



*Campbell College*

# INTERNATIONAL STUDENTS GUIDEBOOK

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**Creating Careers since 1986**  
**One “Star” at a time...**

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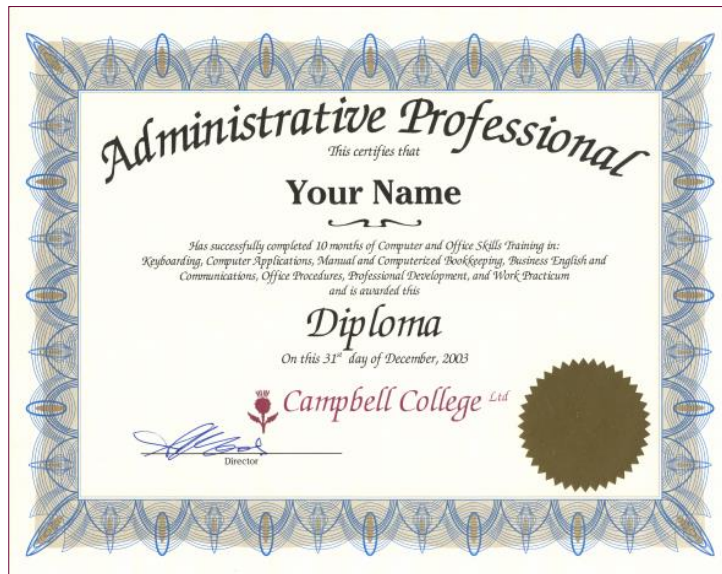
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## International Students Guidebook

Campbell College is a Designated Learning Institution (DLI) and able to accept International Students into programs licensed under the Private Vocational Training Act.

### **IMPORTANT NOTICE:**

- **Campbell College is a Private Vocational Institution without degree granting status. Therefore, graduates of our programs are not eligible for the Post Graduate Work Permit.**
- **Campbell College cannot provide immigration advice. Please consult an immigration consultant or immigration lawyer if you have questions regarding student visas, work permits, etc.**

Thank you for your interest in our Administrative Professional Post-secondary Diploma program. Campbell College has been specializing in training administrative professionals since 1986. We are located in the Kingsway Business District, in Edmonton, the capital of Alberta; we are close to the downtown core. We know exactly what employers are looking for because we have long-established, on-going practicum partnerships throughout the Government of Alberta, the City of Edmonton, School Boards, Alberta Justice, Alberta Health, not-for-profit organizations, as well as private industry.

Our major client base has always been newcomers to Canada, and our program is designed to address barriers that new immigrants face because of unrecognized foreign education, credentials, or work experience. We understand the transitions and cultural adjustments needed to fit comfortably into the Canadian workplace, and this is addressed throughout our program. We take great pride in the fact that people, from all over the world, some coming to us with Master's Degrees, and PHD's, have successfully bridged themselves into a variety of office career. Many of our graduates have been able to quickly advance to more intermediate and senior positions because in addition to their transferrable skills and backgrounds, they now have Canadian training, certification, and work experience.

Our program is very unique, and we stand out from other schools. We believe in traditional instructor-led training integrated with guided hands-on skills practise, and one-on-one support is always available. While technical administrative skills are very important, we also concentrate equally on communication and interpersonal skills. Our *Professional Development Workshops* are designed to enhance communication and team building skills—you will know how to effectively manage yourself and fit in to any office environment. You will learn the different personality styles and how this important information will improve your personal and professional relationships. Our ultimate goal is to produce graduates who are professional and skilled in the art of communication, have the ability to immediately provide the expected level of technical support to an office team, and have the knowledge and confidence to learn quickly and advance in this extremely diverse career path.

From the first day in class, you will see we have a holistic approach in all that we do. We care equally about your self-esteem and future ability to market yourself in an interview as we do about your typing and computer skills. The Administrative Professional program will provide you with the technical skills, people and communication skills, work experience, work references, and genuine support in reaching your specific goals. Our professional team of administrators and instructors are excited to meet you, and we look forward to playing a significant and special role in your educational journey and experience in Canada.

### **Why Choose Campbell College**

- Our current graduate employment success rate is 88%.
- We work directly with Human Resource Specialists in all industries to ensure our training reflects their administrative needs.
- Full-time classroom hours simulate and prepare you for the demands of an office position.
- The intensive training and work experience is accomplished in an 8-month period, and you achieve a One Year, Post-secondary, Administrative Professional Diploma.
- Supportive and knowledgeable counsellors will assist you with any challenges—both academic and personal.
- We run multiple intakes five (5) times per year in February, April, June, September, and November.

This International Students Guidebook contains important information regarding admission requirements, steps, program policies and procedures, and facts that will help you to make an informed choice and a sound educational investment.

## Our Program

**Administrative Professional Program:** Students will receive a total of 1,126 hours of comprehensive administrative training and work experience/practicum. The *Administrative Professional* program is licensed under the *Private Vocational Act and Regulation*.

**Delivery Method:** Traditional Lecture, Practical Applications, and Practical Tests

**Program Outcome:** Graduates will achieve a *Post-Secondary Diploma* and a final *Transcript of Marks*. This Diploma constitutes a one-year Diploma.

**Program Timeframe:** The program will take 33 weeks to complete:

- 23 weeks of classroom instruction
- 8 weeks of practicum
- 2 weeks of study breaks scheduled during the classroom portion of the program

### 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.

## OVERVIEW

| <b>Administrative Professional—Courses</b> | <b>Hours</b> |
|--|--------------|
| Professional Development Workshops         | 120          |
| Business English & Communication           | 90           |
| Business Math                              | 30           |
| Keyboarding                                | 100          |
| Computer Instruction                       | 370          |
| Applied Office Procedures                  | 45           |
| Job Search Techniques                      | 51           |
|  |              |
| <b>Total Instructional Hours</b>           | <b>806</b>   |
| <b>Work Experience</b>                     | <b>320</b>   |
|  |              |
| Total Program Hours                        | 1126         |

Further information regarding the courses can be found on our website under the **Diploma Program** tab at the top of the home page.

<http://www.campbellcollege.ca/diploma-program>

## Program Cost for All International Students (in Canadian currency):

|                          |                    |
|--------------------------|--------------------|
| <b>Registration Fee:</b> | <b>\$ 250.00</b>   |
| Tuition:                 | \$12,810.00        |
| Books and Supplies:      | <u>\$ 1,900.00</u> |
| <b>Total Cost</b>        | <b>\$14,710.00</b> |

### Please Note:

**The \$250. *Registration Fee* must be submitted before we will send you your Letter of Acceptance. (See Admission Requirements)**

If an applicant is accepted, receives a *Letter of Acceptance*, but withdraws from the application process prior to starting the program, the \$250. *Registration Fee* is non-refundable. If the applicant commences the training, the *registration fee* will be credited to unpaid tuition—this will be reflected in your *Payment Contract*.

**Campbell College cannot and will not accept payment of Tuition or Books and Supplies Fees UNTIL the first day of your program.**

**With One Exception (which is stated in the Alberta Student Enrolment Contract for Licensed Vocational Training Programs):**

**Regarding: A protected person, as defined in the Immigration and Refugee Protection Act (Canada), who may be eligible to apply for and receive Alberta Student Aid.**

### THE PRIVATE VOCATIONAL TRAINING ACT RETENTION AND REPAYMENT OF FEES

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#### (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 until 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.

*The Director* means, the Director of Private Career Colleges Branch, Alberta Advanced Education, and **the third party approved by the Director**, is referring to Alberta Student Aid; Therefore, Campbell College can only accept funds sent to them from Alberta Student Aid before a prospective student's vocational training begins, for a protected person, who meets the requirements of eligibility for Student Aid.

**To qualify for financial assistance through Alberta Student Aid, a student must either:**

- be a Canadian citizen, or
- be a permanent resident of Canada, or
- be a protected person, as defined in the *Immigration and Refugee Protection Act (Canada)*.

A student must have a valid Canadian Social Insurance Number (SIN) to be eligible for financial assistance from Alberta Student Aid. Protected persons must be able to document that their protected person status is valid at the start of their current study period.

**Protected persons must provide copies of the following documentation:**

- A temporary Social Insurance Number (SIN) card showing a 900 series SIN number, and
- A Notice of Decision issued by the Immigration and Refugee Board or Verification of Status document issued by Citizenship and Immigration Canada. Protected Persons Status Documents issued prior to January 2013 are acceptable as well.

**Note:** For all International Students—a valid *Study Permit* must be received and on file with the college as a requirement of starting the program.

## **Entrance Requirements and Admission Steps**

Upon meeting the entrance requirements outlined below, students will be issued a *Letter of Acceptance* required to apply for a *Student Visa* and *Study Permit*.

**INTERNATIONAL STUDENTS WHO ARE ABROAD must complete and/or provide us with the following:**

**Step 1.)** Call our campus 1-780-448-1850, or e-mail ([info@campbellcollege.ca](mailto:info@campbellcollege.ca)) to request the *International Student Application Form* and *future program start dates*. We will also send documentation regarding the occupational administrative career path for your review and a list of questions for the required *Career Research Essay*.

**Step 2.)** If you wish to continue your application, please scan and send the following requirements via e-mail to [Sharon@campbellcollege.ca](mailto:Sharon@campbellcollege.ca) with a subject line of *International Student Application*:

1. Your completed **International Student Application Form**
2. A **photo-copy of valid government issued identification that has your photograph** (passport, driver's licence, visa, etc.)
3. **Education records of completed high school and/or post-secondary education** (Note: Your educational documents must be in English or officially transcribed into English)
4. Your **resume** with up-to-date education and employment information
5. Your Completed **Career Research Essay**.
6. A **sponsorship letter or official documentation** indicating that you are able to pay for the program and manage your living expenses while attending the program

7. **Language Proficiency Requirements:** Proof of your English Language Proficiency is a requirement of admission. Any one of the following English Language Proficiency Tests (with the *Results Required*) is acceptable. Please initially e-mail us a copy of your official results; however, we also require that you will mail us originals of your official results which will be retained on your file for audit purposes.

| Test                               | Results Required         |
|------------------------------------|--------------------------|
| TOEFL iBT:                         | 53–100                   |
| IELTS Academic:                    | 5–8                      |
| CAEL:                              | 50–70                    |
| Cambridge:                         | CAE–C, CAE–B, CPE–C      |
| CLB (Canadian Language Benchmark): | 6 in all areas or higher |
| MELAB:                             | 80–92                    |
| Can Test:                          | 4.5                      |

**Step 3.) Attend a Skype Interview-Assessment:** After we have received all of the above entrance requirements, you will be sent instructions via e-mail, and you must make arrangements to be interviewed by a College Registrar via Skype.

- During the interview, you will be asked a series of questions in order to measure your suitability for our program and your English language speaking proficiency. One of the questions will be regarding your plans for securing healthcare insurance to cover your enrollment period (while not mandatory, we wish to convey its importance).
- The interview process provides the opportunity to discuss any special needs you may have and allow you to request specific information regarding your arrival and orientation to Canada, and we also want to ensure that you understand that you are not eligible for the Post Graduate Work Permit.
- We will explain the **Alberta Student Enrolment Contract for Licensed Vocational Training Programs** that we will e-mail you at this time, and you are required to sign and submit to us via e-mail prior to receiving a Letter of Acceptance.
- We will explain our current **Graduate Report** that we will e-mail you at this time, and that you are required to sign and submit to us via e-mail prior to receiving a Letter of Acceptance.

**Note:** *If we deem that you would not be a suitable candidate for our program, we will send you an official e-mail explaining the reasons for not accepting your application. This decision is final.*

**Step 4.) A \$250. Registration Fee** must be submitted before we will send you your Letter of Acceptance. *If an applicant is accepted, receives a Letter of Acceptance, but withdraws from the application process prior to starting the program, the \$250. Registration Fee is non-refundable. If the applicant commences the training, the Registration Fee will be credited to unpaid tuition—this will be reflected in your Payment Contract.*



**Step 5.) Letter of Acceptance:** When we have received all the admission requirements, as listed above, and we deem you have satisfied our interview-assessment process, we will provide you with an official Letter of Acceptance, which is required in order to get your Study Permit.

INTERNATIONAL STUDENTS WHO CAN APPLY ON CAMPUS must also meet the Admission Requirements as outlined above; however, the Interview-Assessment can be conducted and other requirements submitted on-campus. **Please Call to make an appointment to attend one of our information sessions held on a weekly basis.**

Campbell College has been approved and designated to accept International Students. In order to qualify, your study visas and permits must be obtained through the Government of Canada website: <http://www.cic.gc.ca/english/Study/index.asp>

When you are selecting a program start date, please factor in the time it will take for you to attain all required study visas and permits. Your valid *Study Permit* must be received and on file with the college as a requirement of starting the program.

### Healthcare Coverage Policy

Students enrolled in programs that are shorter than twelve (12) months are not eligible for Alberta Health Care Insurance Plan (AHCIP). Campbell College highly recommends that International Students arrange healthcare **before** starting the Administrative Professional Program. We want you to be successful, and your healthcare and your ability to maintain good health, under any circumstance, will allow you to focus on your studies and get the maximum benefit from your educational investment. The following websites will provide you with information regarding healthcare, and options for healthcare benefits while studying in Canada.  
<http://iae.alberta.ca/postsecondary/international/adr/faq.aspx>  
<http://www.cowangroup.ca/en/benefits/international-programs/international-students>  
<http://www.studyinsured.com/>

### Payment of Tuition and Book Fees for International Students:

|                     |              |
|---------------------|--------------|
| Tuition:            | \$ 12,810.00 |
| Books and Supplies: | \$ 1,900.00  |

**\$1,900.—Books, Supplies, and Computer Lab Fees** must be paid on the first day of the program.

**\$12,810.—Tuition Fee (payment dates are based on our tuition Refund Policy)** can be paid in full on the first day of the program, or alternatively, two payments can be made prior to the delivery of 50% of the program (Day 115 in the program) as follows:

**\$6,405.—**must be paid on the first day of the program

**\$6,155.—**must be paid before or on Day 115 of your program

(Actual payments dates will be negotiated with you and confirmed in your payment contract)  
(Your second payment reflects the \$250. registration fee already received)

**Note:** We do not accept credit-card payments for tuition or book fees due to the high service fees; we accept cheques, money orders, or e-transfer payments.

**Exception:** If you are a protected person, who has qualified for Alberta Student Aid, we will accept the payment schedule as defined in your Student Award Letter.

## Registration Meeting

If you arrive in Canada for your program one week or more before your program starts, you are welcome to call and make an appointment for an registration meeting.

### At this meeting we will:

- Assess your individual needs related to initial supports you may require
- Ensure you have read and understand all policies and procedures in your *International Student’s Guidebook* and in the *General Student Handbook*.
- Explain and have you sign your *Payment Contract*

## Refund Policy

In Accordance with the PRIVATE VOCATIONAL TRAINING ACT RETENTION AND REPAYMENT OF FEES, Page 3, Alberta Student Enrolment Contract for Licensed Vocational Training Programs.

This policy applies to all students who withdraw and students who are terminated.

**Note:** Licensee means the School/Campbell College

### Refund of Tuition—after training begins:

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

- when 10% or less of the vocational training has been provided, 25% of the tuition;
- when more than 10% but 50% or less of the vocational training has been provided, 60% of the tuition;
- when more than 50% of the vocational training has been provided, 100% of the tuition.

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.

Any tuition monies refunded will be sent back to the government, agency, or person from which it was received.

### Explanation of Tuition Refund —Administrative Professional Program

| 10% or Less  | More than 10% but 50% or Less  | More than 50%   |
|--|--|---|
| Day 1 of program up to Day 23  | Day 24 of program up to Day 115                                      | Day 116 of program until End Date                                     |
| The School (Licensee) is entitled to <b>25%</b> of the total tuition | The School (Licensee) is entitled to <b>60%</b> of the total tuition | The School (Licensee) is entitled to <b>100%</b> of the total tuition |
| 25% of \$12,310.00 = <b>\$3,077.50</b>                               | 60% of \$12,310.00 = <b>\$7,386.00</b>                               | 100% of \$12,310.00 = <b>\$12,310.00</b>                              |

**Note:** Refunds for *Books, Supplies, and Computer-Lab Fees* will be calculated based upon books, supplies, and services received and used, and according to the date of withdrawal or termination.

## **Student Complaint and Dispute-Resolution Process**

The Administrative Professional Program will provide you with communication and interpersonal skills 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 staff members will always be available.

In the event you are unable to resolve a complaint or dispute to your satisfaction after initial discussions, please follow these procedures:

*Submit a Letter of Complaint to a college Director with full details of the incident, including date, time, all individuals involved, and copies of important documents (if required). Be very specific about your complaint.*

Once your letter has been received, the college Director will make every effort to arrange a meeting within one day's time to discuss your grievance. Our goal is to resolve the issue to your satisfaction at this meeting; however, if you are not satisfied with the result of this meeting, we will advise you to submit a copy of the complaint letter, along with details of what transpired during our meeting to the Private Vocational Training Branch Student Complaint Process. This option will be explained to you on the first day of the program, and you will receive documentation with full details regarding the process.

## **Student Conduct Policy**

On the first day of the program, a college director will review and explain all college and student policies, procedures, and rules found in our General Student Handbook to ensure understanding and compliance. 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 letter clearly outlining the behaviour or action which is in breach of these rules and its required modification. 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. Re-admission is at the discretion of the Directors, and their decision is final.

When a decision is made to terminate an individual's Alberta Student Enrolment Contract, the individual will be informed of the reason(s), his or her 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.

## Housing

The student is ultimately responsible for establishing accommodations for housing during his or her stay in Alberta; however, once you are accepted, we will e-mail comprehensive links regarding housing, supports and services related to living in Edmonton, Alberta.

If you would like to establish homestay accommodations, we could assist you by marketing your request to our vast Alumni base. The large majority of our graduates were originally newcomers to Canada, and some may be very interested in providing this service. You will be asked about your potential plans for accommodations during your interview, and we will take action upon request; however, fees and all arrangement will be your responsibility.

Here are some initial websites for your exploration:

- <http://canadahomestaynetwork.ca/>
- [http://www.edmonton.ca/for\\_residents/programs/newcomers-guide.aspx](http://www.edmonton.ca/for_residents/programs/newcomers-guide.aspx)

## International Student Services/Case-Management

Campbell College has 30 years' experience developing and providing training programs that meet the diverse needs of our major client base—*newcomers to Canada*. Our program was designed to address barriers of new immigrants, we thoroughly understand the transitions and cultural adjustments that International Students may face due to our extensive experience working with thousands of new immigrants/clients. Our program intent is to provide skill training to allow our graduates to fit comfortably and confidently into Canadian society and professional workplaces. The *Professional Development Workshops* delivered throughout our program have been designed to enhance cross-cultural communication and interpersonal skills. We have worked with the many Edmonton agencies who provide settlement and integration services to newcomers, and we can make quick referrals for additional supports when needed.

### Our Case-Management services 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.
- Four formal progress reviews will be conducted and results retained on file as follows:
  - Two reviews during the in-class training with a Director and the Professional Development Instructor
  - Two written reviews after each month on practicum with your Training Place Host along with a practicum visit by the Placement Coordinator or Director
- Ongoing consultation with program instructors to discuss your academic progress and to put in place remedial support if needed. This support can be conducted after 4:30 pm.

- Continuous review of 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 you are having difficulty meeting our attendance standards, we will assist in problem solving, and draw up a contractual agreement with you if needed.
- Supporting an open door policy to discuss and address any concerns you may have regarding staff, instructors, or peers. If needed, we can facilitate a resolution to issues.
- Providing fair, applicable, and immediate feedback regarding behaviours that could affect your successful completion of the program.
- Contacting employers, establishing work experience placements, and designing Training Plans with employers that will optimize learners' skills while on work experience.
- 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.

## **Freedom of Information / Protection of Privacy Act**

Campbell College will limit the collection, use and disclosure of students' personal information to the extent required to conduct business and to provide on-going services including all reporting obligations required by Immigration, Refugees and Citizenship Canada. This information is confidential and is only issued to a third party with students' written authorization.

<http://www.campbellcollege.ca/about-us/privacy-policy>

## **Campbell College's General Student Handbook**

Please ensure that you read the *General Student Handbook* that contains additional procedures, policies and Campbell College rules applicable to all students.

- Attendance/Termination/Withdrawal Policy/Appeal Process—**Page 6**
- Acceptable Academic Progress Policy—**Page 12**

<http://www.campbellcollege.ca/wp-content/uploads/2013/05/General-Student-Handbook-2017.pdf>