided for cigarette butts: please use them as ashtrays, not as garbage cans. There are also non-smoking picnic tables in the courtyard.

## Professional Behaviour

**Common Areas:** We share this building with other professional businesses, and we often have corporate clients taking part-time training. The stairway, hallways, washrooms, and second-floor landing are common areas. Keep your voices down and maintain the cleanliness and professionalism of the building. If you notice that the washrooms need attention, report this to a staff member.

Please use the washrooms on the main floor as the second level washrooms are allocated for use by the upstairs tenants only.

Be aware that some people are sensitive to personal fragrances and odours; strongly scented products are unacceptable in any professional environment.

You will be sharing various lunch facilities with other groups of students. Please be considerate of their space and belongings, and take advantage of breaks and lunch hours to get to know those who are in different classes than you. **ENGLISH IS THE LANGUAGE OF INCLUSIVENESS—MAKE EVERYONE FEEL WELCOME.**

### **Classroom Etiquette:**

Be seated and ready to work five minutes before your class starts. Be prepared before your instructor returns from break. If you need to use the washroom during class time, leave the room quietly, and return promptly. Leaving class to make phone calls or attend to personal business is not acceptable.

Please do not interrupt while an instructor, teacher assistant, or fellow student is speaking; be aware that your contribution in class is important. Make it appropriate and timely, and all will benefit from your input.

**NO FOOD OR BEVERAGES OF ANY KIND ARE TO BE CONSUMED IN THE COMPUTER LAB.** Eating or snacking is not allowed during computer classes.

## Dress Code Policy

### Appendix # 2 Student Dress Code Policy—Professional Dress Guidelines



## Confidentiality

In a business office, confidentiality in regard to the work that you do, fellow employees, and the company you work for is a professional norm. Therefore, **confidentiality is to be maintained throughout this program**. This means what goes on in the classroom with your classmates is not discussed outside of class. Please refrain from discussing matters concerning classmates in their absence. If you have concerns or need advice about how to handle a situation with a classmate, a case manager or director is available to assist you.

## Academic Integrity

ALL homework and exams must be done **ON YOUR OWN**. If anyone chooses to copy an assignment/exam **from or give to** another person, **both** students will receive a ZERO, plus a warning letter. Taking photographs of quizzes or exams is prohibited. Plagiarism is grounds for dismissal.

## Telephone Use

**Cell phones are NOT to be active during class.**

You may give Campbell College's telephone number 780-448-1850 to your spouse, children, daycare, or parents for **EMERGENCY CALLS ONLY**. Please explain that we will NOT interrupt classes to relay messages *unless the call is stated as an emergency*. However, we will take messages for you to return calls *of importance*.

If you need to make a phone call, there is a student phone available outside the lunchroom. Please be considerate by making your call as short as possible. If you need to make a telephone call of a confidential nature, ask and we will do our best to find you a private area. The telephone in the boardroom is not designated as a student phone.

## Books & Supplies

Textbooks, manuals, or workbooks, will be provided for all courses on an as-needed basis. Some of our course material has been developed in-house; handouts in various classes will fill your binders.

You will need to supply yourself with binders and loose-leaf paper for most of your courses. It is also your responsibility to purchase pens, pencils, and any other supplies needed.

## Lockers

Lockers are available in the downstairs student area; they are free of charge for students training at Campbell College. You must purchase your own combination lock or a key lock. When you select a locker, immediately register it with the front desk administrator. We will cut off any lock (at your expense) if it is unregistered.

A good practice is to provide us with your combination numbers or your extra key placed in a sealed envelope with your name on it. We will keep the envelope in our safe in the event that you need it.

On the last day of class, prior to your practicum, you must vacate and clean out your locker. Please notify the front desk administrator that the locker is vacant and collect your envelope, if applicable. We will cut off any lock and remove your belongings if lockers are still occupied past the deadline. If you do not claim your envelope after you have graduated, it will be disposed.

## Homework

Our expectation is that **all** homework assignments will be completed to the best of your ability, done neatly, and handed in on time, regardless of whether you were absent or present in class. Exceptions and extensions may be given at the discretion of the instructor who assigned the work. Handing in work late or not at all will affect your marks. **It is your responsibility to hand in your work—NOT YOUR INSTRUCTORS' TO REMIND YOU.**

## Parking

There is ample parking on the service road in the front of the building and down the entire block. The parking behind the building is for staff only.

## Holidays

Statutory holidays are observed, and you will have two weeks of scheduled “study breaks” **(See schedule for dates).**

## Harassment

At Campbell College, we are committed to providing a safe and respectful environment for all students and staff. No one, whether a student, a staff member, a contractor, or a member of the public, has to put up with harassment at Campbell College, for any reason, at any time. No one has the right to harass anyone else, at school or work, or in any situation related to employment.

### Appendix # 3 Campbell College’s Harassment Policy

## Campbell College Complaint Policy

This program will provide you with communication and interpersonal skill training that we encourage you to practice throughout your program. Ideally, it is always best to try to resolve a minor complaint or problem with the person you are having the issue with. If you are uncomfortable doing so, or if your complaint or concern is of a serious nature, please ask to meet with a director, case manager, or the Professional Development instructor. One of these individuals will always be available.

### Appendix # 4 Private Career Colleges Branch Student Complaint Process





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## Attendance/Termination/Withdrawal Policy/Appeal Process

Our expectations regarding student attendance are based upon those that an employer would have of an employee. This is for two reasons:

1. The training we provide has an ultimate goal of employment for our graduates. The development of professional behaviours such as good attendance is part of our training, and we want to be able to give you a good reference regarding your attendance, punctuality and work ethic.
2. The curriculum of this program is intensive and requires that full attendance be kept in order to gather and retain the information needed to develop skills. Much of what is taught is practical and experiential.

IF YOU ARE NOT HERE—YOU LOSE OUT!

### Excused Absences

Illness, bereavement, and some family emergencies are the only valid reasons to be absent from class. Medical, legal, or other professional appointments should be made outside of school hours, if possible. If you must be absent to attend an appointment, speak to a director regarding the urgency of the appointment. Absences to attend appointments will be reviewed within the context of your over-all attendance and performance history, and permission granted accordingly.

If your child is too sick to be in the regular daycare or school, you **MUST** have reliable back-up childcare in place to be **Ready, Willing, and Able** to attend training. Again, absences due to child care issues will also be reviewed within the context of your over-all attendance and performance history, and permission granted accordingly.

If you are too ill to come to class or are missing from school, call our office immediately to report your absence. If needed, leave a voice message; however, speaking to a staff member is preferable. If you are absent due to illness for more than one day, a doctor's note **must** be provided to us when you return. It is your responsibility to collect all handouts distributed, to complete all exercises assigned, and to study all material covered in your absence. Absence from class is not accepted as an excuse for work not handed in; you must speak with your instructors to arrange deadlines for completion of projects assigned in your absence.

Unreported absences will be considered unexcused, no matter the reason. You must complete an *absence form (blue)* when you return to school. This form outlines the dates and reason for your absence and you can attach medical notes or other documents to support an absence.

### Appendix #5 Absence Form

If you arrive late for class, you are required to complete an absence form, have it signed by the instructor upon entering the classroom. If you must leave class early, you are required to gain permission before the class starts and hand the signed form to the instructor when leaving.

Repeated tardiness indicates a lack of commitment. Instructors' concerns regarding attendance and lack of evidence of commitment to this training will be shared with

the Program Team (instructors and directors). If you experience difficulty in conforming to any of the above, please consult with a case manager before it becomes a serious problem.

The information from the absence form is entered into our attendance database and provides the college with an accurate attendance report at any given time. We monitor attendance reports regularly, and if your attendance printout indicates that you have accumulated too many absences (which includes time missed for being late), your participation in this training will come into question. At this time, you will be given a First Warning letter, and you will be asked to meet with a school director for discussion.

**If unacceptable attendance, punctuality, or progress becomes an issue that is not rectified, it is our responsibility to terminate your Student Contract and report your termination to your funding source (if applicable). In this case, we will advise you how your funding will be affected.**

**Process for determining continued eligibility in the event of ongoing attendance issues:**

- ◆ A *First Warning* letter is given when attendance is determined to be an issue.
- ◆ If the issue is not immediately resolved, the Learner may be required to create an Action Plan, with the assistance of a director, indicating how he or she intends to deal with the problem.
- ◆ If attendance continues to be an issue, the Learner will be placed on Probation for a determined period of time.

Conditions for continuing in the program as a Probationary Learner include:

- A positive attitude toward feedback from the Program Team
  - A willingness to accept personal responsibility for the issue
  - Demonstrated ability to adhere to the Action Plan
  - Maintenance of passing marks (although passing marks alone will not outweigh other criteria such as attitude, as this is an employment program)
  - Certain issues may require termination from the program for treatment purposes, including substance abuse or mental health issues, regardless of attitude.
- ◆ The Program Team will discuss the Learner's progress and marks at the weekly staff meetings and a director will follow up as required.

Three situations in which the College will terminate a student are:

**1. Unexcused absence of 5 days per term**

The first term Basic Instruction is the first 16.5 weeks in the program  
*Your Student Contract will be terminated if you have 5 unexcused absences during this period.*

The second term Intermediate and Advanced Instruction is the last 16 weeks in the program.

*Your Student Contract will be terminated if you have 5 unexcused absences during this period.*

**2. Absence of three consecutive weeks for any reason**

Loan Funded Learners and Fee Payers: If you have missed three consecutive weeks of training with a valid reason, you must meet with a school director who will evaluate the feasibility of your continuing in the program. This decision will be based on whether or not it is possible to catch up and progress through the program. In extenuating circumstances, learners who are absent from a training period for more than three consecutive weeks, but not more than 30 consecutive days can only continue if approved by a school director.

**3. Missing 5 consecutive classes without contacting the school**

*Your Student Contract will be terminated if you miss five consecutive days of classes and not contact the school before or during your absence to provide an excuse for consideration.*

## Withdrawals/Terminations and Tuition Refunds

If you wish to withdraw from this program and terminate the Alberta Student Enrolment Contract for Licensed Vocational Training Programs, you must provide written notice to the institution in a way that you can verify the date the notice was delivered to the Institution. The contract is considered terminated on the date that the written notice is received by the Institution. The Institution may also terminate your enrolment in this program by providing written notice to you. The contract is considered terminated on the date that the written notice is received by you.

If you are receiving Student Aid, you must notify your funding source of your withdrawal or the termination of your Alberta Student Enrolment Contract for Licensed Vocational Training Programs.

Please refer to page 2, of your Alberta Student Enrolment Contract for further detailed information.

The Institution may withhold your credentials if all fees are not paid in full by the time period/policy specified by the institution.



## Definitions

### Absences that will be considered excused:

**ILLNESS**—After one day absent, you must visit a Doctor or medical professional and provide substantiating documentation.

Documentation may include:

- ◆ Note or letter with a date proving your visit and recommended time off required
- ◆ Medical test requisition document with a date proving your visit to a medical professional
- ◆ Medical prescription provided to you with a date proving your visit

**MEDICAL TESTING APPOINTMENTS**—In the case where this type of appointment cannot be made outside of school hours, you must provide substantiating documentation.

Documentation may include:

- ◆ Medical test requisition document with a date proving your visit

**BEREAVEMENT**—If you miss time due to the loss of a family member or friend, you must provide substantiating documentation.

Documentation may include:

- ◆ Newspaper Notice
- ◆ Death Certificate
- ◆ Funeral Program

**LEGAL APPOINTMENTS**—In the case where this type of appointment cannot be made outside of school hours, you must provide substantiating documentation.

Documentation may include:

- ◆ A Court Order
- ◆ Letter from a Lawyer or Judicial Representative

**SERIOUSLY SICK CHILD OR SPOUSE**—In the case where it is necessary to miss school to accompany a child or spouse to a medical appointment, you must provide substantiating documentation.

Documentation may include:

- ◆ Note or letter with a date proving your visit and recommended time off
- ◆ Medical tests requisition document with a date proving your visit to a medical professional
- ◆ Medical Prescription provided to you with a date proving your visit

**SENT HOME BY A STAFF MEMBER DEEMED TOO ILL TO BE IN CLASS**—You will be excused for the day you are sent home; however, extended days off must be substantiated with medical documentation (see **ILLNESS** previously listed).

**Reasonable, valid, and documented extenuating circumstances not previously listed may be considered excused at the discretion of the director(s).**

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**NOTE:** Absences due to illness, to attend appointments or any of the previous (excused) stated reasons will be reviewed within the context of your over-all attendance and progress history, and excused accordingly. Should any of the above issues become ongoing or accumulative, you may be deemed not READY, WILLING, AND ABLE to attend school at this time.

Examples of absences that will be considered unexcused:

- ◆ Missing training to work
- ◆ Absences due to medical issues after one day without documentation
- ◆ Staying home due to childcare issues
- ◆ Vehicle or transportation issues
- ◆ Sleeping in
- ◆ Vacation or holidays scheduled or taken during training

A school director may determine other reasons for unexcused absences.

**Appendix # 5 Absence Form** and **Appendix # 6 Interview Absence Form**

### **Termination Appeal Process**

An individual has a right to request a review of certain decisions made by a training provider.

Should you wish to appeal a termination of your Alberta Student Enrollment Contract you must do the following:

Within three business days, a written *Letter of Appeal* must be sent to Sharon Halliday, Director, or Martine Sabatier, Director, or both, outlining the following:

- ◆ Your rationale for the appeal
- ◆ Your request for a meeting with a school director and one other staff member

Once your letter has been received, the director will make every effort to arrange a meeting within one week's time to review your appeal with you. It is at this time that a final decision will be made.

The Government of Alberta requires training providers to establish an internal decision review process to hear individual concerns regarding these decisions. Campbell College's appeal process for attendance issues will include a review of the following during an appeal meeting:

- ◆ Labour market destined—are you employable?
- ◆ Ready, Willing, and Able
- ◆ Are you in breach of Campbell College's attendance policy?

When a decision is made to terminate an individual's Alberta Student Enrollment Contract, the individual will be informed of the reason(s), their right to a review,

the training provider's review process, and the time limit for requesting a review. These decisions will be communicated in writing to the individual.

## Termination Policy

By signing the Alberta Student Enrolment Contract for Licensed Vocational Training Programs, you are indicating that you have read and agreed to conform to our "Student Policies and Procedures" (Handbook), and our "Attendance" and "Progress" Policies. Any serious breach of any policy may result in your termination from training.

**A "serious breach" is defined as:** any incident or issue that the student has repeated or not corrected after having received a written warning clearly outlining the behaviour or action which is in breach of these rules and its required modification.

**NOTE:** Campbell College awards certificates of "Perfect Attendance" and "Excellent Attendance"—These certificates prove very valuable during an interview as proof of your reliability, responsibility, and commitment.

## STUDENT CONDUCT POLICY

In addition to attendance and progress breaches, grounds for immediate termination may include but is not limited to:

Theft, intentional destruction of school property, being under the influence of alcohol or illegal drugs while at school, assault, uttering threats against classmates or staff, abuse or harassment of any nature, consistent disruptive behaviour that negatively affects the college's ability to provide training and conduct classes.



## Acceptable Academic Progress Policy

### Administrative Professional Program

The program is highly integrated in its design and delivery. Competencies are built upon throughout the training. Competency testing is conducted and recorded as learners progress through the program. A **Course Outline** is provided to all learners at the commencement of each course in their program, and the respective instructor thoroughly explains their grading and passing criteria. Progress is closely monitored to ensure standards are being met.

In all Campbell College courses, our marking system allows for the accumulation of marks through a variety of practical in-class assignments, quizzes, homework assignments, and exams. In almost any circumstance, a student who is failing a course will, with hard work and determination, still be able to achieve a passing mark before the end of the program.

Academically, the successful end result of our licensed program is the attainment of a Campbell College program diploma. The diploma is granted upon program completion when the Learner has successfully passed all program courses, and has successfully completed their 2-month work experience.

### Our Passing Mark is **60%**

**Transcript of Marks**—Besides the program diploma, you are working to achieve a final Transcript of Marks. Please be aware that all your in-class assignments, quizzes, exams, and your homework will provide you with a final mark in each course on your transcripts. Employers often ask for your transcripts as well as your certificates and diploma.

Please be aware that Learner absences are not an excuse for assignments and homework that are due. You are responsible for meeting with your instructors to find out what you have missed and to set up deadlines for handing in work late. You will be deducted marks for late assignments. In addition, you are responsible for meeting with your instructors to arrange for a suitable time, in which you will be monitored, to write missed quizzes or exams. Make-up quizzes and exams are at the discretion of each individual instructor.

We encourage learners to take advantage of the computer lab, open Monday through Thursday, from 4:30 pm to 5:30 pm, and it is in your best interest to ask for additional support from your instructors if you need it.

You will be given a minimum of three formal reviews during this program. The first review is after the first month, and halfway through your program, at which time you will meet with your instructors to review your marks and obtain feedback about your progress.

The third review occurs on your practicum where your performance will be reviewed. Should your marks or attitude be unacceptable at any time during the program, we will meet with you to conduct an unscheduled review at which time plans will be set in order for you to raise your marks up to an acceptable level. We will strictly comply with Provincial Legislation regarding how we handle progress issues as explained to you.

Should your academic progress not improve and you are not able to demonstrate the essential competencies needed to successfully complete the program and to progress to the next level of training, you will be terminated from the program based on unacceptable progress.

It is our responsibility to report poor progress to your funding source.

**If unacceptable progress becomes an issue that is not rectified, your funding will be terminated.**

Process for determining continued eligibility in the event of ongoing progress issues:

- ◆ A first warning letter is given when progress is determined to be an issue.
- ◆ If the issue is not immediately resolved, the Learner will be required to create an Action Plan, with the assistance of a school director, indicating how he or she intends to deal with the problem.
- ◆ If progress continues to be an issue, the Learner will be placed on Probation until such time as the issue is resolved. Conditions for continuing in the program as a Probationary Learner include:
  - A positive attitude toward feedback from the Program Team
  - Willingness to accept personal responsibility for the issue
  - Demonstrated ability to adhere to the Action Plan
  - Evidence that the Learner's marks are improving and that, given the timeframe, the Learner would be capable of attaining passing marks prior to the program completion.
- ◆ The Program Team will discuss the Learner's progress and marks at the weekly staff meetings and the director will follow up as required.
- ◆ The decision of the Program Team to terminate a student for progress issues is final.





## Government Student Auditing

**Best Practice:** Ensure that you read the ***Application Declaration*** on your funding application, and/or on your Master Student Financial Assistance Agreement if you are loan funded. These documents detail important responsibilities that you have and rights that your funding sources have regarding the information you gave them on your funding application. Ensure that you keep both the school and the Student Aid Alberta up to date on any changes you may have as your file may be audited. If you are a Fee Payer, you also must keep Campbell College up to date with any changes to your name, and contact information. The College is audited regarding every student admitted regardless of their funding status, and we must be able to contact you after graduation for your employment status.

**Remember that the case managers are here to support you.**

## Government Student Surveys

Please be advised that the Career Colleges Training Branch conducts *Student Satisfaction Surveys* and *Student Graduate Information Surveys*. You may get a call during the evening or on the weekend, while you are in the program, from the government or an independent research company who will identify that they have been hired by the government. As an example, they will ask you if the school is providing you with all services promised, ensure that you are indeed a student at the school, and ask if you are satisfied with the services and training provided. The Student Graduate Information Survey may occur directly after your training or a few years down the road. If you are ever in doubt about who is calling you for a survey, get the parties' information and telephone number, and check with us to confirm. While not mandatory, it is in the best interest of all tax payers that you participate in these surveys to ensure that schools are providing the services they are expected to provide, and that they are getting the required employment results.

## Your Reporting Obligations

If you have been given funding for our training program from any source, or paid for the program on your own, you've chosen to attend a Private College for training, and you are obligated to sign several government documents that state you will commit to reporting your employment status to Campbell College as follows:

- ◆ Alberta Student Enrolment Contract for Licensed Vocational Training Programs, Advanced Education - for all students

You have made a contractual agreement and we also have a contractual agreement to report your employment outcomes to the government.

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All students are obligated, after graduation, to inform us of your employment outcome immediately and on follow up dates. If you do not call, we will send you a reminder email or telephone you; however, if you can, please note the dates of your follow up and call us to report within a week of your follow up date. We will provide you with your follow up dates and remind you of this obligation closer to the end of your program.

This is the information that we need from you for the government. Are you working? If yes, you will need to answer the following:

**Employer (Company) Name**  
**Employer Address**  
**Employer Telephone Number**  
**Your position/Title**  
**Date Employed**  
**Salary or per hour amount**  
**Full or Part Time**

## Graduation

A week before practicum training begins, students will be given one gown, stole, and graduation cap (including tassel) for individual picture-taking. Please notify staff about graduation pictures and see a staff member to arrange pick-ups for a gown and cap. The gown will be lent out one day at a time. Students are responsible for choosing a photographer and a backdrop (*please refer to picture frames hanging in the school hallway for examples*).

On convocation day, graduates attending will receive an individual gown, stole, and graduation cap (including tassel) for the night. This will be an opportunity for group and class pictures. At the end of the day, **graduates will keep their cap and tassel as souvenirs**, but will return the remaining gown and stole to a designated staff member before they leave the ceremony.

Students not attending their convocation will receive their diploma, and cap (with tassel) seven days after convocation day. Gowns will be unavailable for out-of-school pictures. Students are advised to phone first to make an appointment.

## Health Benefit Coverage

**IMPORTANT:** If you are eligible for the Alberta Adult or the Child Health Benefit program, your eligibility will be assessed based on your most recent tax return. It is advised to file your most recent income tax return by the end of April of the current year, even if you do not have income to report. (This applies to you and your spouse, if applicable) Note: Child Health Benefits are available to all Albertans with low incomes.

## Appendix #1

### Case Management Services

#### Case Management Services will include:

- ◆ Continuous in-house monitoring, counselling and problem-solving support, action-planning and crisis intervention to address individual issues
- ◆ Referrals to community support services as needed
- ◆ A minimum of three formal progress reviews will be conducted and the results will be maintained on your file.
- ◆ Ongoing consultation with program instructors to discuss Learner's progress and to put in place remedial support if needed
- ◆ Continuous review of Learner attendance and progress towards completion of program and career plans. Attendance will be taken twice daily (morning and after lunch). The instructors are required to fill out a form reporting when learners are absent, arrive late or leave early, along with the reasons. This information is handed in daily and entered into our database to produce accurate and detailed attendance reports. If a Learner is having difficulty meeting our attendance standards, we will immediately counsel the Learner, assist in problem solving if needed, and draw up a contractual agreement with the Learner.
- ◆ Supporting an open door policy to discuss and address any concerns learners may have regarding staff, instructors, or peers. If needed, we can also facilitate a resolution to issues.
- ◆ Providing learners with fair, applicable, and immediate feedback regarding behaviours that could affect their successful completion of the program or transition into the workplace
- ◆ Contacting employers, establishing Learner work experience placements, and designing Training Plans with employers that will optimize learners' skills while on placement
- ◆ Ensuring employers acting as Training Place Hosts, adhere to all conditions as outlined in the Training Placement Contract.
- ◆ Monitoring Learner and training progress during placement on a regular basis, and adhering to a formal evaluation schedule. Interviews with supervisors and Learner, along with written evaluations, are used to assess learners' progress, to resolve concerns, and to ensure that the objectives of the training placement are met.

### Follow up Services

We will follow up to confirm completion of learner plans and transitions to work or further study. Once a graduate is employed, he/she will be contacted for the reporting periods. We are available for job search support if required.

Campbell College will maintain contact with all learners at specified reporting periods (will provide notification).



## Job Placement Services

For graduates who do not gain employment from their Training Placement Hosts, or secure employment immediately upon program completion, Campbell College will provide Supported Job Search Assistance and Job Placement Services. Graduates will be assessed for areas of concern and/or individual needs, and then a job search action plan will be developed. Graduates can report to our offices on a regular basis where their action plan and activities will be monitored and reviewed.

### Assistance in the form of workshops or individual support will:

- ◆ Reaffirm the practical skills, tangible tools, and self-confidence needed to market themselves to prospective employers.
- ◆ Revisit the attitudes and behaviours emphasized throughout the training that are necessary to ensure job maintenance.
- ◆ Provide learners with an opportunity to build competence in the area of job search.
- ◆ Ensure that participants are prepared, have realistic expectations of employment, and reinforce commitment to the job search process.

### Individual assistance will include:

- ◆ Access to computers, fax, and the Internet for job search or research.
- ◆ Further review of employer expectations, accessing the hidden job market, interview techniques, labour market information, goal setting, employer expectations and job maintenance, and techniques for problem-solving on the job.
- ◆ Assistance in preparing specific cover letters and resumes.
- ◆ Practice interviews with immediate feedback.
- ◆ Counselling that provides the Learner an opportunity to debrief in a caring and supportive environment.

## Appendix #2

### Student Dress Code Policy

All students are made aware that we have a professional dress code prior to acceptance into the Administrative Professional program and have agreed to comply with our policy. Professional office attire must be worn to attend classes (e.g. no jeans, t-shirts, sweatpants, sweatshirts, yoga wear, tight leggings, jeggings, running shoes, shorts, hats or toques).

Students who report to school dressed unprofessionally, deemed by our directors, will be sent home to change into appropriate clothing suitable for a business setting. The time missed will be counted as an absence, and a blue form must be submitted.

This policy is also in effect during any casual dress jeans days (fundraising events). You are permitted to wear jeans suitable for a professional office setting only, and it is expected that the rest of your attire will be business appropriate as well.

### Professional Dress Guidelines

Our goal is for our students to look and be marketable at all times (while at school and on your practicums). Your willingness to adhere to these guidelines is an indicator of your professionalism. Students with limited professional clothing can meet with a case manager to develop an action plan. We can suggest a number of consignment stores and thrift shops that can help you add to your professional wardrobe at little cost.

- ◆ Skirts should not be more than four inches above your knee.
- ◆ Leggings can be worn with a professional looking tunic or top that is not more than four inches above your knee (tight leggings worn with a sweater are not appropriate).
- ◆ Dress Capri pants are acceptable—no denim.
- ◆ Shorts (of any kind) and halter tops are not acceptable at any time.
- ◆ Bra straps should not show.
- ◆ Tops should be long enough to cover midriff.
- ◆ Some high heels are considered a safety hazard in an office setting.
- ◆ Shoes must be worn at all times—flip flops are not acceptable footwear.
- ◆ Baseball caps or hats are not appropriate to wear in class.
- ◆ Men should wear dress pants, shirts, and shoes.
- ◆ Men should keep a tie in your locker for surprise interviews.

**CLOTHING SHOULD BE CLEAN, PRESSED, AND IN GOOD REPAIR IN ORDER TO ALWAYS LOOK YOUR PROFESSIONAL BEST!**



## Appendix #3

### Harassment Policy Statement for Campbell College

**TO: All Students and Staff**

**FROM: Sharon Halliday—Director**

**DATE: November 22, 2004 (Original)**

#### **Our Commitment**

At Campbell College, we are committed to providing a safe and respectful environment for all students and staff. No one, whether a student, a staff member, a contractor, or a member of the public, has to put up with harassment at Campbell College for any reason, at any time. No one has the right to harass anyone else, at school or work or in any situation related to employment. This policy is one step toward ensuring that our organization is a comfortable place for all of us.

#### **Harassment is against the law**

The *Canadian Human Rights Act* and the *Canada Labour Code* protect us from harassment. The *Criminal Code* protects us from physical and sexual assault. You have a right to live and work without being harassed, and if you are harassed you can do something about it.

#### **Employees' and students' responsibilities**

All employees and students have the responsibility to treat each other with respect and to speak up if they or someone else is being harassed. All employees have a responsibility to report harassment to the appropriate person. All employees and students are responsible for respecting the confidentiality of anyone involved in a harassment complaint.

#### **Managers' and instructors' responsibilities**

Each manager and instructor is responsible for fostering a safe working environment, free of harassment. Managers and instructors must set an example for appropriate workplace behaviour, and must deal with situations of harassment immediately on becoming aware of them, whether or not there has been a complaint.

#### **Campbell College's responsibilities**

Campbell College also has a responsibility to be aware of what is happening in the organization. We promise to treat all incidents of harassment seriously. We undertake to act on all complaints and to ensure that they are resolved quickly, confidentially, and fairly. At Campbell College we have zero tolerance for harassment of any kind.



## Appendix #4

### Private Career Colleges Branch Student Complaints

#### Student Complaints

Private institutions may set their own rules and policies governing student conduct, tardiness, absences, dress codes, and the circumstances under which students may be suspended or expelled. These rules and policies are not set by the government, and may differ between institutions. The institution must provide you with a copy of their rules and policies at the time of enrolment and at any time during the duration of the program upon your request.

The Private Vocational Training Regulation requires all private institutions offering licensed career training to have a process in place for the resolution of student complaints. As such, if you have concerns with respect to your training, you must first address them directly with the institution. If you are unable to reach a resolution with the institution, you have 60 days from your last date of attendance in the program to contact us regarding your concerns.

#### Private Career Colleges Branch Alberta Advanced Education

8th Floor, Commerce Place  
10155 - 102 Street  
Edmonton, Alberta, Canada T5J 4L5  
Phone: 780-427-5609  
Fax: 780-427-5920  
Email: [pcc.branch@gov.ab.ca](mailto:pcc.branch@gov.ab.ca)

## Appendix #5

### Absence Form

#### Filling out the form

This blue absence form is to be filled out when you are late, leaving early or absent.

Student's Name:

Program Name:

Arrive Late Date:  Time:

Left Class Early Date: \_\_\_\_\_ Time: \_\_\_\_\_

Absent Date: \_\_\_\_\_ Day(s): \_\_\_\_\_

Reason:

Student Signature:

Instructor Signature: \_\_\_\_\_

Instructor Print Name: \_\_\_\_\_

**FOR OFFICE USE ONLY:**

Excused \_\_\_\_\_ (tb) Comment: \_\_\_\_\_

Not Excused \_\_\_\_\_ (tb) \_\_\_\_\_

Place a check mark for the choices applicable

1. This form can be obtained at the reception desk.
2. Fill out all of the required information.
3. If you have an appointment that will require you to be late or to leave early from class, complete the form ahead of time and ensure that you give it to the instructor scheduled to teach.
4. For latecomers, complete the form, enter the time once you are in class and present the form to the instructor.
5. If you are leaving class early for illness or appointments, ensure the instructor has it before class or as soon as possible.
6. If you are absent for a day or half a day, complete the form and give it to the instructor you had when you missed class or the morning instructor.
7. The instructor will sign the form and hand it in to administration.

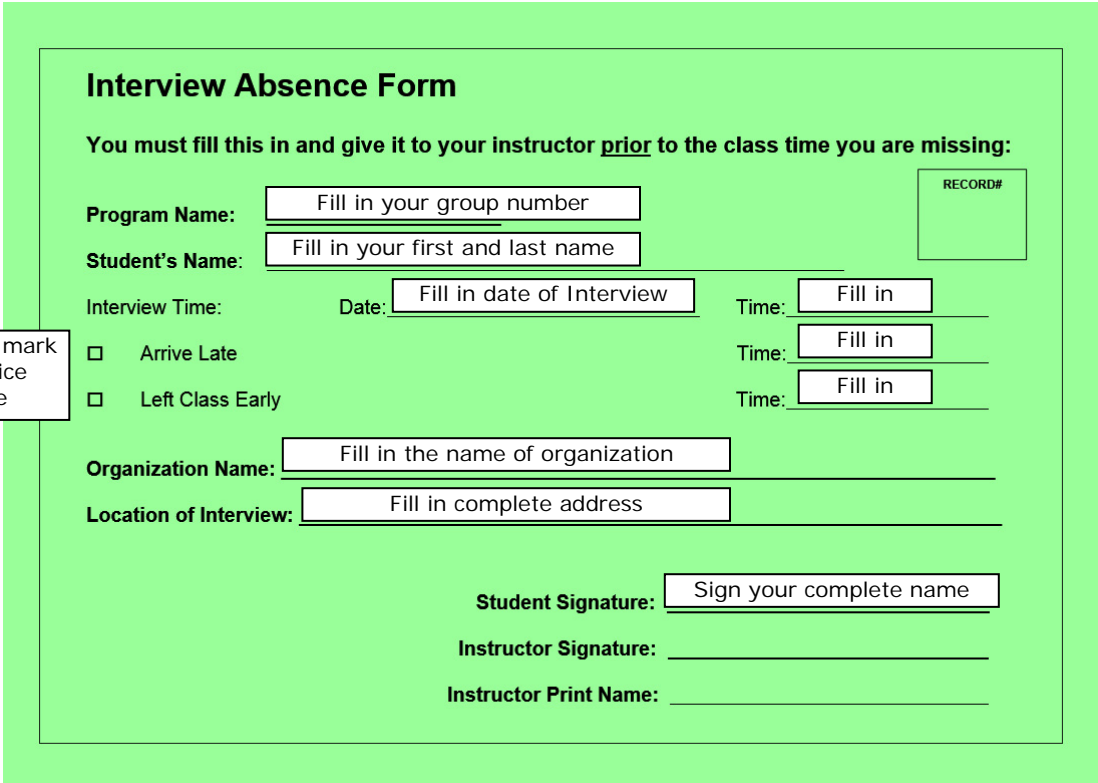


## Appendix #6

### Interview Form

#### Filling out the form

This green interview form is to be filled out when you are attending an interview for your practicum placement and will be late or leaving early from class.



**Interview Absence Form**

You must fill this in and give it to your instructor prior to the class time you are missing:

Program Name:

Student's Name:

Interview Time: Date:  Time:

Arrive Late Time:

Left Class Early Time:

Organization Name:

Location of Interview:

Student Signature:

Instructor Signature: \_\_\_\_\_

Instructor Print Name: \_\_\_\_\_

Place a check mark for the choice applicable

1. This form can be obtained at the reception desk.
2. Fill out all of the required information.
3. If you have an interview that will require you to be late or to leave early from class, complete the form well ahead of time and give it to the instructor that will be teaching during your absence. In addition, bring the document with the place, date, and time of your interview to the instructor.
4. The instructor will sign the form and hand it in to administration.
5. If you do not hand the form in, it will affect your attendance record.



## Appendix #7

### Referral Policy

Campbell College will pay you \$200 for each student you refer to us for a full-time program. Your referral must be a new applicant with Campbell College, and this student must start and stay enrolled in the Administrative Professional program and be in good financial standing for a minimum of (30) thirty days. You will receive your bonus after the 30-day period.

If you refer someone and know your referral is applying for the program, e-mail or call Sharon to let her know that you personally have sent the applicant. We always ask applicants for the name of the person who referred them to our program during their formal interview, and we record their response (name, if any) on their application form. If there is a discrepancy when they confirm who referred them, the information or name initially given by the applicant and recorded will be the deciding factor.

Sometimes an applicant will give us two names and state that both people were equally responsible for the referral. In this case, and if the applicant agrees, we will split the bonus 50/50, and each referee will be informed of the split and receive \$100.

From time to time, and at our discretion, Campbell College may raise the bonus amount for a specific intake. We will inform our Alumni and Students about any changes through an e-mail or a newsletter.

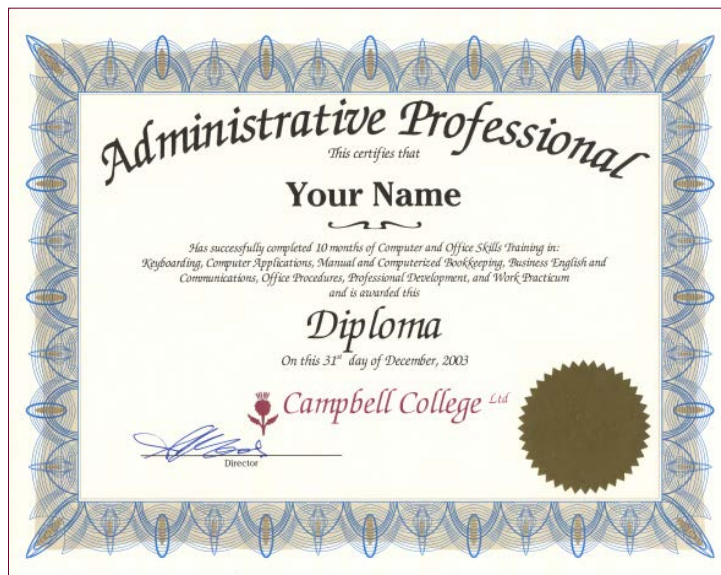
**Definition of a Referee:** Someone who has spent some time with the applicant recommending the program (even on the phone), telling them about their positive experience at Campbell College, or recommending that they visit the college for an information session. If we are told that an applicant heard about us through their Mother's friend's sister, who graduated from the program, and the applicant provides us with a name, if the named referee has not spoken to the applicant, we do not count them as a valid referee. *You have to invest a little time with people to earn the bonus!*

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# *Welcome to Campbell College and to our Administrative Professional Training Program*

We hope that you will relax, enjoy the process, get all that you can from this skill training opportunity, trust in your abilities to be successful, and in ours to get you there. We look forward to celebrating your success at your graduation.



Campbell College Ltd.  
#101 11748 Kingsway Ave  
Edmonton AB T5G 0X5  
Tel: 780-448-1850  
Fax: 780-447-5902  
[www.campbellcollege.ca](http://www.campbellcollege.ca)

Contacts:

Sharon Halliday, Director  
Martine Sabatier, Director  
Brenda Symes, Placement Coordinator

[sharon@campbellcollege.ca](mailto:sharon@campbellcollege.ca)  
[martine@campbellcollege.ca](mailto:martine@campbellcollege.ca)  
[brenda@campbellcollege.ca](mailto:brenda@campbellcollege.ca)

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