



GENERAL STUDENT HANDBOOK

POLICIES & PROCEDURES

Welcome to Campbell College!

Congratulations on your decision to pursue higher education—you are making an investment that will prove invaluable for the rest of your life.

As the CEO of Commonwealth Education Group Inc., (CEG) of which Campbell College is a part, I have the honor of celebrating the transformational role of places like this—focused on students, committed to intellectual excellence and social responsibility, small enough to be personal and welcoming, yet large enough to provide access and opportunity.

Founded in 1986, Campbell has long been known for providing a comprehensive academic experience to its students. Over the years we have changed and grown to meet students' needs but have never lost sight of our mission—to prepare our students for meaningful work and life in an interconnected and constantly changing world.

Campbell currently offers four business diploma programs with plans to offer four more diploma programs in the months to come. As the CEO, I take great pride in **my team** and putting **Students First!** I also ensure our class sizes are small, and all classes are taught by faculty who are highly experienced in the areas they teach. This means, our students by the time they graduate are **employment ready**.

With over 30 years training thousands of students, we celebrate all of the kinds of students we educate, including new immigrants to Canada; international students; students transferring here from community colleges and universities; students who are here part-time, juggling college and other commitments; and people who are out in the work world and ready to pursue an enriching diploma, whether to further their careers or expand their expertise. Among these students are a significant number who are the first in their families to attend college, as well as those who are the latest of multiple generations of students to have attended Campbell.

I am so proud of the way Campbell College meets these students where they are and takes them where they need to go, changing their lives in the process.

Wherever you belong in our campus community, know that we all are dedicated to helping you reach your full potential. From your first moments on campus to the day you walk across the stage for graduation and join the ranks of our distinguished alumni, our staff and faculty will be with you every step of the way.

Sincerely,

Vijay Chintamaneni

Chief Executive – Commonwealth Education Group Inc.

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 receipts and tax assessments
- ◆ Childcare receipts

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 or informants' calls or computer matching with other agencies.

IMPORTANT:

Read your **Student Award Letter** to make sure you understand what it states.

Changes in Information:

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

- ◆ Changes in academic status or family size and/or spousal relationships
- ◆ Changes in name, address, telephone number(s) or email address(es)
- ◆ Changes in child care or child support
- ◆ Medical documentation for absences longer than one day

The best way to ensure your funding and file with Campbell 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 advice from one of the Case Managers 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 one of your Case Manager(s).

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 circumstances, 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.

Contracts—Payment of Tuition, Book and Supplies Fees

Student Aid is directed to pay tuition directly to the school. Student Aid will remit Book and Supplies Fees to you to **IMMEDIATELY** reimburse the school upon receipt. Any shortfall will be reflected in your personal payment contract, which will be written 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 to sign your contract and ensure your understanding of payments.

Please note: We do not accept credit cards for payments of Books and Fees. Direct deposit/interact, cash, and personal cheques are accepted.



Government Student Auditing

Best Practice: Ensure that you read the **Application Declaration** on your funding application, and/or on your Master Student Financial Assistance Agreements if you are loan funded. These documents detail important responsibilities you have and rights your funding sources have regarding the information you gave them on your funding application. Ensure you keep both the school, Student Aid Alberta, and NSLSC 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 the Case Managers are here to support you.

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 as follows:

- Commitment to learning (attendance, attitude, self-motivation)
- Effort (recognition of challenges and evidence of drive to meet them)
- Progress (ability to meet the expected skill levels)

Appendix # 1 Case-Management Services

School Hours

Regular school hours are Monday to Thursday from 8:00 a.m. until 5:30 p.m. Friday's school hours are 8:00 a.m. to 5:00 p.m.

Lunch Hour

For your convenience, there are lunchroom facilities available. 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.

NO alcohol or cannabis is to be consumed during lunch break or school hours.

Smoking is NOT allowed in the building. You may smoke at the north end of the courtyard. Ashtrays are provided for cigarette butts. Please use them as ashtrays, not as garbage cans.

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 whole building. If you notice the washrooms need attention, please report this to a staff member.

Be aware that some people are sensitive to personal fragrances and strongly scented products are unacceptable in any professional environment. We abide by a non-fragrance policy.

You will be sharing various lunch facilities with other groups of students. Please be considerate of their space and belongings. Do not take advantage of breaks and lunch hours to get to know those who are in different classes. **ENGLISH IS THE LANGUAGE OF INCLUSIVENESS—MAKE EVERYONE FEEL WELCOME.** Please be reminded that speaking English only is school policy.

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 should be addressed with the instructor prior to the start of class.

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 AT YOUR COMPUTER STATION.

Dress-Code Policy

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

Confidentiality

In a business office, confidentiality in regard to the work you do, fellow employees, and the company you work for follows professional regulations and policies. 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 or teaching notes written on the board is prohibited. Plagiarism is grounds for dismissal.

Appendix #8 Campbell College's Academic Integrity Policy

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 purchase any school supplies not provided by the school.

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 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. If you do not claim your envelope after you have graduated, it will be disposed. We will cut off any lock and remove your belongings if lockers are still occupied past the deadline.

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 present or absent in class. Exceptions and extensions may be given at the discretion of the instructor who assigned the work. Submitting work late or not at all will affect your marks. **It is your responsibility to submit your work—NOT THE 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 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 tolerate harassment at Campbell College (for any reason) at any time. No one has the right to harass anyone 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, which we encourage you to practice throughout your program. Ideally, it is best to try to resolve a minor complaint or problem with the person whom you are having the issue. If you are uncomfortable doing this, 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

Attendance/Termination/Withdrawal Policy/Appeal Process

Our expectations regarding student attendance are based upon what 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 full attendance be kept in order to gather and retain the information needed to develop employment skills. Much of what is taught is practical and experiential.

IF YOU ARE NOT HERE—YOU LOSE OUT!

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 scheduled outside of school hours (if possible). If you must be absent to attend an appointment, or know in advance that you will not be able to attend class for more than one day, please discuss the situation with a Director, Case Manager, or Instructor(s).

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.

If you are going to be absent from class, call our office immediately to report your absence. If needed, leave a voice message; however, speaking to a staff member is preferable. 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 submitted. You must speak with your instructor(s) to arrange deadlines for completion of work assigned in your absence.

NOTE: Absences due to illness, to attend appointments, or for any other reason will be reviewed within the context of your over-all attendance and progress history.

Appendix #5 Absence Form

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

Repeated tardiness is a concern. If you are experiencing difficulty, please consult with a Case Manager.

The information from the absence form is recorded into our attendance database and provides the college with an accurate attendance report at any given time. We monitor attendance reports regularly. If your attendance printout indicates you have accumulated too many absences (which includes time missed for being late), your participation in this training will be evaluated. At this time, you will be given a **First Warning Letter**, and you will be asked to meet with us (Case Managers).

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, you may be required to create an Action Plan, with the assistance of a Case Manager, indicating how you intend to resolve the problem.
- ◆ If attendance continues to be an issue, you will be placed on Probation for a determined period of time.

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

- Positive attitude toward feedback from the Program Team
- Willingness to accept personal responsibility for the issue
- Ability to adhere to the Action Plan
- Achievement of passing marks although passing marks alone will not outweigh other criteria—such as attitude towards employment skills
- ◆ 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 review your attendance at the weekly staff meetings and follow up will be given as required.

The College will terminate a student for the following situations:

1. Absence of three consecutive weeks for any reason


If you have missed three consecutive weeks of training (with a valid reason), you must meet with a Case Manager who will evaluate the feasibility of you 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, students 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 the School Director.

2. Missing 5 consecutive days of classes without contacting the school

Your Student Contract will be terminated if you have missed five consecutive days of classes and have not contacted the school before or during your absence to provide a reason 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 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 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.

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

Termination Appeal Process

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

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 Enrolment Contract you must do the following:

Within three business days, a written *Letter of Appeal* must be sent to the Campbell College Director outlining the following:

- ◆ Your rationale for the appeal
- ◆ Your request for a meeting with the 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:

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

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 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 that 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 the following:

Theft, intentional destruction of school property, being under the influence of alcohol or 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

Province of Alberta
Acceptable Progress
AUTHORITY

[Income Supports, Health and Training Benefits Regulation, Section 14\(1\)\(b\)\(ii\)](#)

Training Provider Regulation, [Section 1\(1\)\(d\)](#)
Training Provider Regulation, [Section 8](#)

Campbell College and all students must comply with the above **Regulations**, as defined by the Province of Alberta.

Acceptable Academic Progress Policy for Licensed Programs:

The program is highly integrated in its design and delivery. Competencies are built upon throughout the training. Competency testing is conducted and recorded as students progress through the program. A **Course Outline** is provided to all students at the commencement of each course and the respective instructor thoroughly explains the 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 assignments, quizzes, homework, 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 student has successfully passed all program courses, and has successfully completed the 2-month Work Practicum.

Our Passing Mark is 70%

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

Please be aware your absences are not an excuse for late assignments. You are responsible for meeting with your instructors to find out what you have missed and to set deadlines for submitting work past the due date. 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 you to take advantage of the computer lab, open Monday through Thursday, from 4:30 p.m. to 5:30 p.m., 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 four formal reviews during this program. The first review is after the first month. The second review will be halfway through your program, at which time you will meet with your instructors to review your marks and obtain feedback about your progress. While on practicum, you will receive your third and fourth reviews, as a Mid Evaluation and a Final Evaluation, from your practicum host.

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 address 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 progress to the next level of training or Work Practicum, 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, you will be required to create an Action Plan, with the assistance of a school director, indicating how you intend to resolve the problem.
- ◆ If progress continues to be an issue, you will be placed on Probation until such time as the issue is resolved. Conditions for continuing in the program as a probationary student include:

- o Positive attitude toward feedback from the Program Team
 - o Willingness to accept personal responsibility for the issue
 - o Ability to adhere to the Action Plan
 - o Evidence that the student's marks are improving and, given the timeframe, the student would be capable of attaining passing marks prior to the program completion.
- ◆ The Program Team will review your progress and marks at the weekly staff meetings and follow up as required will be given.
 - ◆ The decision of the Program Team to terminate a student for progress issues is final.

Government Student Surveys

The Career Colleges Training Branch conducts *Student Satisfaction Surveys* and *Student Graduate Information Surveys*. You may get a call while you are in the program, during the evening or on the weekend, from the government or an independent research company who will identify 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 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 from now. If you are ever in doubt about who is calling you for a survey, get the party's information and telephone number. Check with us to confirm. While not mandatory, it is in the best interest of all tax payers you participate in these surveys to ensure schools are providing the services they are expected to provide, and you and the school 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 have chosen to attend a Private College for training, so you are obligated to sign several government documents stating 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; we also have a contractual agreement to report your employment outcomes to the government.

All graduates, you are obligated to inform us of your employment outcome immediately and on designated 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 we need from you for required government reports. Are you working? Yes or No? If yes, you will need to answer the following:

Employer (Company) Name
Employer Address (include Postal Code)
Employer Telephone Number
Your Position/Title
Date Employed
Salary (or per hour amount)
Full-Time or Part-Time Employment



Graduation

A week before your practicum training begins, you 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. You are responsible for choosing a photographer and a backdrop. *(Please refer to picture frames hanging in our hallway for examples.)*

On convocation day, attending graduates 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 event, **you will keep your cap and tassel as souvenirs**, but you will return the remaining gown and stole to a designated staff member before you leave the ceremony.

If you are not attending your convocation, you will receive your diploma and cap (with tassel) seven days after convocation day. You are advised to phone first to make an appointment to pick up these items. **Note:** Gowns will be unavailable for out-of-school photos.

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 your progress and to put in place remedial support (if needed)
- ◆ Continuous review of your 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 complete a form reporting when you are absent, arrive late or leave early, along with the reason(s). This information is submitted daily and entered into our database to produce accurate and detailed attendance reports. If you are having difficulty meeting our attendance standards, we will immediately counsel you, assist in problem solving (if needed), and draw up a contractual agreement.
- ◆ Supporting an open door-policy to discuss and address any concerns you may have regarding staff, instructors, or peers—If needed, we can also facilitate a resolution to issues.

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- ◆ Providing you with fair, applicable, and immediate feedback regarding behaviours that could affect your successful completion of the program or transition into the workplace
 - ◆ Contacting employers, establishing your Work Practicum placements, and designing Training Plans with employers to optimize your skills while on placement
 - ◆ Ensuring employers, acting as Training Place Hosts, adhere to all conditions as outlined in the Training Placement Contract
 - ◆ Monitoring your training progress during your placement on a regular basis and adhering to a formal evaluation schedule—Interviews with supervisors and you, along with written evaluations, are used to assess your progress, resolve concerns, and ensure the objectives of the training placement are met.

Follow-up Services

We are available for job search support (if required). We will follow up to confirm employment and transition to work or further study.

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

Job-Placement Services

For graduates who do not gain employment from your Training Placement Hosts, or secure employment immediately upon program completion, Campbell College will provide Supported Job Search Assistance and Job Placement Services. You will be assessed for areas of concern and/or individual needs, and then a job search Action Plan will be developed. You can report to our offices on a regular basis where your 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 yourselves to prospective employers
- ◆ Revisit the attitudes and behaviours emphasized throughout the training that are necessary to ensure job maintenance
- ◆ Provide you with an opportunity to build competence in the area of job search
Ensure you 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 you an opportunity to debrief in a caring and supportive environment

Appendix #2

Student Dress-Code Policy

All students are informed we have a professional dress code prior to acceptance into our Diploma programs, and you 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).

If you report to school dressed unprofessionally, deemed by our Director and Case Managers, you 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 your attire will be business appropriate as well.

Professional-Dress Guidelines

Our goal is for you to look and be marketable to guests or recruiters at all times (while at school and on your practicums). Your willingness to adhere to these guidelines is an indicator of your professionalism. If you have limited professional clothing, you can meet with a Case Manager to develop an action plan. We can suggest a number of consignment stores and thrift shops to help you add to your professional wardrobe at little cost.

- ◆ Skirts should not be more than four inches (10 cm) above your knee.
- ◆ Leggings can be worn with a professional looking tunic or top that is not more than four inches (10 cm) 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 your 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

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 endure 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 our organization is a safe, 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 one another 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 address 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 our organization. We promise to treat all incidents of harassment seriously. We undertake to act on all complaints and to ensure 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 for 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 your institution. If you are unable to reach a resolution with your institution, you have 6 months from your last date of attendance in the program to contact us regarding your concerns.

**Private Career Colleges Branch
Alberta Advanced Education
10155 102 St
Edmonton AB T5J 4L5
Canada**

**Phone: 780-427-5609
www.privatecareercolleges.ab.ca/studentcomplaints**

Appendix #5

Absence Form

Filling out the form

This blue absence form is to be completed when you arrive late, leave early, or are absent.

Place a check mark for the choices applicable

Student's Name: _____ _____ RECORD# _____

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 _____ (tp) Comment: _____

Not Excused _____ (tp) _____

1. You can obtain this form 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 you give it to the instructor scheduled to teach.
4. If you arrive late, complete the form, enter the time once you are in class and present the form to your instructor.
5. If you leave class early for illness or appointments, ensure your 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 your morning instructor.
7. Your instructor will sign the form and submit it to administration.

Appendix #6

Interview Form

Filling out the form

This green interview form is to be completed when you attend an interview for your practicum placement and will be late or leave class early.



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. You can obtain this form 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 a class, complete the form well ahead of time and give it to your instructor who will be teaching during your absence. In addition, bring the document with the place, date, and time of your interview to your instructor.
4. Your instructor will sign the form and submit it to administration.
5. If you do not submit the form, it will affect your attendance record.



Appendix #7

Referral Policy

Campbell College will pay you \$300 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 our Diploma program and be in good financial standing for a minimum of (30-60) thirty to sixty days, depending on the program. You will receive your bonus after that probation period.

If you refer someone and know your referral is applying for the program, e-mail Katrin stating 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 interviews, and we record their responses (name, if any) on their application forms. 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, applicants will give us two names and state that both people were equally responsible for their referrals. In these cases, if the applicant agrees, we will split the bonus 50/50, and each referrer will be informed of the split and receive \$150.

Definition of Referrers: People who have spent some time with applicants recommending our program (even on the phone), telling them about their positive experiences at Campbell College, or recommending the referred applicants visit our college to attend an *Information Session*.

Note: If we are told applicants have heard about our program through a Mother's friend's sister, who graduated from our college, and the applicant provides us with a name; however, if the named referrer has not personally spoken with the applicant, we do not count this as a valid referrer. *You must invest a little time with people to earn the bonus!*

Appendix #8

Academic Integrity Policy for Campbell College

MEMO—Student Handbook/Policy and Procedure Update

DATE: September 2019
TO: Campbell College Students
FROM: Shawna Zaychuk, Campus Director
SUBJECT: UPDATE TO ACADEMIC INTEGRITY

Effective immediately, the following policy is in effect:

PLAGIARISM IS GROUNDS FOR TERMINATION FROM OUR PROGRAM.

ALL homework and exams must be done ON YOUR OWN. If anyone chooses to copy an assignment or an exam from another person (past or present student), or give their work to another person to use, both students will receive a **ZERO**, plus a **FINAL WARNING LETTER**. Immediate termination from the program could occur at the discretion of the program Director.

Note: Taking photographs of quizzes or exams is prohibited.

CAMPBELL COLLEGE HAS THE RESPONSIBILITY TO MAINTAIN THE INTEGRITY OF OUR LICENSED DIPLOMA PROGRAMS. SHOULD UNETHICAL BEHAVIOUR OF THIS NATURE OCCUR AFTER RECEIVING A FINAL WARNING LETTER, WE WILL TERMINATE YOUR **ALBERTA STUDENT ENROLMENT CONTRACT**.

Students who choose to talk to another student during a test, quiz, or exam, and any students who demonstrate *plagiarism* of any kind, will be asked to immediately leave the classroom and report to the Director or (if not available) a Case Manager. Students will be sent home for the remainder of the day, their file(s) and past work will be carefully audited, and a decision will be made regarding their ability to continue in this program and successfully graduate. Students will be asked to meet with the Director the following business day for an official notice of the decision.

Best Practice: If a fellow student speaks to you during a test or quiz or exam or any other time that an instructor directs you to work on your own, we advise you to indicate NO—by not responding to that person.



Welcome to Campbell College and to our Professional Training Programs

We hope 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

Contacts:

Shawna Zaychuk, Campus Director
Katrin Mendes, Registrar/Case Manager
Vijay Chintamaneni, Owner

shawna@campbellcollege.ca
kat@campbellcollege.ca
By Request

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