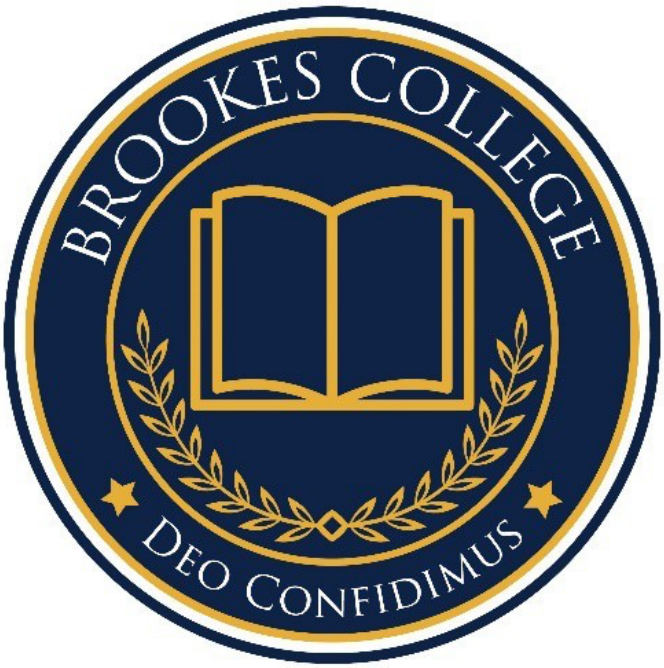
Student Handbook



Effective February 10, 2025

Brookes College

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Value Proposition

At Brookes College, we help busy professionals who want to be more successful in their careers by getting the qualifications they need to move up the career ladder, switch careers, or find a job in high demand professional fields. We do this by offering accelerated, practical, and flexible programs in professional areas that are experiencing high growth and high employee demand.

Diversity Statement

Brookes College welcomes, treats, values, and ensures participation of individuals from all races, ethnicity, gender, age, disability, sexual orientation, and religion. The college has a friendly atmosphere that provides a learning community that promotes the highest standard of civility and decency towards all.

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Program Information

S. No.	Programs	Duration	Nature
1	Business Administration Diploma - Accounting Specialization	2 Years (58 Weeks / 1160 Hours of Accelerated Delivery)	23 courses (including Practicum I) + 200 hours of practicum experience
2	Business Administration Diploma - Retail Management Specialization	2 Years (54 Weeks / 1080 Hours of Accelerated Delivery)	21 courses (including Practicum I) + 200 hours of practicum experience
3	Human Services Diploma	2 Years (53 Weeks / 1064 Hours of Accelerated Delivery)	20 courses (including Practicum I) + 250 hours of practicum experience First-Aid & Level C CPR Training
4	Medical Office Assistants and Unit Clerks Diploma	2 Years (53 Weeks / 1140 Hours of Accelerated Delivery)	13 courses (including First Aid & Level C CPR Training) + 200 hours of practicum experience
5	Education Assistant Diploma	2 Years (53 Weeks / 1180 Hours of Accelerated Delivery)	16 courses (including ASIST Training) + 240 hours of practicum experience
6	Pharmacy Assistant Diploma	2 Years (53 Weeks / 1160 Hours of Accelerated Delivery)	15 courses (including First Aid & Level C CPR Training) + 200 hours of practicum experience
7	Digital Marketing Diploma	2 Years (66 Weeks / 1460 Hours of Accelerated Delivery)	14 courses + 240 hours of practicum experience

Business Administration Diploma - Accounting Specialization

This program focuses on the career knowledge and skills that students will need to navigate today's ever-evolving business world. Courses are divided into Core, Technical and Applied Knowledge areas. The college also emphasizes the business application of knowledge gained – workplace skills, teamwork, and other professional skills. The Accounting Diploma program provides applied accounting and finance skills necessary to enhance career prospects in accounting and finance.

Business Administration Diploma - Retail Management Specialization

This program focuses on the career knowledge and skills that students will need to navigate today's ever-evolving business world. Courses include Retail Sales Management, Social Media Marketing, Logistics Management, Management Accounting, Consumer Behavior, Economics, Security and Loss Prevention, Business Communications, Payroll Compliance Legislation and much more.

Human Services Diploma

This program offers the necessary skills, knowledge, professionalism, and conduct required to be a competent human service worker in helping people. It gives a human service worker hands-on experience through classroom and co-curricular activities such as practicum and field experiences.

Human Services students will be trained to help and support vulnerable populations and at-risk groups in achieving an optimum quality of life. Students will also gain valuable research skills, ethics, group work, interviewing, case management, and community development skills.

Medical Office Assistants and Unit Clerks Diploma

This program prepares students for a career path in the recession-proof healthcare industry in various administrative fields such as Medical Office Administrator, Medical Record Specialist, Medical Transcriptionist, Unit clerk etc.

Medical Office Assistants and Unit Clerks Diploma students will graduate with essential knowledge and skills of computer, communication, billing, applied knowledge of human body functions and the Canadian healthcare industry, and documentation as a medical office assistant.

Education Assistant Diploma

Brookes College's Education Assistant Diploma Program prepares students for a career path in the recession-proof education industry. All students in this program will be acquainted with the different theories and practices related to child development, children's learning processes, teaching techniques to a range of learning abilities, classroom management, support materials and activities development, lesson planning, curriculum development and instructional support strategies. Students will also develop essential skills to work in the classroom and support the teaching-learning process of diverse groups. Graduates with this diploma have opportunities in the education sector to work as an educational assistant, teacher's aide, or related child educator support position in special care facilities.

Pharmacy Assistant Diploma

Brookes College's Pharmacy Assistant Diploma Program presents an exciting career path for students in the pharmaceutical industry. Students will gain essential knowledge of pharmaceutical services in Canada and the operations of community and institutional pharmacy

operations. They will develop skills for crucial mathematical calculations, compounding, pharmacy administration with different computer applications, including MS Office and Kroll software. This diploma opens the doors to career opportunities in retail pharmacy stores, institutional pharmaceutical set up, or Hospital Pharmacies (both Inpatient and outpatient settings.)

Digital Marketing Diploma

The Digital Marketing program prepares students for a career path in today's fast-paced and highly competitive business environment. Students will gain a basic conceptual framework for digital marketing, its different strategies, and tools. They will develop essential skills for doing core digital marketing functions like developing optimised websites, creating engaging content, setting up marketing campaigns over social media and different search engines. They will also learn techniques to attract maximum organic traffic online, set up and maintain e-Commerce Platforms for Businesses, and handle Customer Relationship Management (CRM) Software. All the students in this program will be taught through theory classes and intensive hands-on training over various platforms of social media, search engines, marketing analytics, and CRM.

Brookes College

Program Courses

Business Administration Diploma - Accounting Specialization

S/N	Course Code	Title	Credit
Core Courses			
1	BCM101	Business Communication	3.0
2	BUS110	Introduction to Business Administration	3.0
3	ACC101	Introductory Financial Accounting	3.0
4	LAW110	Business Law	3.0
5	ACC115	Introductory Management Accounting	3.0
6	ACC151	Intermediate Financial Reporting I ***Prerequisites Introductory Financial Accounting & Introductory Management Accounting**	3.0
7	ACC152	Intermediate Financial Reporting II ***Prerequisite Intermediate Financial Reporting I**	3.0
8	MAT101	Introduction to Data Analysis	3.0
9	MIS121	Management of Information Analytics	3.0
Technical Courses			
10	FNC207	Corporate Finance ***Pre-requisite – Introductory Financial Accounting and Introductory Management Accounting**	3.0
11	TAX201	Taxation ***Pre-requisite – Introductory Management Accounting**	3.0
12	ACC251	Advanced Financial Reporting ***Pre-requisite Intermediate Financial Reporting II**	3.0
13	ACC255	Audit & Assurance	3.0
14	ACC215	Intermediate Management Accounting	3.0
Workplace Applied Courses			
15	MIS315	Accounting Software Application - Sage 50	3.0
16	BUS312	Ethics and Workplace Skills	3.0
17	BUS301	Business Applications	3.0
18	FNC307	Applied Corporate Finance	3.0
19	TAX311	Applied Corporate and Personal Taxation	3.0
20	PCP101	Payroll Compliance Legislation	3.0
21	PCP211	Payroll Fundamentals I	3.0
22	PCP212	Payroll Fundamentals II	3.0
23	**ACC501**	**Advanced Accounting and Finance Practicum I**	**6.0**
24	**ACC511**	**Advanced Accounting and Finance Practicum II**	**6.0**

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Business Administration Diploma - Retail Management Specialization

S/N	Course Code	Title	Credit
Core Courses			
1	BCM101	Business Communication	3.0
2	BUS110	Introduction to Business Administration	3.0
3	ACC101	Introductory Financial Accounting	3.0
4	LAW110	Business Law	3.0
5	ACC115	Introductory Management Accounting	3.0
6	MAT101	Introduction to Marketing Data Analysis	3.0
7	PCP101	Payroll Compliance Legislation	3.0
8	MIS121	Management of Information Analytics	3.0
9	BUS111	Business Management and Organizational Behavior	3.0
10	ECO101	Introduction to Micro-economics	3.0
Technical Courses			
11	MKT201	Introduction to Marketing	3.0
12	MKT212	Retail Business Ethics	3.0
13	BUS 201	Consumer Behavior and Customer Service	3.0
14	MKT215	Retail Sales Management	3.0
15	MKT230	Marketing Communications	3.0
16	LOS216	Security and Loss Prevention Management	3.0
17	BUS222	Business Logistics Management	3.0
Workplace Applied Courses			
18	BUS301	Managing Diversity in the Workplace	3.0
19	HSP301	Health and Safety in the Workplace	3.0
20	BUS305	Problem Solving and Decision Making	3.0
21	**RMP511**	**Retail Management Practicum I**	**6.0**
22	**RMP522**	**Retail Management Practicum II**	**6.0**

Brookes College

Human Services Diploma

S/N	Course Code	Title	Credit
1	HSP101	Introduction to Human Services	3.0
2	ENG101	Introduction to English Comprehension	3.0
3	HSP110	Interpersonal Communication	3.0
4	HSP200	Understanding Diversity and Inclusion	3.0
5	HSP102	Social Welfare and Services in Canada	3.0
6	PSY115	Psychology of Human Development	3.0
7	HSP205	Interviews and Counselling Skills	3.0
8	HSP204	Crisis Intervention & Management	3.0
9	HSP230	Family-Systems and Support	3.0
10	PSY101	Introduction to Psychology	3.0
11	HSP236	Introduction to Disability and Behavior Management	3.0
12	HSP220	Working with Vulnerable Populations	3.0
13	HSP290	Case Management Skills	3.0
14	HSP300	Indigenous People and Culture	3.0
15	PSY400	Addiction, Mental Health, and Treatment	3.0
16	HSP345	Working with Newcomers and Immigrants	3.0
17	PHL352	Professionalism and Ethics in Human Services	3.0
18	SOC101	Introduction to Sociology	3.0
19	HSP 210	Community Development and Engagement	3.0
20	**HSP111**	**Human Services I Practicum**	**6.0**
21	**HSP112**	**Human Services II Practicum**	**6.0**

Brookes College

Medical Office Assistants and Unit Clerks Diploma

S/N	Course Code	Title	Credit
1	MSO100	MS Office Application	6.0
2	BCM100	Business Communication	3.0
3	HTC102	Canadian Healthcare System, Ethics & Law	6.0
4	MOA110	Medical Office & Health Unit Administrative Procedure	6.0
5	MTE112	Medical Terminology	6.0
6	ANT110	Applied Anatomy, Physiology, and Pharmacology for Medical Administrator	6.0
7	PSM100	Patients Services Management	3.0
8	MDB103	Medical Billing, Coding & Transcription	6.0
9	EMR105	Electronic Medical Records Management	3.0
10	CLN100	Clinical Procedures	4.0
11	FAD101	First Aid & CPR Training	3.0
12	ETP300	Entrepreneurship Development	3.0
13	MOP305	Career Success Strategies	3.0
14	MOP352	**Medical Office Assistants and Unit Clerks Practicum**	**6.0**

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Education Assistant Diploma

S/N	Course Code	Title	Credit
1	EAP100	Educational Assistant Profession in Canada	3.0
2	CMP103	Microsoft Office Application	6.0
3	ACW100	Academic Writing & Grammar	6.0
4	COM105	Communication Skills for Educational Assistant	3.0
5	CAD113	Child & Adolescent Development	3.0
6	CUR101	Curriculum Development, Pedagogies and Technology	4.0
7	IDC123	Inclusive & Differentiated Classroom	6.0
8	ABM101	Assessment & Behavioral Management	3.0
9	NVC110	Non-Violent Crisis Intervention	3.0
10	WRK100	Working with Student Exceptionalities	6.0
11	TLS100	Teaching Life Skills	6.0
12	TCH103	Assistive Technology & Principles of Universal Design	6.0
13	CUR201	Linguistic and Numeracy Learning of Children	4.0
14	AST100	Applied Suicide Intervention Skills Training (ASIST)	2.0
15	EAP301	Career and Employment Strategies	4.0
16	ETP120	Entrepreneurship Development Strategies	4.0
17	**EAP302**	**Education Assistant Practicum**	**6.0**

Brookes College

Pharmacy Assistant Diploma

S/N	Course Code	Title	Credit
1	MSO100	Microsoft Office Application	3.0
2	BCM100	Business Communication	3.0
3	CHS121	Canadian Healthcare System, Ethics & Law	6.0
4	MDT101	Medical Terminology	6.0
5	ANT112	Applied Anatomy, Physiology, & Pharmacology	6.0
6	PHM101	Pharmaceutical Calculations	6.0
7	PHM142	Pharmacy Software-Kroll	6.0
8	PHM151	Pharmacy Computer Applications & Billing	3.0
9	PHM161	Non-Sterile Compounding	3.0
10	PHM201	Introduction to Hospital Pharmacy	3.0
11	PHM204	Community Pharmacy Dispensing and Lab Skills	6.0
12	PHM203	Institutional Pharmacy & Sterile Practice	3.0
13	PHM213	Pharmacy Systems Management & Inventory Control	3.0
14	CPR101	First Aid & CPR Training	3.0
15	PAR301	Career and Employment Success Strategies	3.0
16	**PAP315**	**Practicum**	**6.0**

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Digital Marketing Diploma

S/N	Course Code	Title	Credit
1	MKT101	Marketing and Advertising Management	6.0
2	BCM100	Business Communication	3.0
3	BUS312	Business Ethics	3.0
4	DMA115	Foundation of Digital Marketing	6.0
5	WEB103	Web Design and Optimization	14.0
6	ECM100	E-Commerce Management	6.0
7	CMM210	Content and Email Marketing	6.0
8	SMM212	Social Media Marketing	9.0
9	SEM213	Search Engine Marketing	6.0
10	SEO214	Search Engine Optimization	6.0
11	DMA215	Digital Marketing Analytics, CRM, and Automation Tools	9.0
12	MBM352	Mobile Marketing	6.0
13	ENT305	Entrepreneurship Development Strategies	6.0
14	DMP531	Career Success and Employment Strategies	6.0
15	**DMP532**	**Practicum**	**6.0**

Steps in the Admission Process

1. Initiate Admission Enquiry:
   A student may inquire about entry by:

   a. Visiting our website at https://learn.brookescollege.ca/admissions/
   b. Visiting campus personally at 250 6424 36 Street NE, Calgary AB T3J 4C8, Canada
   c. Calling us on +1 403-800-6613
   d. Emailing us at hello@brookescollege.ca

2. Admission Counselling:
   The student may set an appointment with a counsellor to know more details about the program and resolve their queries about admissions and career prospects.

3. Submit an online Application:
   Student can fill out and submit the online application form along with required official documents. Application fees of $50 are to be paid online along with the application form. It should be noted that there are separate forms and application fees for domestic and international students.

4. Admission Offer:
   Students who meet the admission requirements will receive an Admission Offer Letter from the College.

   - **Domestic Students** will be contacted to meet with the Financial Advisor.
   - International Students will be required to pay a $500 Registration Fee *(which will be credited towards their tuition fees as per the fees and refund policy)* and will then be provided a Letter of Acceptance to assist with applications to obtain study permit/financial aid/visa or other applicable documents. International Students can

apply for the Study Permit according to guidelines required by Immigration, Refugee and Citizenship Canada. For details, please refer to www.cic.gc.ca. Students are expected to plan their travel and share details of their arrival with the College.

5. Financial Interview:
   Students will have an Initial Financial Interview with the Financial Advisor to review and assist with options available to fund their education and to understand their financial obligations. Students will then be referred to the Enrolment Representative to complete the enrolment process.

6. Signing the contract:
   Students will meet with an Enrolment Representative to review and sign the Alberta Student Enrolment Contract for Licensed Vocational Training Programs. The representative with review the contract with the student and be available to answer any questions.

7. Join the college:
   Join the College orientation program according to the schedule sent to you prior to starting your new career journey.

Admission Requirements

Business Administration Diploma – Accounting Specialization

- Successful Interview with Admissions Counsellor
- Official AB High School Diploma (or equivalent)
- Official GED – minimum score of 450 in both Language and Math
- Mature Student Status/Admissions Test: Wonderlic Basic Skills Test – minimum 65% required.
- International Students – Official transcripts assessed by IQAS (International Qualifications Assessment Services) or WES (World Education Services)

- Proof of English Language Proficiency
    - CLB – minimum level 8.0 in Writing and level 7.0 in Speaking and Listening.
    - CELPIP – minimum score of 7
    - ILETS – minimum score of 6
    - TOEFL IBT – minimum score 65-78
    - CEFR – minimum of level B2

Business Administration Diploma – Retail Management Specialization

- Successful Interview with Admissions Counsellor
- Official AB High School Diploma (or equivalent)
- Official GED – minimum score of 450 in both Language and Math
- Mature Student Status/Admissions Test: Wonderlic Basic Skills Test – minimum 65% required.
- International Students – Official transcripts assessed by IQAS (International Qualifications Assessment Services) or WES (World Education Services)
- Proof of English Language Proficiency
    - CLB – minimum level 8.0 in Writing and level 7.0 in Speaking and Listening.
    - CELPIP – minimum score of 7
    - ILETS – minimum score of 6
    - TOEFL IBT – minimum score 65-78
    - CEFR – minimum of level B2

Human Services Diploma

- Successful Interview with Admissions Counsellor
- Official AB High School Diploma (or equivalent)
- Official GED – minimum score of 450 in both Language and Math
- Mature Student Status/Admissions Test: Wonderlic Basic Skills Test – minimum 65% required.
- International Students – Official transcripts assessed by IQAS (International Qualifications Assessment Services) or WES (World Education Services)
- Proof of English Language Proficiency

- CLB – minimum level 8.0 in Writing and level 7.0 in Speaking and Listening.
- CELPIP – minimum score of 7
- ILETS – minimum score of 6
- TOEFL IBT – minimum score 65-78
- CEFR – minimum of level B2

Medical Office Assistants & Unit Clerks Diploma

- Successful Interview with Admissions Counsellor
- Official AB High School Diploma (or equivalent)
- Official GED – minimum score of 450 in both Language and Math
- Mature Student Status/Admissions Test: Wonderlic Basic Skills Test – minimum 60% required.
- International Students – Official transcripts assessed by IQAS (International Qualifications Assessment Services) or WES (World Education Services)
- Proof of English Language Proficiency
  - CLB – minimum level 8.0 in Writing and minimum level of 7.0 in Reading, Listening & Speaking)
  - CELPIP – minimum score of 7
  - ILETS – minimum score of 6
  - TOEFL IBT – minimum score 65-78
  - CEFR – minimum of level B2

Education Assistant Diploma

- Successful Interview with Admissions Counsellor
- Official AB High School Diploma (or equivalent)
- Official GED – minimum score of 450 in both Language and Math
- Mature Student Status/Admissions Test: Wonderlic Basic Skills Test – minimum 60% required.
- International Students – Official transcripts assessed by IQAS (International Qualifications Assessment Services) or WES (World Education Services)
- Proof of English Language Proficiency

- CLB – minimum level 7.0 in each category (Reading, Listening, Writing & Speaking)
- CELPIP – minimum score of 7
- ILETS – minimum score of 6
- TOEFL IBT – minimum score 65-78
- CEFR – minimum of level B2

Pharmacy Assistant Diploma

- Successful Interview with Admissions Counsellor
- Official AB High School Diploma (or equivalent)
- Official GED – minimum score of 450 in both Language and Math
- Mature Student Status/Admissions Test: Wonderlic Basic Skills Test – minimum 65% required.
- International Students – Official transcripts assessed by IQAS (International Qualifications Assessment Services) or WES (World Education Services)
- Proof of English Language Proficiency
  - CLB – minimum level 7.0 in Writing, Listening & Speaking)
  - CELPIP – minimum score of 7
  - ILETS – minimum score of 6
  - TOEFL IBT – minimum score 65-78
  - CEFR – minimum of level B2

Digital Marketing Diploma

- Successful Interview with Admissions Counsellor
- Official AB High School Diploma (or equivalent)
- Official GED – minimum score of 450 in both Language and Math
- Mature Student Status/Admissions Test: Wonderlic Basic Skills Test – minimum 60% required.
- International Students – Official transcripts assessed by IQAS (International Qualifications Assessment Services) or WES (World Education Services)
- Proof of English Language Proficiency

- CLB – minimum level 7.0 in each category (Reading, Listening, Writing & Speaking)
- CELPIP – minimum score of 7
- ILETS – minimum score of 6
- TOEFL IBT – minimum score 65-78
- CEFR – minimum of level B2

International Students Admission

International students must meet the admission requirements for the program to which they are applying.

1. At least a High School Diploma assessed by IQAS (International Qualifications Assessment Services) or WES (World Education Services) with an equivalence to a Grade 12 level of education.
2. Must be at least 17 years old for High school graduates or 19 years old for mature students.
3. English Language Proficiency
   - IELTS 6/CELPIP 7/TOEFL IBT 65 – 78/CEFR B2

Academic Learning Accommodations

The College has a duty to accommodate students with documented disabilities to the point of undue hardship in accordance with the Alberta Human Rights Commission, provincial and federal laws and regulations.

Students who are requesting accommodations must complete the Pre-Enrolment Learning Accommodations Form which identifies the accommodations being requested. The goal of accommodations is to remove any barriers to ensure qualified students with disabilities can have the opportunity to fully participate in a post-secondary program.

Once the student requests accommodations, an authorized representative of the College will review the request and supporting documentation. Supporting documentation examples are a medical professional letter providing a diagnosis, a psychoeducational assessment or a recent high school IPP. Please note that the College may request further supporting information.

The following factors will be considered during the review process:

- The nature of the student's disability
- If the requested accommodations have worked in the past
- Whether the requested accommodations will enhance the student experience in being able to access and participate effectively in the program.

The College is not required to modify or alter courses or make any changes to the curriculum/program of study.

Students will receive written notice of the decision of their request for accommodations within 5 business days.

Students who are approved for accommodations will be provided a letter indicating the date the accommodations will be effective as well for the duration.

For students who are diagnosed with a disability after they start the program or have a short-term disability/illness are encouraged to contact the Administration Office to make an appointment with an authorized representative to complete a request for accommodations and discuss options that may be available.

Reduced Course Load

A reduced course load can be requested; however, it cannot be granted if the student is or will be receiving Government Student Loans. Student who are funded must complete a "Schedule 4 Application" with the College's Financial Advisor. This application process can take much more time to process so it is encouraged that students who are requesting a reduced course load speak to the College Financial Advisor as soon as possible. Please note that currently enrolled students

who apply for the reduced course load (Schedule 4 Application) will be required to remain in full time studies to maintain their full-time loan status OR request part time studies which will affect loan disbursement amounts.

Student who are funded by a third-party funder (WCB; Advancing Futures) are required to be approved by their funding agency. College will require written permission from the funding agency.

Students who are self-paying their tuition and requested a reduced course load will be invited to discuss this option with an authorized representative of the College.

Program Fees & Refund Policy

The financial structure of all programs in Brookes College is competitive and is subject to change as per the decision of the College.

Application Fee (Non-Refundable) *

For Domestic Students: $50 CAD | For International Students: $100 CAD

The applicant is requested to submit all the necessary documents along with the Application fee to determine their eligibility for the Program. After proper verification of the documents, the eligible students are requested to sign the Alberta Student Enrolment Contract for Licensed Vocational Training found here.

Registration Fee* (Refundable)

For Domestic & International Students: $500 CAD

** Registration Fee is required upon signing student enrolment contract and is adjusted against tuition fees. The applicant gets a credit of $500 CAD towards tuition fees for the program.*

For International students, the Letter of Acceptance (LOA) and Provincial Attestation Letter (PAL) will be provided after Registration Fee is paid by the student.

Tuition Fee*

Please refer to the table below for the domestic and international students' tuition fee structure:

Tuition Fees	**Domestic Students**	**International Students**
Business Administration - Retail Management	**CAD$21,350.00**	**CAD$24,350.00**
Human Services	**CAD$19,880.00**	**CAD$22,880.00**
Business Administration - Accounting Specialization Diploma	**CAD$22,660.00**	**CAD$25,660.00**
Medical Office Assistants and Unit Clerks Diploma	**CAD$19,890.00**	**CAD$22,890.00**

Education Assistant Diploma	**CAD $19,800.00**	**CAD$22,800.00**
Pharmacy Assistant Diploma	**CAD $19,880.00**	**CAD$22,880.00**
Digital Marketing Diploma	**CAD $25,200.00**	**CAD $28,200.00**

International students are required to pay the 1st year of the tuition fee upon being marked present on the first day of classes and their contract has been successfully activated. Once 50% of their program tuition has been paid (1st year fee), the remaining tuition is collected based on the payment plan drafted by the college. The students must pay the tuition fee in full prior to the Program end date as mentioned on the Alberta Student Enrollment Contract.

Methods of Payment

Students may pay their course registration fees in Canadian dollars by:

- Cash
- Money order
- Debit/Credit Cards (Visa® or MasterCard®)
- Cheque

Please note the following while you are making the payment:

- Bank Cheques or Money Orders for fees should be payable to Brookes College. Bank Cheques may require up to two weeks to clear the bank account of the payee.
- Write your student ID number on your Bank Cheque.
- Direct Cash is allowed when paying in person. Email or any other means are not allowed.
- When submitting fees by Debit/Credit Cards (Visa® or MasterCard®), indicate the type of fee on that you are paying. (e.g., registration fee, evaluation fee, etc.). Applicant must pay additional transaction charges while paying through Credit Card.
- In case of errors when determining and paying the fee amount, the College will automatically charge/adjust the correct fee to/from the Debit/Credit Card associated with the student account. This process avoids any subsequent communication delay and reduces the associated transaction fees of the payment.

Refund Policy

In case of termination of student enrolment contract, a student is entitled to get a refund as per Section 17(1) of Private Vocation Training Regulation Act of Govt. of Alberta. The student enrolment contract can be terminated in case if:

- A student decides to withdraw from the program OR
- Brookes College chooses to terminate the student from the program on disciplinary ground.

If the student decides to withdraw from the program, he/she must give withdrawal notice by submitting a ***Withdrawal Form*** (available at the Administrative Office). The last attended date is considered as the date of withdrawal to calculate the refund. In case of withdrawal of International Students on Study Visa, Brookes College will report the withdrawal to Immigration, Refugee and Citizenship of Canada (IRCC).

Students who have received any kind of resources from the college prior to their withdrawal, as per the Private Vocational Training Act, the college is entitled to retain a sum of $500 from the students' total program tuition before a tuition refund is issued to the Government.

Under Section 16(1) of Private Vocation Training Regulation Act, if a student is withdrawn from the program due to lack of attendance (Never Attended), the college is entitled to retain a sum of $500 Registration Fee that they're required to pay before that person's vocational training begins.

The following table explains the refund policy of various circumstances:

Circumstances	Refundable Amount	Non-Refundable Amount
The student submits the application form (before signing the Student Enrollment Contract)	Nil	Application Fee
Students Applied for PLAR / Advance Credit – AC (before signing the Student Enrollment Contract)	Nil	Application Fee + PLAR / AC assessment fee per course
The Student Enrollment Contract is terminated within four business days of signing.	100% of Tuition Fees Paid (including Registration Fee)	Application Fee + PLAR / AC assessment fee per Course (As applicable) + Fees regarding books and other charges
Student Enrollment Contract is terminated after the 4th business day but before the commencement of the program.	100% of Tuition Fees Paid (after deducting Registration Fees)	Application Fee + Registration Fees + PLAR / AC assessment fee per Course (As applicable) + Fees regarding books and other charges
The Student Enrollment Contract is terminated after the commencement of the program but before completion of 10% of the program.	75% of Tuition Fees (including Registration Fees)	Application Fee + PLAR / AC assessment fee per Course (As applicable) + Fees regarding books and other charges
Student Enrollment Contract is terminated between 10% and 50% of completion of the program	40% of Tuition Fees (including Registration Fees)	Application Fee + PLAR / AC assessment fee per Course (As applicable) + Fees towards books and other charges + 60% of tuition fees, including registration fees
Student Enrollment Contract is terminated after 50% completion of the program	Nil	Application Fee + PLAR / AC assessment fee per Course (As applicable) + Fees towards books and other charges + Full tuition fees including registration fees

A student who wishes to transfer to another program must commit his refundable portion (as applicable) towards another program and pay the registration fee, PLAR or Advance Credit (AC) assessment fee and a difference in tuition fee, as appropriate.

The refund amount will be credited to the original source (from where the funds were initially disbursed to the college – ABSL & NSLSC / IF the student paid tuition from pocket, it will be sent directly to the student) within 30 business days on receipt of the withdrawal application form.

Prior Learning Assessment and Recognition (PLAR)

Students with prior practical experience or skills acquired through professional development in any courses related to their program of study can request credit for specific courses by submitting a PLAR application to the College. The students may be granted credit for those specific courses if they pass a challenge examination. This process is referred to as Prior Learning Assessment and Recognition (PLAR). The approval for challenge examinations will be assessed and decided by the School Academic Committee. An assessment fee of $50 will be charged for each course for which PLAR is requested. No refunds or withdrawal once a PLAR course is registered. The student must submit an application form for admission into one of our diploma programs before applying. PLAR Assessment must be done prior to the student signing the enrollment contract as their program tuition fee needs to be calculated based on what course are approved by PLAR for credit transfer. Advanced courses cannot be challenged. They cannot challenge more than 50% of the entire program they used for PLAR assessment.

Process of applying for PLAR

1. Students need to apply for the PLAR assessment by submitting the PLAR assessment form and any supporting documents as well as the associated Fee to the college.
2. Students must submit all their PLAR requests before starting the classes for their program.
3. Upon reviewing the students' PLAR application and the result of their challenge examination, Brookes College will inform the student about their PLAR assessment results stating the course for which a credit is granted and the related assessment grade as per Brookes College assessment policy.
4. Industry certifications submitted to the College for PLAR should not be older than 12 months.
5. Students can attempt a challenge exam only once for a course in the Program.

Transfer Credits/Advanced Standing

The student may be considered to be eligible to apply for **Advanced Standing (AS)** after they have been enrolled in the College. Transfer credit requests should be submitted to the Academic Director along with the supporting documents which include the transcript showing the successful completion of an equivalent course and a detailed course outline/syllabus for the same course. An assessment fee of $50 will be charged for each course request for Advanced Standing. An Official Transcript must be sent directly to Brookes College from their respective educational institution. Students should submit a transcript that is NOT more than 12 months old. Students are eligible to request ***Transfer Credits*** to Brookes College for credits scored with a minimum grade of C or above. The Academic committee will perform a verification-equalization of the course content. After the assessment, a transfer of credits will be provided only if the course content matches at least 80% of the respective course in Brookes College. If the student requests transfer credits for more than 1 course, the student should submit their application as early as possible thereby

allowing us to have a clear review. Request for Advanced Standing must be made prior to the student signing the enrollment contract as their program tuition fee needs to be calculated based on approved transfer credits.

Receipts – T2202A for Tax Credit

For official tax purposes, Brookes College will generate a Tax Credit Certificate (T2202A) before February of each year for registered students and transmit them directly to CRA. Student will receive a receipt copy of the tax certificate for filing purposes. The receipt copy of the T2202A Tax Credit Certificate will be received by the original payee only.

Financial Aid

Financial aid to support your study is available to all the eligible students enrolled at Brookes College. Financial assistance is available as a Government Education loan, Student Line of Credit, or Institutional Scholarship.

Government Education Loan

The provincial education loan is available for all eligible students. For more details about student aid, please visit https://studentaid.alberta.ca/. At Brookes College, we help our students apply for government loans by guiding them through the Alberta Student Aid process.

Student Line of Credit

All banks in Canada offer a Student Line of Credit for full time and part-time study. You may contact your bank or credit union for more details.

Brookes College Completion Scholarship Awards

Brookes College has a completion scholarship awards program for deserving students who have successfully completed their program scoring a minimum of 80% in each course thereby scoring a CGPA of more than 3.5, while maintaining good attendance as per college requirements. This award will support their studies, and it will be awarded upon completion of the program, where it will be sent to the original funding source to be adjusted to your loan amount.

The Medium of Instruction and Assessment

The medium of instruction is English.

Duration of Courses

For each course, assessments and grading will be held monthly. The duration of one course is usually 40 hours but varies depending on the course credits.

Student Services

Brookes College is committed to providing support to all students for facilitating their study and career for success. All students at Brookes College shall benefit from the following supporting services for success.

Academic Counselling

Faculty will offer academic support to help students improve academic performance and gain advanced course-specific knowledge beyond the curriculum.

Career Counselling

The College offers career counselling to all the students and alumni to help choose a career path commensurate with student qualifications, personal skills, and interests. The team of Career Development Specialists support students to arrange relevant industry-specific practicum placements during the course that will prepare students to become industry ready graduate. Workplace preparation assistance is also included in the program curriculum. This workplace preparation includes job search strategies, resume preparation and winning job interview practice.

Financial Aid Services

Brookes College supports all students to applying for different financial aid to support their education.

International Student Facilitation

Brookes College supports all the international students by facilitating their reception upon their arrival, helping them to find suitable accommodation, orient them to the community and city and providing settlement advice.

Attendance Policy

Students must maintain a minimum of 20 hours per week of course enrollment in order to maintain full time status, which is required by Student Loans and most third-party funding agencies. It is expected, as per their contract, that student attend and are punctual for all classes. Student absences will be recorded every class session, starting with their first class.

The College is aware that there may be times when unanticipated or extenuating circumstances may arise during their course enrollment that may prevent the student from attending a particular class session. When a student is unable to attend a scheduled class, it is the responsibility of the student to notify the College and the instructor, **in writing (E-mail),** of any absence prior to the start of that class. The student must demonstrate a reasonable excuse for the absence. Reasonable absences include personal illness, close family member /child illness (where the attention of the student is needed), personal appointment for health care purposes, court appearances, accident, funeral, or death of an immediate family member. excused absences must be accompanied by written proof as supporting documentation. Other circumstances that may prevent the student from attending a class will be reviewed by the Academic Director on a case-by-case basis.

Students funded by other third-party funding agencies (such as Worker's Compensation Board or Advancing Futures) may have additional attendance requirements. The College may be required to report any attendance irregularities or progress reports to such third-party funding agencies as per the agreement with the Student and the College. The Financial Administrator (or delegate) is responsible for completing this report and providing it to the students' case manager on before the due date.

Students are encouraged to monitor their Brookes College e-mail account for any warning letters or notices from the Colleges Administration Office that will address any un-reported absence(s) and avoid possible termination for unreported absences. Please note: If there is a discrepancy in a students' recorded attendance, it is the students' responsibility to contact the instructor to have the recorded attendance amended.

Attendance Termination: As a student, you will be terminated from your program of study based on the following external and internal policies:

- Student Aid requires private educational institutions to withdraw students who have missed five (5) consecutive days without contacting the College. Your responsibility as a student is to notify the College, in writing, (e-mail) and provide supporting documentation of absences approved as reasonable.

  College Attendance Policy #1: *If you miss 5 consecutive days without contacting the College, in writing (e-mail), with a reasonable excuse, you will be terminated from the College and Student Aid will be notified of the attendance termination - this will result in immediate termination of your funding.*

- Student Aid also requires private educational institutions to withdraw students who have missed thirty (30) consecutive calendar days, regardless of contact with the College or College approved absences.

  College Attendance Policy #2: *Regardless of college approved absences (reasonable excuses), if you have missed 30 consecutive calendar days (including scheduled breaks), you will be terminated from the College and Student Aid will*

be notified of your attendance termination - this will result in the immediate termination of your funding.

Course/Instructor Evaluations

Students will evaluate the course (and instructor) at the end of their academic session. The evaluation will be in two stages. The first evaluation will be done by the students who have successfully participated and passed the course. The second evaluation will be done by the quality assurance team at Brookes College.

Examination/Assessment Policy

Under no circumstances are students allowed to be absent from classes, assessments, and examinations without justification. Examinations and assessments will be held at various times during the term. Assessment and exam schedules will be sent to all students by the course instructor.

Assessment Methods

Examinations/assessments are conducted in one or more of the following formats:

- Quizzes, Assignments/Case study report
- End of Course or Final Examination
- Completion of Practicum

Examinations *(Regular, Midterms, Finals, Supplemental, Practicums)* are proctored through the Colleges Learning Management System. Students are provided information on how to download

the Safe Exam Browser (SEB) application to their device (excludes mobile devices). SEB turns any computer temporarily into a secure workstation ensuring academic integrity. Once the exam is completed, student submit their exam and exit the application. The Instructor then receives the exams to score/grade. *Please note: All FINAL exams will be graded within 72 hours.*

Late Assignments

All coursework within a course module as per the course module outline *(assignments, quizzes, exams, mid-terms, final projects etc.)* are to be submitted on or before the scheduled "due date" unless PRIOR arrangements for an extension are approved by the instructor. Requests for extensions will be considered by the instructor for reasons that were unforeseen by the student (ie: illness, family emergency etc.). Reasonable extensions will be considered and if approved a new due date will be established by the instructor. There are NO extensions for final exams.

If a student submits an assignment (or other coursework) after the due date without having made such arrangements with the instructor for an extension, the following academic penalty will be applied:

- 10% deduction will be applied when submission is up to 7 calendar days late.
- 20% deduction will be applied when submission is between 8 and 14 calendar days late.
- 30% deduction will be applied when submission is between 15 and 20 calendar days late.
- Only with documented extenuating circumstances will submissions be accepted after 21 calendar days late and is at the discretion of the instructor.
- NO submissions will be accepted after the last class of any course module. No exceptions.

Please note: There are NO extensions for late submissions for ANY final exams or projects. Instructors are required to enter final grade within 72 hours of last class of the course module.

Grading System

Grading is based on several different assessment formats for each course throughout the semester (assignments, quizzes, exams, group projects, presentations, etc.). The course outline/session plans (syllabus) at the beginning of each course that will outline the types of assessments and how they will be graded. The letter grades and corresponding grade points will be awarded as follows:

Percentage Range	Letter Grade	Grade Points	Description
90 – 100	A+	4.0	Excellent
85 – 89	A	4.0	
80 – 84	A-	3.7	
77 – 79	B+	3.3	Good
73 – 76	B	3.0	
70 – 72	B-	2.7	
67 – 69	C+	2.3	Satisfactory
63 – 66	C	2	
60 – 62	C-	1.7	
55 – 59	D+	1.3	
50 – 54	**D**	**1.0**	**Minimal Pass**
0 – 49	F	0.0	Fail

A special grade may be assigned to the students in different circumstances. It should be noted that these special grades are not included while calculating the Grade Point Average.

Symbol	Term	Description
AU	Audit Course	It is assigned when the student is registered to audit a course. (Students can take an additional course by paying

		stipulated fees. However, its evaluation is not part of CGPA in the official transcript)
CR	Credit Received	Assigned when the student successfully passes a challenge examination
IC	Incomplete	Assigned with permission of the President
P	Pass	Assigned when a student meets the requirements to complete a course based on Pass or Fail
PF	Practicum Fail	Assigned when the student fails practicum
{ }	Repeated Course	It means the student repeated the course, and the lowest grade is not calculated in earned credits or GPA
RW	Required to Withdraw	Assigned when the student is asked to withdraw from a course by the Instructor or Academic Director
TR	Transfer	Assigned when the course is transferred from another institution
W	Withdraw	Assigned when the student withdraws from a course by their own choice

Calculation of Grade Point Average (GPA)

The Grade Point Average is calculated by multiplying the Grade Points for each course with some credits for that course, added together, and divided by the total number of credits or hours. In other words, it is reflected as shown below,

$$GPA = \sum_{i=1}^{n} CiGPi \Big/ \sum_{i=1}^{n} Ci$$

Example 1.1:

Sr. No.	Courses Name	Course Credits (Ci)	Letter Grade achieved by the student	Grade Point for Letter Grade (GPi)	Ci * Gi
1	Course A	3	A	4.0	12
2	Course B	3	A-	3.7	11.1
3	Course C	3	B+	3.3	9.9
4	Course D	3	B	3.0	9
5	Course E	2	B-	2.7	5.4
6	Course F	6	C+	2.3	13.8
	ΣCi	**20**		**ΣCiGi**	**61.2**

(Ci) indicates the Total Credit of Course, (GPi) indicates Grade point for grade achieved.

For example, if a student in a particular program earned marks as stated above, the calculation using the formula for Grade Point Average (GPA) is explained as follows,

GPA = 61.2/20 = 3.06

Standard of Academic Progress:

Students are expected to attend all classes (as per the Attendance Policy) and maintain satisfactory progress throughout the duration of their program of study. Brookes College students must maintain a minimum CGPA of 1.00 continuously, to be considered in Good Standing.

If a student is not meeting academic or other program requirements (i.e.: satisfactory attendance), the college will use a process of increased engagement.

1. **Academic Meeting:** Instructor/Designated Staff to meet with the student to discuss any concerns regarding academic or program requirements that are not being met, that are putting the student at risk of being unsuccessful in their courses/program of study. It is the

expectation that the student be actively involved in the discussion and implement the agreed upon strategies in order to meet academic and program requirements.

2. **Academic Warning:** Students who fail a minimum of one course during any module term or fall below a CGPA of 1.00 will be placed on Academic Warning. Students will be required to meet with Student Services to review their academic performance, complete a Student Academic Success Plan along with other conditions that may apply. Students' performance will be monitored and reviewed. Academic Warning Status does NOT appear on the student official transcript. The student will be returned to Good Standing if courses are successfully completed a minimum CGPA of 1.00 is achieved at the end of the subsequent module term.

3. **Academic Probation:** Students who are on Academic Warning and failed additional course(s) or did not achieve a minimum CGPA of 1.00 will be placed on Academic Probation. Students will be required to meet with Student Services to discuss their academic performance, attendance and any other concerns that are identified. Students will complete and Student Academic Success Plan and will be required to meet with a member of Student Services on a regular basis. Academic Probation Status does NOT appear on the student official transcript. The student will be returned to Good Standing if courses are successfully completed and a minimum CGPA of 1.00 is achieved at the end of the subsequent module term.

4. **Academic Termination:** Students who continue to be unsuccessful in their courses after being placed on Academic Probation and continue to have a CGPA of less than 1.00 are at

imminent risk of being terminated from their program of study. Students in this situation will be required to meet with the Education Director and/or designated staff member of the college. A full review including input from the student, instructors and other staff will be conducted. It is at the discretion of the Education Director (or designated representative) to determine if they student will be permitted to continue for an additional term or if s/he is to be terminated for academic reasons. If the student is permitted to continue in their program of study, a strict Academic Probation Plan and Student Academic Success Plan will be designed and weekly meetings with Student Services will be required. Students who are terminated will be permitted to apply for readmittance after a minimum of 1 month, however many funding agencies require a 12-month waiting period.

NOTE: CGPA of less than 1.00 equals a Fail (F): 0-49%

Grade Postings and Reports

Final grades will only be available to students once they're entered and approved within 72 hours via their secure online portal (Learning Management System) after the final examination for an individual course following the *Personal Information Privacy Act (Alberta)*.

The academic transcript reflects Course Credit (CC), Letter Grade (LG), corresponding Grade Points (GP), and Cumulative Grade Point Average (CGPA). It does not contain the course wise numerical marks/points or percentage.

Practicum Requirements

Students who successfully completed all their courses and are in good standing with the College are considered to be eligible for practicum and are contacted to complete a practicum work placement. The required practicum hours are as follows:

1. Business Administration Diploma - Accounting Specialization: 200 hours
2. Business Administration Diploma - Retail Management Specialization: 200 hours
3. Human Services Diploma: 250 hours
4. Medical Office Assistants & Unit Clerks Diploma: 200 hours
5. Pharmacy Assistant Diploma: 200 hours
6. Education Assistants Diploma: 240 hours
7. Digital Marketing Diploma: 240 hours

Supplemental Examinations for Failed Students

If a student fails to attend the exams or earn the credits, the student will be given a failed grade. Students who receive a failing grade (F / 0-49%) on a final exam in any course *(practicums excluded)* **may** be eligible rewrite the relevant final exam by completing a Supplemental Exam Form available from Instructors or the Administration Office. Please note that only ONE supplemental exam will be permitted per course for eligible students.

Eligibility Requirements:

- Student must have received a grade less than 50% on final exam.
- Student must have achieved a minimum of 25% in the course up to the final exam.
- Student must have attended a minimum of 80% of the course.

Request Process:

- Students are required to submit to their instructor the completed Supplemental Exam Request form within 5 calendar days of final marks being posted.

- Instructor to review the request and eligibility requirements and submit a decision recommendation to the Education Director for final review/decision. Students will be notified of the decision within 5 business days of receipt of the request.
- Approved requests will be in writing to the student along with the scheduled date/time of the supplemental exam. Students will be required to pay a $100 fee PRIOR to the scheduled date/time.
- Denied requests will be in writing to the student and will outline the reason(s) for the denial. The student can appeal the decision by contacting the instructor, in writing with information as to why the decision should be reconsidered. The final decision will be made by the Instructor and the Education Director after reconsideration. If the student is still not satisfied, s/he may then appeal to the President of the College.

Re-Write Process:

- The student will be provided a date/time s/he is permitted to write the supplemental exam which is required to be completed within 30 days of decision.
- The exam will be written during a relevant Learning Support Session. The student will join the Teams Link, have their camera ON, and the instructor will then release the exam in the LMS and monitor the student.
- The exam will have a time limit of 2 hours.
- The student MUST always have his/her camera ON during the exam.

After the Re-Write:

- If the student is successful in achieving a minimum grade of 50% on the supplemental exam the instructor will complete an official Grade Change Form and submit it to the Administration Office for processing.
- The new grade will appear on LMS within 7 business days and will be the grade calculated in the CGPA on the student official transcript.

- If the student in unsuccessful in achieving a minimum grade of 50% on the supplemental exam the student will be required to be re-enrolled in the course.

Repeating Course Module(s)

Students may be permitted to repeat a course module during their program of study due to not achieving a passing grade (below 50%). Eligible students may repeat a failed course up to a maximum of three (3) attempts per course. The students first failed course module to be repeated will be at no additional cost, however, any further repeats and/or subsequent attempts, a re-take fee will be charged to the student at the full cost of that course module. Payment for the repeated course module should be paid prior to being re-enrolled.

For a student to be eligible to repeat a course module, he/she must meet the following conditions:

- The student must request to repeat the failed course module, in writing, to the Student Services Advisor or designate.
- The student must have been punctual and attended a minimum of 70% of the course module.
- The student must have participated, shown effort, and completed all requirements of the course module but was unable to achieve a passing grade (50%).

Eligible students will be re-enrolled in the failed course module when it is next offered, and only if space in the class is available.

Course module repeats appear on the students' academic transcript, however in calculating the CPGA, only the passing grade will count.

If re-take fees are applicable, you will be contacted by the Finance Department to make payment arrangements.

Transcript Requests

The student will receive one copy of the official transcript with their diploma upon graduation. However, they can request additional copies of their transcript by paying fees of $25 CAD per digital or printed copy. There will be additional shipping costs to students for the mailing of printed transcripts to their desired location in sealed & stamped envelops. Although, if the transcript is requested to be sent to the student directly, it will be considered “UNOFFICIAL” and if the transcript is requested to be sent to another educational institution for further education, it can be considered “OFFICIAL”.

Grade Appeals

1. Informal Appeal

A student who is dissatisfied with a grade must first discuss the grade with the course instructor within 5 days of receiving the grade. If this does not satisfy the student, the student may wish to discuss the matter with the Academic Director. The Academic Director will require a copy of the instructions given to the student and the assignment or test in dispute, and any other relevant materials.

2. Formal Appeal

If the student is not satisfied with the appeal to the Instructor and Academic Director, the student may make a formal grade appeal. All formal grade appeals must be made by completing a Formal Grade Appeal Request Form stating the basis of appealing the grade within 30 days of receiving

the grade. The student will pay a prescribed fee for each grade appealed. This fee will be credited back to the student's account only if the appeal increases the grade. The Academic Director will notify the President, who will initiate a Grade Appeal Committee comprising the Academic Director, the Instructor and a subject specialist to hear the appeal. The final grade may be raised or lowered because of the reappraisal. The Academic Director will notify the student of the result in Writing. All decisions taken by the Grade Appeal Committee are final.

Graduation

Students are eligible for graduation once they have completed all their coursework and practicum. They should not have any outstanding tuition fee to be eligible for graduation. If students require their credentials to be mailed to their primary mailing address, they will have to bear the shipping cost associated with it. They can also choose to visit the campus in person and pick up their credentials. Students can request to have themselves convocated and attend the convocation when it’s held by the college. If they miss the deadline, then they would have to wait for the next convocation. A graduation fee will be charged for the students who are willing and able to attend the graduation ceremony.

Graduation Requirements

To be eligible to be awarded a Brookes College Diploma students must successfully complete the requirements listed below:

- Successful completion of all requirements, including practicum(s), for the academic program as per the program outline provided at time of enrolment with a minimum CPGA of 2.0.

- Program requirements must be completed on, or prior to, the end date as per the signed Alberta Student Enrolment Contract for Licensed Vocational Training Programs (*or, if applicable, on or before a contract amendment end date).*
- Return any borrowed resources in good condition, or payment made to Brookes College for the replacement of lost or damaged borrowed resources.
- Tuition and any other fees have been paid in full.

Certificate of Merit

The College wishes to acknowledge those students who achieve excellence in their academic journey. Recognition of academic excellence is acknowledged to students achieving a CPGA will be awarded a Certificate of Merit.

Graduation Ceremony/Convocation

Graduation ceremonies are held periodically for students. Student who wishes to attend the convocation are required to complete an "Application to Attend Convocation" form. A member of the Graduation Committee will contact the student with further details. Please note that a fee may be applied for those who wish to attend. During ceremony, student will receive their credentials *(providing all graduation requirements have been met).*

Students do not have to wait until convocation to receive their credentials (providing all graduation requirements have been met), it is possible to arrange to pick up the credentials in person at the College to have them couriered to their home address. Please contact the Administration Office for more information.

Withdrawal from Program of Study

Students considering withdrawing from their program of study are encouraged to contact their Student Services Advisor to discuss the reason(s) for their possible decision to withdrawal. Students are also encouraged to contact the Colleges' Financial Advisor to obtain their financial obligations prior to making a final decision. It is important for students to make an informed decision. Details of the refund policy can be found in the Refund Policy section of this handbook.

A student who decides to withdrawal from their program of study are required to notify the college of their decision, in writing, stating the reason for the withdrawal. Notification can be made in the form of a letter addressed to the Administrative Office, an email sent to the College or a college representative *(Student Services Advisor, Financial Advisor or Academic Director)* or by completing a Request to Withdrawal form available from the Administrative Office.

Upon receipt of the notification of the student's decision to withdrawal, the student request will be acknowledged by the College, and he/she will be removed from his/her program of study as per the date of the notification, and if applicable, the students' funding source/agency will be informed of the students' withdrawal status.

Please note: Students who simply stop attending are not considered withdrawn, however, as per the attendance policy they will be terminated accordingly, and the funding agency will be notified of the student's attendance termination.

Termination from Program of Study

While very unfortunate, there are times where the College is required to terminate a student from their program of study. Reasons for terminations include, but are not limited to, violations of the attendance policy, lack of academic progress or for disciplinary reasons.

If a student is terminated, a letter of termination, listing the reason why, is sent to the student indicating the defective date they have been removed from their program. The Finance Department will follow up with sending the student a statement of account balance. It is important to be advised that termination from a program study does NOT relieve the student from any applicable financial obligations.

Students who are terminated are encouraged to submit a Request for Re-Entry to the College to they can complete their program as a Return Student.

Re-Entry (Re-admittance) to Program of Study

Students who previously withdrew or were terminated from their program of study are always encouraged to request re-admission by completing a Request for Re-Entry from available from the Administrative Office.

To be approved for re-admission, students must meet the following conditions:

- Students must meet current admission requirements as per the Program of Study.
- Students must meet with the College Financial Advisor to review the financial options/obligations and review their Student Aid eligibility (if applicable).
- A new Alberta Student Enrolment Contract for Licensed Vocational Training Programs will be required to be completed/signed. The new contract, based on the calculated Advanced Standing, will include *(but not limited to)* the new tuition cost, hours/weeks remaining to complete the program as well as the start and end dates.
- Students will be placed on Academic Probation for the modular term they return.

- Students who fail to meet the conditions of the Academic Probation may be subject to further academic probation status, or possible academic termination.

Academic Misconduct

Plagiarism

Students are advised to abstain from plagiarism since it is a serious academic offence that involves presenting work in a course as if it were the result of one's study and investigation. If such activities are found or detected and reported, the student will either be rusticated from the college or face any penalty decided by the college's Disciplinary Committee.

Cheating

Cheating during examinations, assignments or labs is a serious academic offence, and it may take a few forms, including:

- tampering of or attempting to tamper examination scripts, classwork, grades or class records.
- seeking or obtaining unauthorized assistance from anyone or impersonating another student during the examination
- falsifying or fabricating lab reports
- bringing illegal or unauthorized written material or electronic devices to an examination

Penalties for Academic Misconduct

A student who commits academic misconduct will face either a suspension, expulsion or penalties decided by the Disciplinary committee headed by the President. If detected, the instructor will immediately send a letter stating the particulars of the offence to the Academic Director, which will be placed on file.

Academic Misconduct Appeals

A student found guilty of academic misconduct may appeal against the charge stating the misconduct or the penalty imposed on him or both. The student may appeal in writing to the Academic Director within 10 days of the decision. The Academic Director afterwards will request a meeting to hear and process the appeal.

Anti-harassment and Non-discrimination Policy

As a responsible academic institution, Brookes College is committed to providing a healthy working and learning environment to all students and staff, that are from a different nationality, religion, gender, and cultural communities. We must respect diversity and individual values and belief. Brookes College believes that any action that hurt an individual's dignity and respect shall be considered Human Rights Violation and immediately addressed as a high priority matter. At Brookes College, each of the employees and students is oriented with Anti-Harassment and Non-Discrimination Policy as per guidelines of the Alberta Human Right Commission. Visit https://www.albertahumanrights.ab.ca/ for more details.

Brookes College is also committed to maintaining a safe and respectful environment for all students, staff, and visitors. Sexual misconduct, including harassment, assault, and any unwelcome behavior of a sexual nature, is strictly prohibited. Reports of sexual misconduct will be taken seriously, treated with confidentiality, and addressed through prompt and impartial investigation.

Brookes College promotes awareness and prevention through ongoing education and training, ensuring a culture of respect and safety for everyone.

Safety

The safety of each of the employees and students is the topmost priority of Brookes College. Therefore, each of the students and employees is oriented with workplace safety procedure and guidelines periodically. The staff and students are expected to comply with all the safety rules, policies, and standards, including reporting any unsafe action, process, or working condition.

Confidentiality

Brookes College is subject to the provisions of the Personal Information Privacy Act (Alberta). No personal information about a student may be given to any organization or person, including a parent or spouse, without the student's written authorization.

However, the college may disclose students' academic information to authorized funding and sponsorship agencies for students receiving student assistance. In the case of international students, the college will disclose to Immigration, Refugee and Citizenship Canada information related to the student's withdrawal/dismissal and attendance. The college can use students' information for any institutional research and quality assurance purpose, administrative purposes such as follow-up on payment of any dues or contacting students concerning their academic progress. Any other

disclosure of the students shall only be made after the student's consent or as authorized by provincial law. Visit https://www.oipc.ab.ca/ for more information.

Student Access to Information

Students can access their up-to-date academic information through their secure access to their portal from the website of this college. Access to a student's record will be given in the presence of a college staff member, and the student may request corrections to any part of the record believed to be incorrect. Correction requests will be handled under the provisions of the Personal Information Privacy Act. Visit https://www.oipc.ab.ca/ for more information.

Medical Services/Health Insurance

There is no in-house medical physician at Brookes College, and we are **NOT** responsible for Students' Health Insurance and other insurance required while studying with us. Our practicum students on placement are temporarily covered by Brookes College's Workers Compensation policy. If a student does not have access to Alberta Health Insurance Plan for any reason, it is advisable to get private health insurance.

Please click here on http://study.alberta.ca/plan-your-stay/health-care/ for further details.

However, an international student with/without a family (including spouse and children) who plans to reside in Alberta for more than 12 months with a valid study permit may be eligible to apply for Alberta Health Care Insurance Plan (AHCIP) they arrive.

Alberta Health requires applicants to include one of the following documents from Immigration, Refugees and Citizenship Canada (IRCC) with their application for the Alberta Health Care Insurance Plan (AHCIP) coverage.

Acceptable proofs of enrolment documents are:

- a letter of enrolment printed from the college on an official letter head signed by the Academic Director.
- a printout of confirmation of course registration from the college

AHCIP inquires or updates

Office hours: 8:15 am to 4:30 pm (Monday to Friday, closed statutory holidays)

Phone: 780-427-1432

Toll-free: 310-0000 before the phone number (in Alberta)

TTY: 780-427-9999

Toll-free TTY: 1-800-232-7215

Fax: 780-422-0102

Email: health.ahcipmail@gov.ab.ca (for general information or non-personal questions only)

Alberta Health

Alberta Health Care Insurance Plan

PO Box 1360, Station Main

Edmonton, Alberta T5J 2N3

Counseling Support

There is no in-house Mental Health Professional/Doctor at the College.-Alternatively, the students are recommended to the Community Counseling centre Community Connect YYC.

Please refer to this link Programs & Services | Alberta Health Services for more information on the Mental Health services offered in Alberta.

Accommodation (for International Students)

Brookes College supports all international students by facilitating their reception on their arrival, helping them to find suitable campus accommodation, orienting them to the community and city, and providing settlement advice. However, there is no on-campus residence available for the students. For more details on living off-campus, please visit Housing and accommodations in Canada (educanada.ca). Also, the students are advised to look for available rooms close to the College Campus in Rental Properties Calgary: Apartments & Houses For Rent - RentFaster.ca. Our College Campus is located in Unit 250, 6424 36 Street NE Calgary T3J4C8.

Students Code of Conduct

All the students at Brookes College must follow the Student Code of Conduct to promote a healthy learning environment. The following are major highlights of the code of conduct expected from the students.

a. All the students are expected to follow institutional rules and regulations and provincial & Federal Laws.
b. All the students are expected to follow the appropriate professional dress code. Students are expected to follow the special dressing instructions of the institute during special formal events.
c. Students are expected to respect other students and staff of the institute and shall not indulge in any of the following:

   c.1 Verbal or Physical Abuse with anyone

   c.2 Conveying any threats, harassments, or discrimination of any kind

c.3 Any form of unwanted sexual attention or contact

c.4 Theft or Damage of college property, including electronic records or property of the college

c.5 Interference in operations of the college

c.6 Using a cell phone in the classroom without the permission of the instructor

c.7 Unauthorized entry to college or unauthorized use of any college property

c.8 Consumption of any of the prohibited items (including but not limited to drugs, tobacco products, alcohol etc.) in the college premises

c.9 Irregularity in attending classes or completing the quizzes and assignments

c.10 Academic misconduct (including but not limited to plagiarism, cheating, supplying false information etc.) or any act of dishonesty

c.11 Disturbance of peace in college or at any other event organized/co-organized or supervised by the college.

c.12 Possession of firearms, explosive or dangerous items/weapons

c.13 Using any of the college resources for any unlawful or unwanted activities

c.14 Failure to comply with the academic and financial responsibility towards college

c.15 Failure to comply with any instruction provided by an instructor or other staff of the college

Any violation of the code of conduct shall result in disciplinary actions such as warning, probation, suspension, or expulsion from the college.

Students' Complaints and Dispute Resolution

Students are encouraged to resolve the matter informally through mutual understanding in case of any dispute or grievances. However, students may opt for a formal resolution process by filling out the **Official Student Complaint Form**. The steps for the Student Dispute Resolution Process are as follows:

- Students will submit an issue as complaints with a filled-up **Official Student Complaint Form** to the Student Advisor through an email or in person. All the complaints will be kept strictly confidential and will be discussed with the concerned parties.
- The Student Advisor and Academic Director will initiate the complaints or dispute within seven working days. If required, the Student Advisor may form a committee to resolve the complaint.
- The meeting will be organized between concerned parties for further discussion to allow students to raise their concerns. Students may have other individuals to speak on their behalf with prior permission. If the matter is not resolved at the initial meeting, another meeting can be arranged with the President.
- Academic Director or President will submit their written report to the Student Advisor, and then the Student Advisor will notify the student about the decision.

Students are encouraged to address their concerns immediately before a minor problem turns into a major one.

Campus Regulation

Operational Timing

The usual administrative and academic hours of operations at Brookes College are as follows:

Administrative Time: 08.30 AM to 05.00 PM (Monday to Friday)

Brookes College observes all the statutory holidays as per Alberta Provincial Guidelines.

Course & Session Schedule

Brookes College will schedule courses monthly. Brookes College reserves all right to modify the schedule of course registration and sessions for courses.

Food & Beverage

Food and Beverages are strictly not permitted in the classroom. However, selected container and food can be allowed with prior permission with conditions.

Smoking

Smoking is strictly prohibited on college premises and at any event organized by the college.

Security

Brookes College is committed to providing a secure learning environment for all its students and staff. To ensure security, all the campus's instructional, administrative, and communal areas are under CCTV surveillance. All the students are expected to complete safety training during the

orientation program and always carry their College and Provincial ID Card. All suspicious activities should be reported to a staff member.

Study Permit

All international students must apply for a study permit through Immigration, Refugee and Citizenship Canada. For detail up-to-date information, please visit www.cic.gc.ca

Work Permit

As an International Student, your spouse/common-law partner is eligible for a work permit and hence work while in Canada. It should be noted that a student graduating from Brookes College is not eligible for Post Graduate Work Permit (PGWP) at this time. For detailed up-to-date information, please click here.

Referral Program

Any student or graduate from Brookes College may refer an individual beneficiary to Brookes College for shaping their career. In this case, the student that refers another student is entitled to an incentive. Additional details are available at the Admission Office of the college.

Brookes College Alumni Association

Brookes College believes in a strong and vibrant alumni association for helping current students and graduates in their career for placement and post-placement services and allowing alumni to

give feedback. All the graduates from Brookes College are eligible to be a part of the Brookes College Alumni Association.

Policy Changes and Revision

Brookes College reserves all the right to revise or change institutional policy, procedure and regulations and contents outlined in the handbook. Students will be notified of such changes individually or collectively. Any change in such policy, process, regulations, or content in the handbook shall supersede the current one with the effective date mentioned in the communication.

Change Log

[Version 2.0] – 2025/02/10

Changed

- With the assist from our newly appointed "Compliance Consultant", we've reviewed the entire Student Handbook and revised it to be compliant with the college policies and procedures.

[Version 1.5] – 2024/12/12

Changed

- Minimum mandatory requirements for attendance were changed from 70% to 20 hours per week, to be compliant with the Ministry's attendance policy.

Added

- Sexual misconduct policy was added under the "Anti-harassment and Non-discrimination Policy" section.

[Version 1.4] – 2024/06/20

Added

- Tuition Refund Policy – Added that the college is entitled to retain a portion of the students' tuition for the resources provided to them
- Tuition Refund Policy – Added that the college is entitled to retain the registration fee paid by the student prior to the commencement of their program if the student never attends there after

[Version 1.3] – 2023/08/31

Added

- Added Digital Marketing Diploma Program details and related tuition fee for domestic and international students

[Version 1.2] – 2023/08/10

Added

- Added Education Assistant Diploma Program details and related tuition fee for domestic and international students
- Added Pharmacy Assistant Diploma Program details and related tuition fee for domestic and international students

[Version 1.1] – 2023/04/15

Changed

- Redesigned and organized the entire Student Handbook for easy user readability