



HERITAGE COLLEGE

LEARN TO WORK



STUDENT HANDBOOK
2022-2023

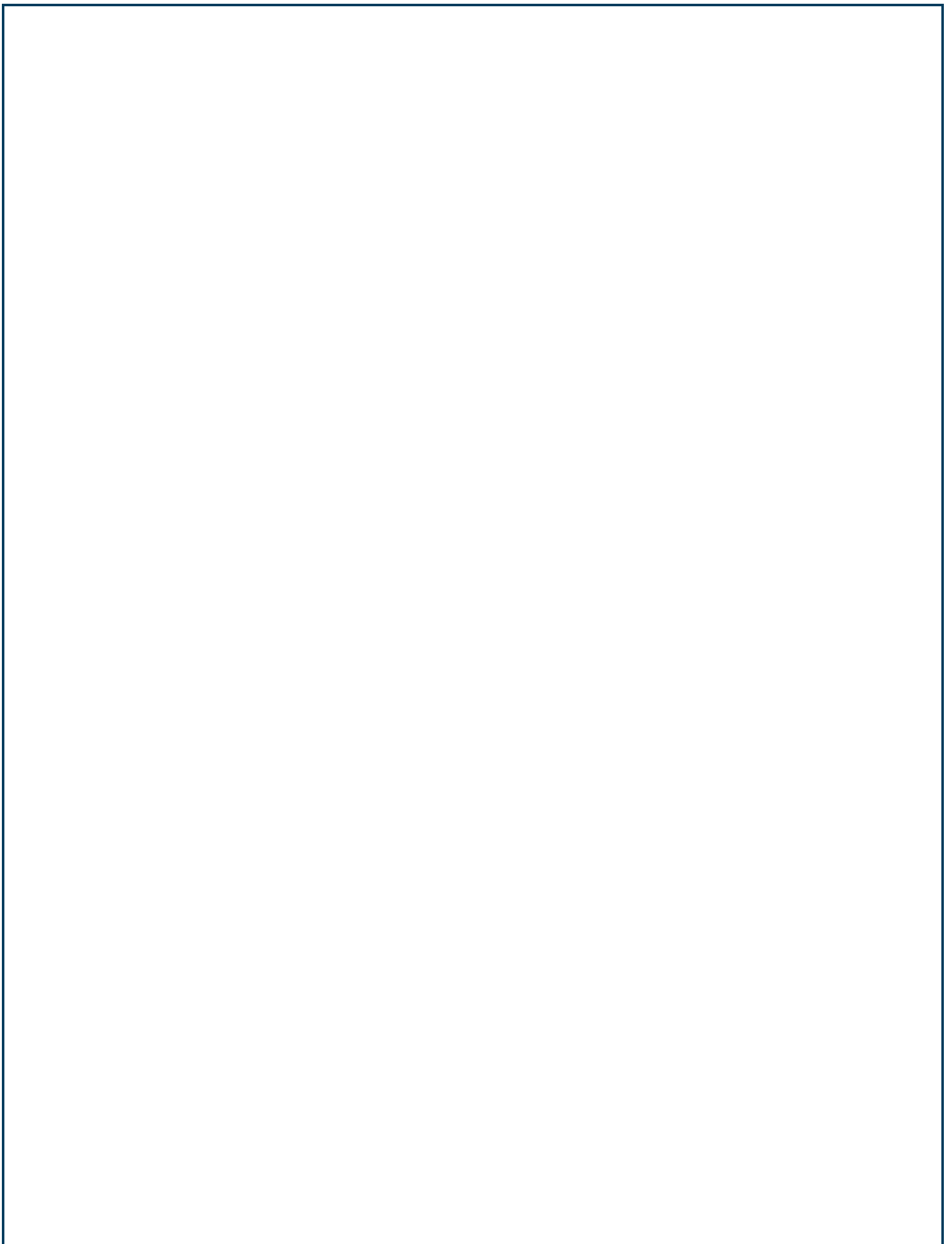
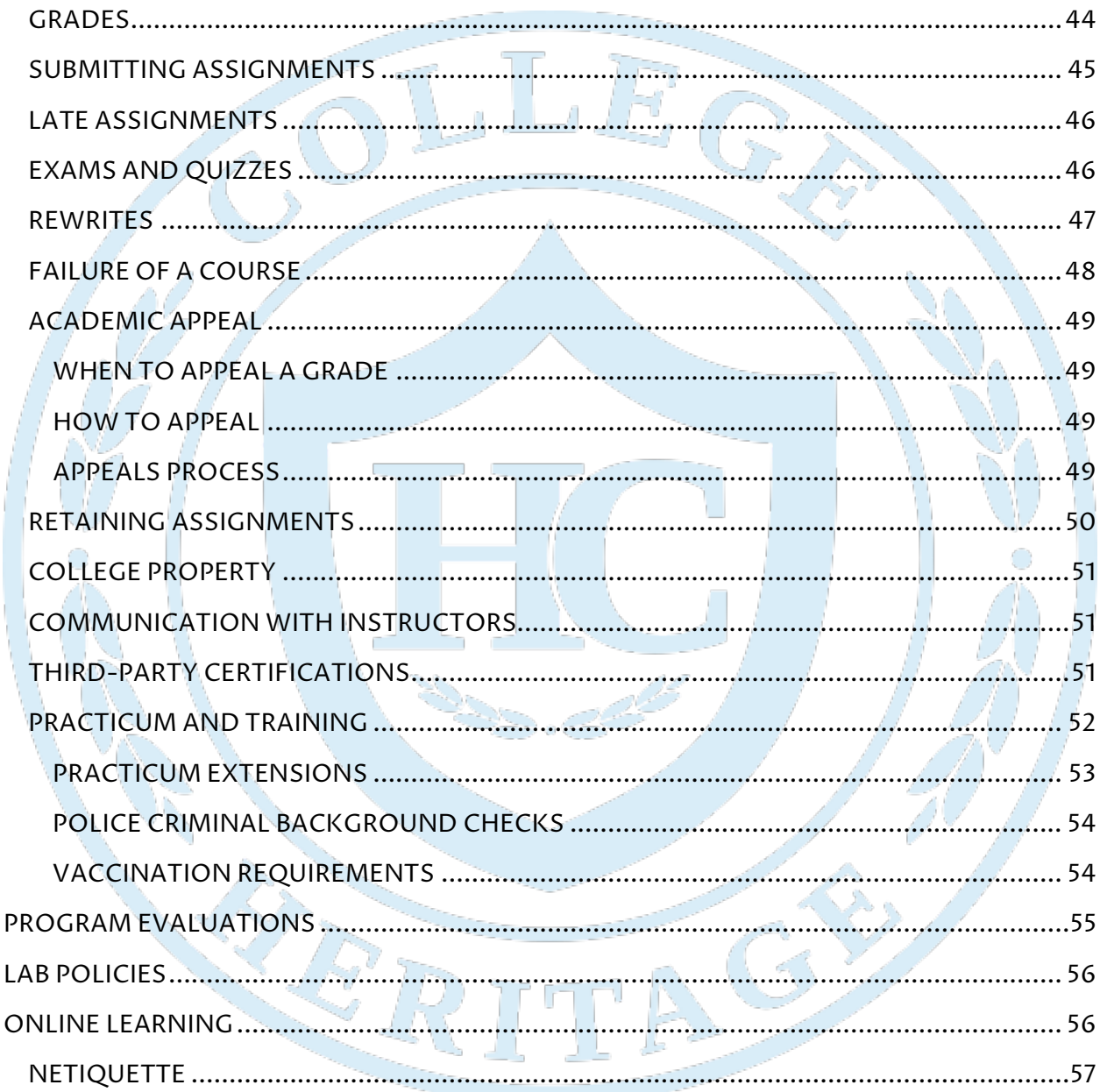


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WELCOME TO HERITAGE

At Heritage College, we are dedicated to empowering our students, providing them with the learning opportunities, support services and faculty engagement that enable them to complete their educational goals and realize their dreams.

Many bright, ambitious students have passed through our doors since we first opened in 2016, leaving a bit of themselves behind when they headed off to that first job or on to further education. We are proud of the institution they helped to build and that they continue to support. We are proud to serve our communities across Western Canada, provide in-demand courses and education, and develop our country's next generation of professionals. And most of all, we are proud of you for choosing to embark on this new educational journey.

OUR MISSION

Our mission is to be Western Canada's premier provider of hands-on career education by embodying our core values: a commitment to student success, strategic initiatives providing in-demand programs, and community collaborations that open new doors for our graduates

OUR CORE VALUES

Our core values represent enduring beliefs that drive the way we do business, professionally, as an intuition of learning, and personally, as educators and advisers. We rely on them as guiding principles for treating our students and coworkers.

At Heritage College, we have defined the following values which underlie our work, inform how we interact with each other and our student body, and inspire how we achieve our goals.

Integrity

We educate our students and operate our college with uncompromising integrity and transparency.

Commitment

We are a passionate and driven team focused, first and foremost, on achieving results for our students.

Respect

We are a diverse organization and respect every individual within our organization and those whom we interact with in communities across Western Canada.

OUR CORE COMMITMENTS

Our students' education comes first at Heritage College.

Heritage College strives to become Western Canada's premier post-secondary destination for students who desire a dynamic and supportive learning environment. We seek to empower graduates with the professional and personal skills required to realize meaningful careers and find better opportunities.

To that end, our college commits to our students, faculty, business, and community.

To Our Students

We are committed to providing students with the best possible learning experience. We will offer our students new opportunities for experiential learning, fostering greater mobility within the post-secondary system and ensure all the necessary supports are in place for our students to succeed.

To Our Faculty

We are committed to capitalizing on our faculty's vast experiences and expertise. We will help them make a wholesome and comprehensive contribution to the experiences of their students.

To Our Business

We are committed to serving as prudent stewards of all our resources, be they financial, academic, social, or environmental. We will demonstrate good governance to our partners and serve as community leaders by making decisions supporting outstanding teaching and learning.

To Our Community

We are committed to ensuring our college contributes to the economic and social prosperity of all the communities our students call home in all our actions and decisions.

A MESSAGE FROM OUR DIRECTOR

Dear Students,

I want to welcome you to Heritage College, where your dreams come true.

At Heritage, we are committed to providing our students with the kind of high-quality education that empowers them to transform their careers and find meaningful employment after graduation.

We tailor our vocational programs to meet the changing market demands in various fields. We continuously work with our industry partners and real-world employers to ensure our programs effectively graduate students with the skills for which workplaces are actively hiring.

Our dedicated team of instructors and support staff are passionate about ensuring your educational journey with us is smooth and stress-free. Our mission to support adult learners doesn't stop at the point of graduation; rather, we strive to assist you until the day you are hired, or even afterwards, if you need it.

I encourage you to start your studies with a fresh mind. Plan your time, set your short- and long-term goals today, and be flexible with your classes. Take these steps, and you will be able to fully grasp the knowledge, skills, and abilities you need to excel.

I wish you all the best with your learning journey, and I hope to see you dressed in your graduation gown soon.



Regards,
Khedr Hassan
July, 2022

PRIVACY POLICY

Heritage College is committed to maintaining the confidentiality of all privileged information provided to us by members of our community.

Heritage College collects information in numerous ways. We aggregate some personal information when you choose to apply to one of our programs. We also collect information directly from users engaged in communications with the College. We may record our interaction for training and quality assurance purposes if you contact us.

In most cases, the personal information retained by the College includes:

- Name
- Mailing Address
- Email Address
- Phone Number
- Alberta Student Number
- Canada Social Insurance Number
- Health Records
- Police Information Check
- Submitted Quizzes and Assignments
- Final Grades

We obtain this personal information only if and when you provide it voluntarily. The personal information you provide to Heritage College is collected under the authority of the Alberta Post-Secondary Learning Act and the Freedom of Information and Protection of Privacy Act – section 33c. Heritage College will protect collected personal information from unauthorized access, collection or use per Alberta's FOIP Act. You can review any information you have provided on request, subject to the provisions under the act.

For more information about Heritage College's Privacy Policy, please visit <https://heritage-college.ca/about/privacy-policy/>

CONTACT INFORMATION

ADDRESS: 22-3250 Sunridge Way NE Calgary, AB T1Y 7K4

PHONE: 403-230-8179

EMAIL: info@heritage-college.ca

OFFICE HOURS: Weekdays: 9:00 AM to 6:00 PM

REGULATORY INFORMATION

Heritage College is a licensed private vocational training institution regulated by the Private Career Colleges Branch of Alberta Advanced Education. We remain in full compliance with the Private Vocational Training Act and the Private Vocational Training Regulation.

GENERAL INFORMATION

Heritage College has adopted the following policies and procedures to ensure our students receive the quality education they have come to expect from Heritage. Our college remains compliant with the best standards of today's educational institutions. Heritage College maintains a professional academic environment for students, faculty and staff through the academic and ethical standards set out in this handbook.

This handbook is designed to assist students in understanding the rules and policies they are expected to abide by while studying at Heritage College. Heritage College expects students to draw any perceived problems with these policies to the attention of their education advisor.

DEFINITIONS

Academic Integrity: the requirement that all students will be honest, truthful and ethical in their academic dealings with the College. Academic Integrity involves refraining from cheating, plagiarizing, and other acts of Academic Misconduct.

Academic Work: All forms of work designed to demonstrate a student's knowledge and skill produced during the student's period of study. It refers to assignments, tests, presentations, and applied learning. All work produced by a student during the course of their academic studies with Heritage College is considered Academic Work, regardless of its grading or evaluation status.

Batch: a set of students enrolled in a single Program at the same time. Sometimes also known as a "**cohort.**" When you enroll, your education advisor will assign you a batch based on your start date and your mode of instruction, such as "May 2021 Blended" or "August 2021 Online." Your Batch may take specific courses with members of another Batch.

College Community: All students, staff, faculty, and guests of Heritage College.

Course: An individual module or unit of instruction, as explained in a course outline. A course typically involves a single topic of instruction, such as Pharmacology, Medical Terminology, Accounting Fundamentals, Addictions & Mental Health, or Curriculum Development.

Disciplinary Action: Actions taken when there is a breach of the Student Code of Conduct or other college policies.

FOIP and PIPA: The Freedom of Information and Protection of Privacy Act and the Personal Information Protection Act. These Acts of the Alberta Government govern the information the student provides to Heritage College, including how the College can use or share that information

Theory Course: A course covering the abstract theoretical elements of a program. These courses focus on academic knowledge, such as terminology, legislation, or mathematics. These courses involve self-directed studies and a lecture delivered either online or in class.

LMS: stands for Learning Management System. Heritage College uses the Moodle LMS to provide online access to students' courses and other information relevant to their programs, such as schedules, grades, and contact information. Your program's Education Advisor will provide information on how to log into the Heritage College LMS before your orientation. The program orientation will cover all the relevant information you need to use the Heritage College LMS as part of your education.

Practical/Lab Course: A course covering the hands-on elements of a program. These courses can focus on computer skills, specific industry-related applications, or developing other relevant skills. Each program has particular lab requirements and expectations that your program's academic coordinator will explain during your program orientation.

Practicum: A course that takes place at a real workplace, providing students with the chance to gain on-the-job experience before graduation. Most Programs have one Practicum that takes place after the completion of all Theory and Lab Courses. You can find more information about your practicum in the Heritage College Practicum Policy Handbook.

Program: The entirety of a single Diploma or Certificate program offered by Heritage College. A program consists of multiple courses completed in order over several months. All of Heritage College's programs are licensed and recognized by Alberta Advanced Education's Private Career Colleges branch and regulated by various provincial or federal bodies.

Student: An individual registered in any course of study at Heritage College, whether for credit or not.

PROGRAM ORIENTATION

All programs have a **mandatory** program orientation. This orientation is typically delivered online over Zoom to accommodate as many students as possible. Heritage College may also provide in-person orientations if there is sufficient demand. This orientation typically happens one-to-two weeks before the start date of your class.

Information about your orientation will be emailed to you a minimum of one week before the orientation. If you have not received an email one week before the start date of your class, email admissions@heritage-college.ca or call us at 403-800-8221 ASAP to inform our team of this oversight.

The program orientation includes an introduction to your program, a guide to the Heritage College Learning Management System, and other information relevant to your success as a student at Heritage College.

Before the orientation, Heritage College expects students to:

- Read and familiarize themselves with the Student Handbook
- Prepare any questions or concerns they might have about their program or college policies

STUDENT SUPPORT SERVICES

Returning to school as a mature student presents numerous challenges. Heritage College is here to help you overcome any barriers you experience on your path to graduation. During your program orientation, Heritage College will introduce you to your team of support staff. These staff members' job is to ensure your success, both in your studies and your transition into a new career.

Members of your support staff include your:

Education Advisor: your education advisor is responsible for your success in your theory and lab classes. They will regularly check in with you regarding your academic performance and are here to support you should you experience any problems with your grades, attendance, scheduling or course material. If you have any issues while attending classes at Heritage College, feel free to contact your education advisor for advice. Your education advisor also handles the scheduling of any third-party

certification courses that are part of your program and your post-graduation transcripts. In some programs, an education advisor is instead called a lead instructor. Your education advisor also handles the release of your textbooks and other course material.

Financial Advisor: your financial advisor is here to help ensure you can afford your education at Heritage College. Education is one of the most important investments you can make in your life, but Heritage College also understands how financial constraints can impact your academic performance. Your financial advisor will help you develop payment plans and inform you of important payment deadlines. Feel free to contact your financial advisor should finances ever become a concern for you.

Practicum & Employment Coordinator: your practicum coordinator works with you to place you in a practicum that is right for you. They will oversee your practicum placement and your post-practicum job search. Your practicum coordinator is a career placement specialist who can advise you on your resume or LinkedIn profile or provide you with interview tips and training. If you have any questions or concerns regarding your practicum, you should contact your practicum coordinator.

EMPLOYMENT SERVICES

Heritage College is committed to helping our graduates find gainful employment post-graduation. As part of this commitment, Heritage provides employment services to **both** current students **and alums**. Even after graduation, you can continue to call upon Heritage College's team of advisors for support.

Our Employment Services team can provide students and alums with the following services:

- Career planning and career development strategies
- Resume writing and editing
- Job search strategies
- LinkedIn Profile Review
- Labour market reviews
- Interview training and strategies
- Networking guidance

STUDENT SCHEDULE

Students will be provided with a schedule during their orientation, outlining the courses they will take each week. This schedule may not cover assignment due dates or other important dates for a specific course, as the course outline provided to students on the first day of each course covers those dates.

Students do not have to register for their individual courses. Once enrolled at Heritage, a student's education advisor and distance learning advisor will coordinate to enroll students in all the courses required for their program.

Please note that this schedule provided to students is subject to change based on exceptional circumstances, such as instructor emergencies or provincial health orders. Heritage will do its best to inform students at least one week in advance should any changes to a schedule be required. Heritage reserves the right to adjust courses and to cancel or merge courses as needed.

STUDENT ID CARD

Students will be issued a student ID card during their orientation. Heritage College expects students to always keep that card on their person while on campus or at their practicum site. Your ID Card will be mailed to you before the first day of class. If you are in the Calgary Area, you may elect to pick up the card from our Sundridge Campus instead.

Heritage College expects students to show their ID cards to their instructor or proctor to verify their identity when taking a proctored exam.

STUDENT UNIFORM AND DRESS CODE

Heritage College is an inclusive environment that welcomes students from various backgrounds. Students at Heritage have a right to dress in a manner consistent with their culture, religion, gender, gender identity and gender expression.

At the same time, Heritage College is also an academic environment. As such, we expect students to dress professionally and respectfully in a manner appropriate to their learning environment or practicum site. Students should always dress as if they were "on the job" and ready to work.

Heritage College does not permit articles of clothing that are too tight or revealing, are in states of egregious disrepair or have logos, pictures or words that may be offensive to

others. Students wearing such items may not be permitted to attend class or practicum until they change into a more appropriate dress.

Students enrolled in the Pharmacy Assistant or Medical Office Assistant & Unit Clerk program must wear their college-designated uniforms while attending labs and practical skill sessions. These uniforms are mandatory from their second day of labs onwards.

Students in the Pharmacy Assistant program are entitled to one (1) free uniform from Heritage College. Students in the Medical Office Assistant & Unit Clerk program are entitled to two (2) free uniforms from Heritage College. Heritage College considers these uniforms to be student property, and you are entitled to keep these uniforms after you complete your program. In the event your uniform needs repairs or replacement, you are liable for all applicable costs.

HOLIDAYS

Heritage College will be closed for all provincial, civic, and national holidays. The Heritage College LMS will still be active for students to access at their leisure over holidays.

Your education advisor will include all applicable holidays in the Student Schedule provided at the beginning of a semester, allowing you to plan around these days off.

Heritage College observes the following holidays:

Holiday	Date
Labour Day	September 5, 2022
Truth & Reconciliation Day	September 30, 2022
Thanksgiving	October 10, 2022
Remembrance Day	November 11, 2022
Christmas Day	December 25, 2022
Boxing Day	December 26, 2022
New Year's Day	January 1, 2023
Family Day	February 20, 2023
Good Friday	April 7, 2023
Easter Sunday	April 9, 2023
Victoria Day	May 22, 2023
Canada Day	July 1, 2023
Civic Holiday	August 7, 2023

If a holiday falls on a weekend, the Monday following the holiday may be considered a day off for students.

In addition, Heritage College is closed for **Winter Holidays** for the final week of 2021. The college closes on **Saturday, December 24, 2021**, and reopens on **Tuesday, January 3, 2022**. No classes will be conducted, either in-class or online, between the closing and opening dates.

RELIGIOUS HOLIDAYS

Students may choose not to attend class or write exams during the holy days of their religion. Students must inform their education advisor in writing of their intention to take this holiday off at least **two (2) weeks before the holiday**. The education advisor will work with the student to make appropriate accommodations for these days off and make up any work missed without penalties.

TEXTBOOKS, EBOOKS AND COURSE MATERIALS

Heritage College includes the cost of all required course materials in most programs' fees, tuition, and admissions fees. Once you pay your books and supplies fees, Heritage College will provide you with any textbooks, eBooks, workbooks, software, or equipment necessary to complete your program. Failure to pay the books and supplies fee may result in Heritage College withholding your texts and equipment release.

Students will not be permitted to graduate until they pay full all applicable books and supplies fees for any and all books and supplies they have received.

Should students wish to purchase textbooks on their own, direct from the publisher or through a third-party provider, they are free to do so. Students buying their own textbooks must inform their program's education advisor during the admissions process so the College can adjust the students' books and supplies fees appropriately. Students who choose to purchase their own textbooks are responsible for ensuring they have access to the appropriate edition and that their textbooks arrive on time for their courses. Heritage College will not make accommodations for students whose textbook shipments are delayed.

COMPUTER REQUIREMENTS

Heritage College expects all students to have access to a laptop or desktop computer and a reliable internet connection before the start date of their program. Macs and Chromebooks are accepted for most programs besides Accounting & Payroll Administration, which requires a Windows device.

Students should ensure they are running the most up-to-date version of their operating system and browser for the ideal experience. Students should ensure their devices have a

minimum processing speed of 1 GHz, 4GB of memory (RAM) and 2GB of free hard drive space. All computers must also have a camera and a microphone.

If you do not have an appropriate device, please inform your academic or financial advisor before your program's start date. Heritage College may provide you with an appropriate laptop as part of your tuition fees. Please consult your program's academic or financial advisor for more information regarding Heritage College's laptop program.

Students will be provided with a free subscription to Office365 as part of their studies at Heritage College. This subscription will only last the duration of your studies at Heritage College plus three (3) months after your last day of classes.

If a student is supplied with a laptop and then withdraws from the program, the student will be held liable for the \$400 laptop fee. Heritage College may reduce this fee if the computer can be returned to the College in good condition, with all peripherals. Heritage College reserves the right to refuse to buy back sufficiently worn or used laptops.

GRADUATION REQUIREMENTS

In order to qualify for a Diploma or Certificate from Heritage College, students must meet the following general requirements to graduate:

- Students must successfully complete all required credit hours for their program
- Students must achieve an overall average percentage grade of no less than 60% across all their courses
- Students must demonstrate competence in all required practical skills, as determined by their education advisor
- Students must successfully complete all required practicum hours
- Students must fulfill all financial obligations to Heritage College
- Students must be in good standing with Heritage College. Heritage College will not consider students who are on suspension or subject to other disciplinary actions for graduation

Diplomas, certificates and transcripts are generally made available to students four (4) weeks after the last day of their program for all students who have successfully met all the above graduation requirements. Students who still have outstanding issues will have the release of their diplomas, certificates and transcripts deferred until they resolve these issues.

You may request additional copies of transcripts, diplomas and certificates from your program's education advisor. This service costs \$20 for an electronic or paper copy of your transcripts or \$200 for replacement physical copies of your diploma or certificate.

GRADUATION CEREMONIES

Heritage College typically holds two graduation ceremonies each year, one in the winter and one in the summer. Heritage College invites students who successfully graduated four (4) weeks before the graduation ceremony date to attend.

Heritage College shares details for each graduation ceremony with eligible students one (1) month before the date of the ceremony. Please consult your program's education advisor for more information regarding the practicum coordinator.

LETTER AND TRANSCRIPT REQUESTS

Heritage College will provide confirmation of enrollment forms and other relevant documents to students upon request. Students should reach out to their program's education advisor for such documents. Heritage College will provide these documents within five (5) business days of receiving the request and will be provided free of charge.

Should you change your name, address, or telephone number over the course of your study, you must communicate this information to your program's financial advisor for records maintenance. Your financial advisor may request documentation to confirm any such changes. Heritage College considers the documentation provided confidential, as covered by Heritage College's privacy policy.

Heritage College provides one transcript to a student upon graduation, free of charge. You may request additional transcript copies from your program's education advisor—a processing fee of \$20 is associated with such a request. Heritage College will complete these requests for additional transcripts within five (5) business days of receiving the request.

FINANCIAL SERVICES

Students are required to pay for their tuition, books, supplies, and other fees, as stated in your enrollment contract.

You are responsible for paying all relevant fees in full before you qualify for your program's practicum placement. Failure to keep your account current can result in the following consequences:

- Deferral of practicum placement or cancellation of an arranged practicum
- Withholding diplomas, certificates, transcripts and other graduation documents
- Application of a late fee equal to \$15 per day.
- Withdrawal from the program

Payment due dates that fall on a weekend or holiday are due on the next business day.

Cheques returned **NSF** will be subject to a \$30 service charge, in addition to the regular late fee.

Students can pay with one of the following methods of payment:

STUDENT AID AND LOANS

Heritage College is an licensed and recognized career college recognized by the Government of Alberta. As such, students are eligible for student loans from the federal government and the province where they currently reside. Your program's financial advisor will be able to offer you advice and support in applying for these student loans. However, it is the responsibility of each student to apply for student loans on their own.

The type and amount of financial assistance provided to you will vary based on your program, personal circumstances, and other unique factors. Your program's financial advisor has experience working with relevant government agencies to help our students obtain the financial aid they need for their education.

Heritage College does not guarantee your student loan application will be accepted, nor do we guarantee that you will receive 100% of the funding you request. That decision is up to the relevant government agencies and dependent on the information provided during the application process.

Students are responsible for covering any outstanding balance not covered by student loans before their final day of classes. Students whose student loan applications declined are responsible for finding an alternative method to cover their program costs. Heritage College will work with such students to develop a new funding strategy involving either Student Financing or a Student Line of Credit from the student's bank.

If a student cannot provide Heritage College with a new funding strategy within one (1) week of their student loan application being declined, Heritage College will withdraw the student from their program. The student will then be liable for all outstanding program fees.

You can find more information regarding student loans at:

Alberta – Student Aid Alberta

<https://studentaid.alberta.ca>

1-855-606-2096

British Columbia – StudentAid BC

<https://studentaidbc.ca/>

1-800-567-1818

Manitoba – Manitoba Student Aid

<https://www.edu.gov.mb.ca/msa/>

1-800-204-1685

Ontario – Ontario Student Assistance Program (OSAP)

<https://www.ontario.ca/page/osap-ontario-student-assistance-program>

1-888-815-4514

Saskatchewan – Student Service Centre

<https://www.saskatchewan.ca/residents/education-and-learning/student-loans>

1-800-597-8278

Federal – National Student Loans Service Centre of Canada

<https://www.csnpe-nslsc.canada.ca/en/home>

1-888-815-4514

LOAN REPAYMENTS

After graduation, you have a six-month grace period from a Canada student loan. During this six-month grace period, no interest or payments are due on your loan.

After this six-month grace period, the government will place you on a 9-year repayment plan, during which interest will accrue on your loan, and regular payments will be due.

Currently, the interest rate is 2% plus a prime rate that varies over the year. Please consult your program's financial advisor for the current prime rate.

Each month during the period of your repayment plan, a monthly payment will automatically be taken out of the bank account associated with your student loan.

NO INTEREST FINANCING

Students can choose to pay for their tuition fees through a financing plan. This financing program spreads the program's cost across the program's duration.

To qualify for student financing, you must sign the financing agreement with the College and provide the agreed-upon number of post-dated cheques for the amount stated in the financing agreement. These cheques are due before the first day of classes.

The first payment is due when students first enroll at the College. The subsequent payments will be withdrawn at the beginning of every month until the student has paid the tuition in full. Students are also required to pay a books and supplies fee before the start date of their program to ensure they receive their textbooks and supplies by the first day of your class.

If you choose to pursue student financing, Heritage College may add an additional 2% financing fee on top of the program's standard tuition fees to cover all relevant bank charges.

Students are required to pay the full tuition balance before receiving their diploma or certificate.

BANK OR CREDIT UNION FINANCING

Many banks and credit unions offer special financing options to help students pay for school tuition. Eligibility, loan amount and interest rates vary among institutions, so check with your local branch to see if you qualify for their loans or lines of credit.

If pursuing bank or credit union financing, Heritage College will place you on a special student financing plan and charge you a monthly fee as outlined in your financing agreement. Heritage College expects you to provide the appropriate number of post-dated cheques before your first day of class. You must cover any balance not covered by the bank or credit union's financing prior to graduation.

GRANTS, SCHOLARSHIPS AND BURSARIES

Grants, scholarships, and bursaries are available for students depending on their personal circumstances, including income, background, number of dependents, and primary residence location.

Don't hesitate to get in touch with your program's financial advisor for applicable grants, scholarships, and bursaries.

ADMISSIONS FEES

Heritage College expects all applicants to pay an admissions fee of \$200. This fee covers the cost of document evaluations, interviewing, test writing, and other expenses related to the admissions process.

Admissions fees are non-refundable if students decide not to proceed with the College after their admission is approved and they start their first day in the program. Heritage College will refund any other fees according to the Heritage College withdrawal policy.

If you choose to abandon your application or withdraw from Heritage College, your account will remain active for one (1) year after the date of your withdrawal. Should you choose to re-enroll within that time, Heritage College will not charge you the \$200 admissions fee.

CONSEQUENCES OF NOT PAYING

Ignoring your student loan will result in significant consequences that can have substantial impacts on your personal finances. Failure to pay student loans, or defaulting on your loans, can result in the following:

- The Government of Canada, the Government of Alberta, your lending institution, or Heritage College may refer your case to a collections agency.

- The Government of Canada, the Government of Alberta, your lending institution, or Heritage College may take legal action against you.
- Your failure to pay will be reported to credit reporting agencies, negatively affecting your credit score.
- The Government of Canada may redirect any GST credit or income tax refund that you may be eligible for to your loan repayment.
- You will not be eligible for further student loans until you have paid your outstanding loan, or you are on good status in regards to paying your previous loan.

OUTSTANDING FEES

Heritage College considers failure to pay your tuition and other associated fees a debt to Heritage College. The College may prohibit students from attending classes, prevent a student from going on their practicum, or even expel the student due to a non-payment of fees.

Heritage College will hold back students' credentials, such as diplomas, transcripts, or certificates until their entire outstanding balance has been paid.

TRANSFER CREDITS

Heritage College recognizes that students may acquire college-level educational credits at other institutions before enrolling at Heritage College. Heritage College has a formal credit transfer policy to facilitate the transfer of these credits.

Please note: Heritage College considers all credit transfers on a case-by-case basis. Heritage College does not guarantee our academics department will accept any credits obtained prior to your enrollment at Heritage College. Acceptances of credit transfers remain the sole discretion of your program's education advisor.

Students wishing to have their credits transferred to Heritage College must submit the following documents to Heritage College:

- An Application of Transfer form (available from your program's education advisor)
- Your official transcripts from your previous educational institution
- Course outlines for all the courses you wish to transfer

Your program's education advisor may also request additional documentation to assist in evaluating prior credits, including assignments and exams.

For Heritage College to accept a course to for Credit Transfer, it must:

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- Meet at least 80% of the learning outcomes of an equivalent Heritage College course, as determined by your program's education advisor
- Have been completed by the student in the last five (5) years
- The student must have obtained a minimum grade of 60% (D) in the course.

Heritage College will not consider courses with only a pass/fail grade for credit transfers.

Students cannot apply transfer credits to either the Student Employment Services course or their Practicum.

Students can only use transfer credits from an individual course for a single equivalent course at Heritage College.

If accepted, transfer credits remain valid for two (2) years. Students who do not complete their program within two (2) years must submit a new credit transfer application.

There is a \$200 fee for an assessment of credit transfer. You must pay this fee before your program's education advisor will consider your transfer credit application.

All judgements regarding transfer credits are final and cannot be appealed.

WITHDRAWAL

As a recognized private college regulated by the *Private Vocational Training Act, 2000 (Alberta Regulation 341/2003)*, Heritage College will withdraw students and offer an appropriate refund on tuition as outlined in this act.

Students are free to withdraw from their program at any time. Before withdrawing, Heritage College expects students to submit a completed **Withdrawal Form** to their program's education advisor. This form will indicate both the student's reasons for withdrawal and their effective date of withdrawal.

Before Heritage College accepts this Withdrawal Form, students must have an in-depth meeting with their program's education advisor in order to discuss the reasons for their withdrawal and attempt to find acceptable accommodations, including potentially moving the student to a different cohort to accommodate personal, family or financial issues.

Verbal notices of withdrawal by the student will not be considered official.

If you do choose to withdraw, you may be entitled to a refund depending on the duration of your enrollment in your program and the number of classes you have attended.

- If you withdraw within four (4) days of **enrolling** for your classes, you are entitled to a full refund of 100% of your tuition.

- If you withdraw within the first 10% of your program's credit hours, you are entitled to a refund of 75% of your tuition.
- If you withdraw any time after the first 10% of your program credit hours, but before you have completed 50% of your program's credit hours, you are entitled to a refund of 40% of your tuition.
- Once you have completed 50% of your program's credit hours, you cannot receive a refund from Heritage College. You are expected to pay the total costs for the program, even if you do not attend all the remaining classes.

For reference, each week of classes typically counts as 25 credit hours. These hours may not all be delivered in-class or through virtual classrooms. Some of these hours are covered through pre-recorded lectures, assigned readings, homework, and assignments.

Heritage College does not consider books and supplies as part of this refund policy. Heritage College will consider a buy-back of textbooks on a case-by-case basis and reserves the right to refuse to buy back textbooks, laptops, or other educational supplies issued to a student that we have determined to have been sufficiently worn or damaged.

Upon withdrawal, students may need to commence the repayment of any applicable student loans or lines of credit. Student Aid may convert grants and bursaries may into loans at their discretion. Withdrawals may also affect student funding and eligibility for future financing.

STAFF-RECOMMENDED WITHDRAWAL

A staff member at Heritage College may recommend you be withdrawn from a course or program due to:

- You fail to obtain a passing grade of 60% in three (3) courses across the length of your program
- You have not attended classes for four (4) consecutive days without notice
- You are more than one (1) month truant on any payment
- You fail to submit required documentation (criminal record check, proof of address, etc.) within one (1) month of the start date of your program
- You fail to complete your practicum within six (6) months of your end-of-program date without receiving prior written approval for a practicum extension from your practicum coordinator

Your program's academic coordinator will review recommendations for student withdrawal. Your program's academic coordinator must first meet with you to ensure all avenues of student retention and success have been explored before removing you from your program. This meeting is to ensure that Heritage College has provided adequate support and accommodation for your needs as a learner and to identify areas of future support.

All notifications to students about their withdrawal from a program will come from their program's academic coordinator. Once your program's academic coordinator has accepted your withdrawal request, they will send you a written letter confirming the date of your withdrawal.

Students can continue in their program while a Recommendation for Withdrawal is being reviewed and processed, including attending classes.

You may appeal your withdrawal within one (1) week of Heritage College issuing the letter of withdrawal. This appeal should be directed to your program's education advisor, detailing the reasons for the expulsion and why your advisor should overturn it.

EXPULSION

Expulsion is an action of last resort for Heritage College, and we will only consider this in egregious breaches of the College's policies.

If Heritage College chooses to pursue your expulsion, you are entitled to a refund of your fees as if you had withdrawn from the program. The withdrawal date is calculated as the date Heritage College issues your expulsion letter.

Heritage College will consider expulsion if:

- You have engaged in acts of cheating, falsification, plagiarism, or other acts of academic dishonesty
- You have engaged in acts of gross misconduct, harassment, or other breaches of College Policy, as determined by the College Director

You may appeal your expulsion within one (1) week of Heritage College issuing the letter of expulsion. This appeal should be directed to your program's education advisor, detailing the reasons for the expulsion and why your advisor should overturn it.

RE-ENROLLMENT

A student who has withdrawn from Heritage College may choose to re-enroll in the same program within one (1) year of their withdrawal date. This re-enrollment will allow you to restart your education from the last course you completed.

Re-enrollment is permitted so long as you meet the following requirements:

- You withdrew within the past one (1) year.
- You do not have an outstanding balance with Heritage College
- You meet all current admission requirements of the program
- Heritage College did not withdraw you for reasons related to academic dishonesty or violations of College Policy, and you remain in good standing with Heritage College

- You submit, in writing, a request for re-enrollment and a formal letter of commitment that explains your reasons for returning to Heritage College, including:
 - Reasons for your original withdrawal
 - Information about what has changed with your personal circumstances that will allow you to complete the attendance and academic requirements of the program
 - A “clear to return to school” notice from your physician (if required).

The education advisor for your program will consider your re-application and issue a judgement within three (3) weeks of your application. Your program’s education advisor will assign you a new tuition amount, start date, and end date should you be approved for re-enrollment. You may have to wait up to six (6) months after your application for re-enrollment to begin retaking classes.

Please note that Heritage College will only give credit for previously completed courses to students who have been out of their program for no more than one (1) year prior to the date of their re-enrollment and that this credit may only be only academic (counting credit hours) or financial (reducing tuition fees) in nature, and not necessarily both.

Heritage College will not consider an application for re-enrollment into a different program. If you wish to enroll in a new program, you must complete the standard enrollment process.

COMMUNICATION

As part of your enrollment at Heritage College, you agree to receive emails, text messages, faxes, and phone calls from Heritage College for the duration of your program and up to one (1) year after you finish your studies.

Upon graduation, you will be required to inform Heritage College’s Employment Services team of your employment status. A member of the Employment Services team will regularly follow up with you to review your employment status and offer support as necessary.

Heritage College requires students and alums who have graduated within the previous year to update the College in case of a change in your name, address, email, or phone number. Failure to do so may result in the College denying you access to post-graduate services, including Employment Services.

STUDENT CODE OF CONDUCT

Heritage College supports our students in their academic and career endeavours. In return, Heritage College expects our students to ensure their conduct in the classroom contributes to a positive and productive learning environment for the benefit of themselves and their classmates.

Heritage College expects students to adhere to all applicable Heritage College guidelines contained within this Student Handbook. The Student Code of Conduct applies to academic and non-academic environments. It covers all College-related activities, in-class and online lectures, labs and exams, off-site activities and practicum placements.

ACADEMIC RIGHTS

Students have the following academic rights:

- **Academic Information:** students have the right to receive any and all information related to their courses and program in a timely manner. This information includes, but is not limited to, program and course schedule, course outlines, course changes, grades, assignment due dates, assessment information, and instructor contact information
- **Accommodation:** students have a right to equal and equitable learning opportunities, regardless of their appearance, race, colour, ancestry, place of origin, religious beliefs, gender (including pregnancy), gender identity, gender expression, physical disability, mental disability, age, marital status, family status, source of income or sexual orientation.
- **Confidentiality:** students have a right to privacy and the confidentiality of their records per the *Alberta Post-Secondary Learning Act* and the *Freedom of Information and Protection of Privacy Act*.
- **Expression:** students have a right to express themselves individually or as part of a group, except where exercising such rights violates college policies, municipal bylaws, and provincial or federal laws.
- **Fair Assessment:** Students have a right to receive transparent information regarding course participation and grading expectations. This information includes, but is not limited to, transparent evaluation procedures, a fair grade appeals process, and the opportunity to review learning activities and assessments.
- **Freedom from Discrimination and Harassment:** students have a right to be free from discrimination and harassment based on their appearance, race, colour, ancestry, place of origin, religious beliefs, gender (including pregnancy), gender identity, gender expression, physical disability, mental disability, age, marital status, family status, source of income or sexual orientation.

- **Quality Education:** students have the right to receive quality learning experiences from knowledgeable instructors

ACADEMIC RESPONSIBILITIES

Students have the following academic responsibilities:

- **Be Accountable:** students have a responsibility to be independent adult learners. This responsibility includes, but is not limited to, an obligation to complete assignments on time, to study for exams and other assessments, to make up assessments missed due to absences, to communicate expected absences to their instructors and education advisors on time, to pay the appropriate course and program fees, and to follow the appropriate College policies.
- **Be in Attendance:** students are responsible for attending classes on time and communicating with their instructors when they are late or absent.
- **Be Informed:** students have a responsibility to be informed. This responsibility includes, but is not limited to, the duty to review the course outline, review assignment assessments, understand graduation requirements, and check their emails for course schedule changes and other relevant information.
- **Be Respectful:** students are responsible for treating the Heritage College community members with respect. This responsibility includes, but is not limited to, arriving to class on time, refraining from disruptive behaviour, creating an environment free from discrimination and harassment, and refraining from any actions that infringe upon other students' academic rights.
- **Uphold Academic Integrity:** students have a responsibility to uphold academic integrity. This responsibility includes, but is not limited to, submitting original works for assessment, understanding the consequences of cheating and plagiarism, and adhering to Heritage College's academic integrity policy.
- **Uphold Personal Integrity:** students are responsible for avoiding acts of non-academic misconduct. Such acts of misconduct include, but are not limited to, physical or sexual harassment, abusive language, making threats, inappropriate use of technology, property damage, theft, public intoxication, disregard of safety and health procedures, possession of firearms or weapons on campus, refusal to provide identification, misuse of the Heritage College name or identity, fraud, or any activity that contravenes the *Criminal Code of Canada* or other applicable laws.

INAPPROPRIATE BEHAVIOUR

Students must ensure their behaviour is always respectful of others and supportive of class objectives. Students are not to use the classroom or online environment to:

- Utter scurrilous, profane, or obscene language.

- Make remarks or engage in conduct that is racist, sexist, or in other ways discriminatory.
- Engage in behaviours or make remarks that others could reasonably interpret as threatening.
- Attempt to divert the class in support of any personal, political, religious, or social agenda.
- Attempt to use a class or an online space as a forum to complain about another class or defame staff.
- Encourage, by inaction or innuendo, the development of a learning environment that is fractious, disrespectful of others, or inconsistent with the student code of conduct.

Heritage College is a diverse community with members of numerous creeds, cultures, backgrounds and lived experiences. As such, Heritage College is committed to a zero-tolerance policy toward harassment and discrimination in any form.

Freedom from discrimination is a fundamental right recognized under the *Alberta Human Rights Act*, and Heritage College treats all acts of discrimination as severe breaches of College Policy. Heritage College vows to deal with any and all allegations of harassment or discrimination in a fair and timely manner.

Heritage College uses the following definitions to determine specific violations of Heritage College's policies:

- **Discrimination:** Discrimination involves any action or behaviour involving adverse or preferential treatment related to the following protected grounds: appearance, race, colour, ancestry, place of origin, religious beliefs, gender (including pregnancy), gender identity, gender expression, physical disability, mental disability, age, marital status, family status, source of income or sexual orientation.
Discrimination does not always include cases of harassment but will not be tolerated at Heritage College regardless.
Examples of discrimination in an academic context include but are not limited to preferential grading or practicum placements or denying a student requested aid or office hours due to personal biases.
- **Harassment:** Harassment, as covered under the *Alberta Human Rights Act*, occurs when an individual is subjected to unwelcome verbal or physical conduct because of the following protected grounds: appearance, race, colour, ancestry, place of origin, religious beliefs, gender (including pregnancy), gender identity, gender expression, physical disability, mental disability, age, marital status, family status, source of income or sexual orientation.

Alberta human rights law prohibits harassment based on these grounds. Harassment that is not linked to one of these protected grounds is not covered under the Act. The behaviour need not be intentional to be considered harassment.

Examples of harassment that will not be tolerated at Heritage College include but are not limited to: verbal or physical abuse, threats, derogatory remarks, jokes, innuendo, or taunts related to one's race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation.

Heritage College will also not tolerate the display of pornographic, racist, or offensive signs or images; offensive jokes based on race, gender or other grounds protected under the Act result in awkwardness or embarrassment; and unwelcome invitations or requests, whether indirect or explicit.

- **Sexual harassment:** *The Alberta Human Rights Act* prohibits discrimination based on the ground of gender. Protection from sexual harassment is included under the basis of gender, gender identity, gender expression and sexual orientation. Unwanted sexual advances, unwanted requests for sexual favours, and other unwanted verbal or physical conduct of a sexual nature constitute sexual harassment when:
 - submission to such conduct is made either explicitly or implicitly a term or condition of an individual's success; or
 - submission to, or rejection of, such conduct by an individual affects that individual's education.
 - Sexual harassment can include pinching, patting, rubbing, or leering, "dirty" jokes, the display of pictures or pornographic materials, comments, suggestive or offensive remarks, innuendoes, taunts, and requests or demands of a sexual nature. All harassment is offensive, and, in many cases, it intimidates others. Heritage College does not tolerate any form of harassment on our campus.
- **Violence:** Violence includes, but is not limited to, the exercise of physical force against another individual that could cause bodily injury, an attempt to exercise physical force against another individual that could cause physical harm or a statement or behaviour that another individual could reasonably interpret as a threat to their own physical safety. The definition of violence includes domestic violence. Any act of violence will be considered unacceptable conduct that Heritage College will not tolerate. Anyone found engaging in activities determined to be of a violent or threatening nature will be subject to disciplinary actions, including expulsion. Heritage College may also initiate criminal or civil proceedings, depending on the severity of the incident.

- **Sexual Violence:** Any act of violence that targets a person's gender, gender identity, gender expression, or sexual orientation committed, threatened, or attempted against an individual without that individual's express consent. Examples of sexual violence include sexual assault, stalking, indecent exposure, voyeurism, sexual exploitation, sexual abuse, and cyberstalking.

Note that appropriate use of authority does not constitute harassment. Appropriate use of authority includes, but is not limited to:

- Using proper authority to assign or direct work
- Recommending disciplinary action
- Determining and enforcing appropriate disciplinary actions for breaches of college policy
- Determining grades
- Preventing inappropriate behaviour or violence
- Interpersonal disagreements

Heritage College will deal with allegations of harassment and discrimination in a fair, respectful, and timely manner.

Heritage College reserves the right to call an investigation even in the absence of a formal complaint should circumstances warrant it. Any member of the Heritage College community can exercise their legal rights according to any law, including filing a complaint with the Alberta Human Rights Commission.

Retaliation against an individual who has complained of discrimination or harassment, given evidence in an investigation, or been found guilty of discrimination or harassment will result in corrective or disciplinary action, as warranted.

SEXUAL VIOLENCE AND HARASSMENT

All members of the Heritage College community have the right to study and work in an environment free from sexual violence and sexual harassment. We recognize that many members of the Heritage College community belong to vulnerable populations that are at a greater risk of sexual violence, including:

- Young women
- Indigenous women
- Women living with cognitive or physical disabilities
- Individuals within the LGBTQ+ community
- Newcomer women and women from ethnocultural and racialized communities

Heritage Colleges emphasizes that our intent and responsibility are to ensure our students have a positive learning environment, regardless of their community or background. To address the threat of sexual violence and its impacts on the lives and education of our students, Heritage College has committed to the following acts:

- Including a sexual harassment and sexual violence policy in the Student Handbook and Instructor Handbook
- Raising awareness of sexual violence prevention through our website and other platforms
- Taking reasonable steps to prevent sexual violence in our College's learning and working environments
- Providing training to faculty and staff regarding sexual violence issues, including:
 - What is sexual violence and harassment, and what is consent
 - What is the role of social media in sexual violence
 - How to respond to the disclosure of an incident of sexual violence
 - How to direct victims of sexual violence to appropriate support service providers

Heritage College acknowledges we must make appropriate accommodations for victims of sexual violence. Such accommodations can include:

- Creation of a specialized academic plan
- Creation of a specialized safety plan
- Development of restrictions on perpetrators to meet the safety plan of a victim while Heritage College conducts an investigation into allegations.

Heritage College will always offer our support to any member of the college community who has been victimized by acts of sexual violence.

CLASSROOM CONDUCT

While in class, during academic hours, students are expected to:

- Participate cooperatively in classroom activities.
- Bring any concerns about any class situation or the course to the attention of the faculty in a timely manner and in an atmosphere that is non-confrontational and respectful of confidentiality issues.
- Avoid repeated in-class interruptions that disrupt the progress of learning.
- Comply with College regulations regarding the prohibition of food and drink in the classroom.
- Comply with the College's dress code.
- Not be impaired by drugs, marijuana, or alcohol.

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- Not wear heavy colognes or perfumes, out of respect for those with respiratory complications.
- Turn all cell phones and other devices to silent or vibrate while in class.
- Refrain from using social media, browsing the Internet, or texting others while class is in session.
- Refrain from smoking or vaping while on campus or during classes.

PHOTOGRAPHY AND VIDEOTAPING

Students are not permitted to photograph or videotape their lectures except with prior permission and consent from their instructor and the entire class. This prohibition includes using cell phones for such purposes. Due to privacy laws, it is a violation of Heritage College policy to post audio, video or photographs of faculty, fellow students, clients, children, or community members on any social network without explicit permission.

Students who violate this policy will be subject to disciplinary action.

SMOKING

The Heritage College campus is a smoke-free environment. Please respect the Heritage College community by appropriately disposing of all tobacco and marijuana products before entering our campus. If you are going to smoke during a break, please do so further than three meters from an entrance to a campus building.

PERSONAL BELONGINGS

Heritage College is a safe and secure campus; however, students are responsible for taking care of their personal belongings.

NEVER:

- Leave your bag unattended
- Leave your locker open
- Leave your personal belongings around where others can access them
- Keep the knowledge of theft to yourself – report it!

And remember to **ALWAYS** keep your valuables out of sight!

Students bringing their own valuables or electronic devices to Heritage College do so at their own risk. Heritage College is not responsible for any damage to devices or personal property caused by spills, fall damage, or similar acts.

DISCIPLINARY ACTIONS

The following actions are subject to disciplinary review by Heritage College:

- Lack of integrity or poor judgement

- Threatening, disrespectful, aggressive, or destructive behaviour directed towards members of the Heritage College community
- Acts of harassment or discrimination
- A criminal conviction where the illegal activity impacts the student's ability to obtain a practicum placement or employment
- Use of drugs or alcohol while on campus
- Sharing of classroom photos, videos or audio without College approval
- Conflict of interest
- Inappropriate use of college resources or technology
- Conduct that compromises the physical or psychological safety of the Heritage College community
- Breaches of the *Heritage College Student Code of Conduct*

Any member of the Heritage College community may identify a violation of student conduct. Heritage College expects the individual alleging an infringement of student conduct to submit a formal complaint to the College Director so Heritage College may formally review the allegations.

The College Director, or an individual appointed by them to review the case, has the right to impose sanctions on individuals found to have violated Heritage College's policies. Heritage College will base sanctions on the seriousness of the offence and the student's history.

These sanctions include, but are not limited to:

- Advisement
- Formal reprimand
- Development of a conduct improvement plan
- Restitution
- Loss of student privileges
- Probation or suspension
- Expulsion

Disregarding sanctions or failure to meet the conditions of sanctions may result in additional sanctions or further escalation.

PROFESSIONAL BOUNDARIES

Students should observe and respect the boundaries of the professional relationship between faculty and student.

Specifically, students should avoid forming inappropriate relationships with or attachments to faculty or admins who are currently teaching or evaluating them. For example, students

should avoid getting drunk with their instructors or engaging in romantic or sexual activities with them.

In cases where a student has a prior personal relationship with a Heritage College instructor or support staff member, they must inform their program's education advisor of this potential conflict of interest. Heritage College will make appropriate accommodations necessary to respect the personal and educational boundaries of both our students and faculty members.

Students should treat all support staff with courtesy and respect and maintain a calm and non-confrontational attitude when dealing with staff and faculty of Heritage College. Heritage College expects students to respect the professionalism of our College's staff and accept a staff member's assessment of the nature and limits of the duties the staff member may perform.

HERITAGE COLLEGE SOCIAL SPACES

Behaviours that are inappropriate inside the classroom are equally inappropriate outside the classroom. Heritage College expects our students to demonstrate courtesy and respect in all their interactions with other students, faculty, and staff, including communications over the internet.

Heritage College expects students in campus social spaces to be respectful of their noise levels, so they do not disrupt ongoing classes and ongoing meetings.

Heritage College expects our students to respect the shared social environment and keep their shoes and food off the furniture. Students must not move furniture so that it blocks doorways or corridors.

Students should be courteous and place their recyclables and waste in the appropriate containers.

KITCHEN POLICIES

Heritage College grants free access to our college's kitchen to all students, staff, faculty and guests spending time on-campus.

If you make use of the kitchen, you are expected to clean up after yourself. You should report serious spills or accidents to a staff member as soon as possible so our staff may contact the janitorial services.

Please keep all communal appliances—such as microwaves, refrigerators, sinks and coffee makers—clean.

Do not leave food or drink containers in the kitchen overnight. This policy extends to cupboards, refrigerators, and freezers. Food and containers found on-campus overnight will be tossed.

Students are expected to dispose of their waste and recyclables in the appropriate containers. Recycling containers are provided for plastic and aluminum waste.

Please do not place liquid waste into the trash or recycling. Pour out all liquid waste into the sink before recycling your bottles or cans.

Alcohol is forbidden on the Heritage College campus. Students found with alcohol will be asked to dispose of it in the nearest sink and will be subject to other penalties as appropriate.

ACCESSIBILITY AND ACCOMMODATION

Heritage College provides reasonable accommodation to students with documental special needs due to protected characteristics.

Students should share any disability-related needs early in the admission process. This information will not impact your application process; it only allows Heritage College to develop appropriate accommodation plans for you. The accommodation offered is reasonable and will not change the program's academic standards, impact the learning of other students, or create a safety hazard for others.

Examples of reasonable accommodation include modified course materials, resources or equipment, access to accessible campus facilities, modified and accommodated testing, and access to assistive technologies.

If you request accommodations, appropriate documentation will be required. You must submit this documentation during the application process.

FIRE DRILLS AND LOCKDOWNS

- Heritage College holds fire drills throughout the year to ensure the safety of our students, staff, and faculty. Follow the signs to the nearest exit during a fire drill and obey your instructor's instructions. Once you have exited the building, follow your instructor to the designated rally point and stay with your class. Your instructor will complete attendance to ensure all their students have safely exited the campus.
- Heritage College posts Emergency and Lockdown Procedures in each classroom near the entrance. Please take note of this information and familiarize yourself with the location of the nearest emergency exit.

PARKING AND TRANSIT

Parking at Heritage College's Calgary campus is free and unregulated. Parking is available on a first-come, first-serve basis.

Anyone making use of the parking stalls at Heritage College does so at their own risk. Heritage College takes no responsibility for any theft or damage done to any vehicle, or property within a vehicle, in the Heritage College parking lot.

Students should pay attention to the posted signage, and only park in stalls designated for Heritage College students and visitors. Students who park elsewhere are liable to have their vehicles removed by other property owners.

Parking is not permitted after-hours. All parking stalls are expected to be vacated 15 minutes after the end of the last class of the day.

Students who do not wish to drive are free to take public transit. Heritage College is a ten-minute walk away from the Rundle C-Train station, and Calgary Transit bus routes 19 (16 Avenue North), 32 (Huntington/Sunridge), and 33 (Vista Heights/Rundle) all stop within a three-minute walk of the campus.

ACADEMIC CONDUCT

Heritage College expects to take responsibility for their own academic achievement. Students should demonstrate their commitment to their own educational advancement by attending class, completing assigned work, and complying with copyright legislation, as outlined below.

ATTENDANCE

Students must attend class to meet the program requirements they are enrolled in. Heritage College recognizes that, as adult learners, students will make individual decisions regarding attending classes. However, the College expects students understand and accept that there may be consequences resulting from their decision not to attend.

Punctual and regular attendance is required for students to succeed academically at Heritage College. We have designed our courses to be interactive and participatory, and failing to attend them will negatively impact students' performance.

- The maximum number of absences per course is three (3) days. If a student misses more than three days **with valid reasons**, they must make up these days with another batch in their program to meet the prerequisites to graduate.

- A valid reason and proper documentation must accompany absences of two (2) or more days. A reasonable excuse for an absence must describe the circumstances requiring the student's absence (ex., medical issue or family emergency).
- If a student misses more than three (3) consecutive days **without excuses**, the College will suspend the student's enrollment and contact them via a written letter to formally warn them. If the College cannot reach the student, the College will consider the student withdrawn from their program starting from the fourth (4th) day of absence and issue a Letter of Expulsion effective as of that date.
- Students who arrive more than ten (10) minutes after the start of a session will be marked as late (L). Heritage College expects late arrivals to join their group/session, cause minimal disruption, and discuss their reason for lateness with the instructor at the next break or close of the session. This reason will be recorded on the student's attendance sheet.
- Occasionally, in extreme circumstances (e.g., an ongoing class exam or lab work), a late student may be refused entry to their class. Should this situation occur, the student is expected to report to their education advisor, in writing, their reason for arriving late.
- Students who arrive more than ten (10) minutes late to a proctored exam or quiz, either online or in-person, will be assigned a grade of zero (0%).
- Students who need to leave a class early for any reason must notify their instructor before the start of that class. Students will not be given the authorization to leave lessons early or leave the college campus until the instructor approves. Students who leave early without their instructor's approval will be assigned a Late (L) mark.
- Students who have been marked late for three (3) class sessions will be considered equivalent to having received one (1) absence. Students who are late for nine (9) days across their program may face suspension and a meeting with their education advisor to determine if they can continue with their current batch or if Heritage College will have to move the student to a new batch.
- Instructors will take attendance ten (10) minutes after the scheduled start time of each class. Students must sign in every time they attend, or the instructor will mark them late or absent.
- Students will be responsible for learning any material missed due to absences.
- Students must have their cameras on for the entirety of their online learning sessions, such as live lectures or proctored exams. Students who do not have their cameras on, or refuse to turn them on after notification, must be marked as absent (A) from their class. Students who turn their cameras off after their instructor has taken attendance should be marked as late (L). Instructors will report students who refuse to turn on their cameras for three (3) classes (either three absent marks, three

late marks, or a combination thereof) to their program's education advisor for follow-up. In such circumstances, the education advisor may elect to withdraw the student from the course for lack of attendance.

- Students with a valid excuse for their absence must inform their instructor and their program's education advisor as soon as possible. It is the student's responsibility to review all material missed due to absences. Any questions about missed material should be covered during an instructor's office hours and not during regularly scheduled class time.
- Students taking an extended leave of absence due to vacations, health issues, or family matters must inform their instructor and education advisor as soon as possible. The student must submit a Leave of Absence form (available from reception or their education advisor) to their program's education advisor for approval. The program's education advisor will then work with the student and all relevant instructors to develop a Learning Plan.
- Section 6(c) of the *Alberta Institution Designation Agreement* states that educational institutions must consider a student with student loans as withdrawn if they have not attended class for five (5) consecutive days without an approved leave of absence. This policy is a legal obligation that Heritage College is obliged to comply with, regardless of student circumstances. Heritage College must consider the student to have withdrawn (for the purposes of student funding) on the first day of their absence and will notify Alberta Advanced Education of the withdrawal. If a student wishes to continue with their program after this withdrawal, they will no longer be eligible for government funding. The student must then propose an alternative source of financing to their program's financial advisor.

CLASSROOM ACTIVITIES

Students will take responsibility for their own academic achievement. Students will demonstrate their commitment to their own goal of educational advancement by attending class, completing assigned work, and complying with copyright legislation, as outlined below.

Heritage College has designed our classes to be interactive and for students to participate in them. Instructors will grade students on their participation in classroom activities and discussions.

BREAKS

You are entitled to break time during classes to help you to remain focused and attentive throughout the entire duration of your class. Heritage College permits the following number of breaks, depending on class lengths:

Class Length	Lunch/Dinner Breaks	Short Breaks
4 Hours or Less	N/A	1 x 15-minute break
5-6 Hours	1 x 30-minute break	2 x 15-minute breaks
7-8 Hours	1 x 30-minute break	3x 15-minute breaks
9 Hours or More	2 x 30-minute breaks	4x 15-minute breaks

Students are permitted to remind their instructor of break allowances at appropriate times in a respectful and non-disruptive manner. However, it is ultimately your instructor's discretion regarding the timing of any breaks during your class.

HOMEWORK

Students may be assigned homework they must complete on their own time, between classes. Instructors will detail such assignments will in the course outline.

Heritage College expects students to complete all assigned homework **before** the start of their next class so they can contribute to in-class discussions and activities. Failure to complete your readings or assignments will negatively affect your participation marks for your course.

Most programs at Heritage College require a minimum of 12 hours per week of self-directed study and homework. Assignments, quizzes, and assessments are based on the assumption that students complete the appropriate amount of homework and study.

ACADEMIC INTEGRITY

Heritage College is an licensed Career College. We expect our students to earn their degrees ethically and professionally and do not tolerate acts of academic dishonesty. All members of the Heritage College community have a duty to uphold academic integrity. Instructors will report a student suspected of committing an academic offence to their program's education advisor.

Academic Dishonesty is defined as any of the following:

- I. **Academic Fraud:** impersonating or allowing the impersonation of an individual for the purposes of completing an in-person examination or interview. Academic fraud can include submitting falsified records or documents, such as academic transcripts, credentials, letters of reference or medical certificates.

- II. **Cheating:** the possession or provision of unauthorized aids, assistance, or materials in the preparation of assignments, during examinations or in the completion of practical work (in clinical, practicum or lab settings), including but not limited to the following:
 - i. Copying or attempting to copy the work of another during an examination
 - ii. Communicating work to another student during an examination
 - iii. Possession of unauthorized aids notes or electronic devices or means during an examination
 - iv. Unauthorized possession of an examination or answer key
 - v. Two or more students submit a similar assignment/test, except when the instructor expressly authorizes such submission.
- III. **Plagiarism:** presenting or submitting as one's own the work, research, words, ideas, artistic imagery, arguments, calculations, illustrations or diagrams of another person or persons without explicit or accurate citation or credit. Plagiarism includes submitting purchased material and material in which the student has permitted someone else (a fellow student, tutor, mentor or teaching assistant, friend, etc.) to contribute without acknowledgement.
- IV. **Misuse or misrepresentation of sources:** presenting source material in a way that distorts its original purpose or implication(s); misattributing words, ideas, etc. to someone other than the original source; massaging or manipulating research findings or data; suppressing aspects of findings or data in order to present conclusions in a light other than the research, taken as a whole, would support.
- V. **Self-plagiarism:** submitting one's own work for crediting in more than one course without the permission of the Instructors or re-submitting work, in whole or in part, for which credit has already been granted.

Heritage College retains the right to use third-party software to check for plagiarism, cheating, or other violations of our academic integrity policy.

Unless expressed explicitly by the instructor, any collaboration between students in a single course, students in previous batches, external assistance in any form, or presenting resources and research without proper citations that another individual has developed is strictly prohibited. All work submitted must be the result of your own efforts.

Other ethical offences can include the following issues. These issues are intended to be interpreted broadly. The subsequent offences are not comprehensive but instead meant to illustrate the typical categories of ethical offences.

- I. Taking unauthorized possession of the work of another student (for example, intercepting and removing such work from a photocopier or printer or collecting the graded work of another student from a stack of papers)
- II. Falsifying one's attendance in a course
- III. Modifying graded, returned material, then submitting it for re-grading
- IV. Deliberately disrupting an examination or assessment, such as by causing a false fire alarm
- V. Assisting or attempting to help another person in committing any breach of academic integrity
- VI. Disruptive, dangerous, aggressive, or threatening behaviour, either in-person or electronically
- VII. Misuse of College resources, equipment, or supplies, including, but not limited to, computers and the network, keys, records, permits, and letterhead
- VIII. Acts of mischief, vandalism, or theft on the College campus
- IX. Violation of Instructors' communicated rules, such as recording a lecture when the Instructor has not provided permissions
- X. Violation of safety regulations in a laboratory or other setting
- XI. Failing to abide by the college's rules and policies
- XII. Failing to respect the rights and dignity of others

Misconduct includes causing an event to occur, either by acts of omission or commission. Any action that violates the principles noted above, either under Academic Dishonesty or other ethical offences, is subject to discipline, as is any attempt to commit, or assist someone else in the committing, of such an act. This policy concentrates on the results of such actions and not the intent of the violator.

Heritage College will investigate students suspected of academic misconduct thoroughly and fairly. Those accused of academic misconduct have the right to:

- Know the details of the allegations
- Have the chance to respond to the allegations
- Bring in witnesses or advisors, as needed, to help address the allegations
- Receive a written summary of decisions of an investigation.

A program's education advisor will record confirmed instances of academic misconduct in the student's permanent record, and the student will be subject to penalties.

Heritage College recognizes that acts of academic dishonesty or other incidents of academic misconduct vary in severity. Heritage College's education advisors will consider the context and severity of each confirmed policy breach and any recommendations made by the faculty member bringing the instance forward.

Typical penalties may include, but are not limited to, one or more of the following:

- Formal letter of reprimand
- Assignment of a mandatory integrity training session
- Completion of a replacement assignment or exam (the same or a substitute)
- A reduction in the grade earned for the assignment/test (e.g., a 50% reduction)
- A grade of zero (0%) on the assignment/test, which may or may not lead to failure in the course
- Failure of the course and a notation on the transcript of "FD" (fail, academic dishonesty)
- Assignment of additional courses(s), taken as Degree Requirement, Not in Average
- Suspension of the student, effective immediately and for a minimum of four (4) months
- A recommendation to the College Director to expel the student from Heritage College

Some acts of academic misconduct (such as theft, impersonation, or threats) may constitute criminal acts and may also be subject to criminal prosecution in addition to any punishments issued by Heritage College.

Heritage College's education advisors understand penalties with the most severe consequences, such as expulsion or recording a grade of "FD" (fail, academic dishonesty) on a transcript, will be reserved for egregious breaches of academic integrity and repeat violations.

Note: If Heritage College should expel a student for reasons of academic dishonesty, the College will add a notation such as "Expelled for reason of academic dishonesty" to the student's permanent file and transcript.

ACADEMIC DISHONESTY PROCEDURE

- 1) The instructor will email the student, describe the offence committed, and invite the student to a formal meeting to discuss the offence. The student has three (3) days to respond to this communication.
- 2) The instructor, student and the program's education advisor will have a meeting, providing the student with an opportunity to respond to the allegation. During this meeting, the education advisor is responsible for explaining Heritage College's academic integrity policy to ensure the student understands the alleged violation and why it is an offence.
- 3) After the meeting, the instructor and education advisor will review the facts of the case and determine the appropriate penalty for the act of academic

- misconduct. The instructor and education advisor may also determine, after a discussion, that no act of academic misconduct occurred and drop the allegation.
- 4) The College will inform the student of the decision made by the instructor and the education advisor within five (5) days of the formal meeting, including the judgement regarding academic misconduct and the penalties Heritage College will impose for those actions. The student then has ten (10) working days to appeal the decision (see the section below on academic appeals for the process).

COPYRIGHT POLICY

Students must comply with the Copyright Act regarding copyrights, trademarks, intellectual property, and licensing agreements pertaining to the use of print materials, software, databases, and the like.

Heritage College is responsible for ensuring compliance with the Copyright Act related to the use, reproduction and distribution of copyright-protected works while also protecting the rights of individuals.

Copyright refers to the exclusive legal right to produce, reproduce, publish or perform an original literary, artistic, dramatic or musical work as set out in the Copyright Act. Intellectual Property includes intangible property owned and protected by an individual or company such as, but not limited to, patents, ideas, trademarks and inventions.

Heritage College recognizes that students own the Copyright to materials they produce as part of their program of study. Heritage College may claim joint or sole Copyright Ownership of Works created by students in cases where the College provides fair compensation to the student or the College judges it has provided substantial support in the production of the materials. Heritage College owns the Copyright for audio, video and photographic recording of classroom activities and may use these recordings for teaching and learning purposes without the consent of participants.

Violations of the Copyright Policy constitute acts of academic misconduct.

GRADES

Heritage College uses the following standardized grading system across all programs. For graduation, a minimum grade of 60% (D) in all core courses is required. A grade of D is equivalent to a GPA of 1.0, or a description of “Minimum Pass.”

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Note that some courses only require the student's attendance to pass, so instead of a standard grade, the student will be assigned a Pass (P) or Fail (F) for this course.

Grades are calculated as follows:

PERCENTAGE	ALPHA GRADE	GPA	DESCRIPTION
97-100	A+	4.0	Excellent
93-96	A	4.0	
90-92	A-	3.7	Very Good
87-89	B+	3.3	
83-86	B	3.0	Good
80-82	B-	2.7	
77-79	C+	2.3	Average
73-76	C	2.0	
70-72	C-	1.7	Satisfactory
65-69	D+	1.3	
60-64	D	1.0	Minimum Pass
0-59	F	0.0	Fail

To be successful in your theory courses, you must:

- Complete all assignments
- Pass all exams
- Attend and participate in all class discussions

To be successful in your lab courses, you must:

- Demonstrate your competency in performing all applicable clinical, laboratory or patient care skills
- Pass all relevant skill evaluations and exams
- Attend and participate in all lab discussions and demonstrations

SUBMITTING ASSIGNMENTS

Students are encouraged to retain electronic copies of all assignments they submit to Heritage College.

Your instructor will detail how they expect each assignment to be submitted. An instructor may choose one or more of the following approved methods of submission:

- In-person submission
- Email submission to the Instructor's Heritage College email account (@heritage-college.ca)
- Assignment dropbox submission on the Heritage College LMS.

Your instructor will determine which of the above submission methods they will permit and inform you of the approved method(s) before the assignment's due date.

Instructors will not consider assignments submitted through any method they have not approved.

LATE ASSIGNMENTS

Students are expected to submit all assignments on time. Failure to do so will result in academic penalties.

Late assignments will be penalized by 10% per day, up to a maximum of four (4) days. A student who submits an assignment five (5) or more days late will receive a mark of zero (0%) on that assignment.

Instructors may make exceptions in cases involving family matters or health issues. Suppose you know you will be submitting an assignment late. In that case, it is your responsibility to contact your instructor directly and formally request an extension in advance of that assignment's due date.

Instructors are permitted to provide an extension of up to two (2) weeks after the last day of a course. Instructors will not consider assignments submitted after this date, and all grades will be considered final. It is the sole discretion of your instructor whether to grant or deny such an extension.

EXAMS AND QUIZZES

Students are not permitted to write exams and quizzes in advance of their assigned examination dates. In cases when a student knows they will be absent on the day when an exam or quiz will occur, it is their responsibility to inform their instructor and their program's education advisor. Their instructor may then schedule an appropriate alternate time for the student to take the quiz.

Exams and quizzes are proctored by your course's instructor and delivered during regularly scheduled class time. These exams and quizzes may take place online via the Heritage College LMS or in-class.

If an instructor conducts exams in person, students must remove all material from their desks, including textbooks, notes, phones and laptops.

Students are allowed the following items during tests and exams:

- Their student ID
- Pencil, pen, and eraser
- A transparent water bottle

- Exam booklets assigned by the instructor

Grades for tests, exams and quizzes will be available one (1) week after completion.

If you receive a failing grade of less than 60% on an exam or quiz, you will be required to have a meeting with your program's education advisor. Your education advisor will work with your instructor to develop a list of learning objects to review based on the areas of the exam you failed.

Any student unable to write an exam due to medical or personal issues must notify their program's academic coordinator as soon as possible. When a situation arises in a manner that the student cannot give timely notice, they must inform their program's education advisor as soon as possible. Documentation of the reason for a student's absence is always required.

Students arriving ten (10) or more minutes late to an exam will be marked as absent and assigned a grade of zero (0%) for that exam.

REWRITES

Students who do not achieve a passing grade of 60% in a course may be permitted to rewrite an exam or resubmit an assignment. These rewrites are at your program's education advisor's discretion and can occur any time during the course or within two (2) weeks of the course's end.

Only the exams or assignments with the lowest grades will be permitted for a rewrite or redo.

Students are only permitted to rewrite or redo each individual exam or assignment once.

Tests, quizzes and exams will be rewritten one at a time on appropriate dates scheduled by the program's education advisor. These rewrites will cover the same material as the original exam, but there will not be any questions from the original exam repeated in the rewrite exam.

Your program's education advisor will assign appropriate resubmission dates for resubmitted assignments and projects. There will be no extensions granted to the redone assignment's due date.

The maximum grade a student can receive on all rewrites and redoes is 80%. If a rewritten exam or redone assignment has a lower grade than the original, only the higher of the two marks will be considered.

Students are permitted **one (1) free rewrite or redo** over the length of their program. Heritage College assigns the following charges for additional rewrites or resubmissions as follows:

- Theory exams: \$30
- Practical exams/Oral exams: \$50
- Assignments: \$50

FAILURE OF A COURSE

If a student fails a course, Heritage College will take the following steps:

One course: The student will meet with their program's academic coordinator and develop a Learning Strategy to support them in completing the following courses.

Two courses: The student will receive a formal notice regarding their academic performance from Heritage College, informing them of the consequences of failing additional courses. The student's learning strategy will be reviewed and updated as necessary.

Three courses: Heritage College will withdraw the student from their program. The student may choose to re-enroll at a later date. Students who re-enroll will have to retake the courses they failed.

Students will still be able to successfully complete their program and graduate so long as they fail fewer than three courses and their final grade average across their program is above 60%.

Students can fail their practicum should they fail to attend the scheduled number of hours or demonstrate appropriate professionalism and knowledge during their practicum. Students who fail their practicum will be assessed as if they failed a standard course. Students may still be permitted to graduate even after failing a practicum placement if the student has:

- Completed all assigned practicum hours for their program
- Obtained a final grade average across their program above 60%
- Failed fewer than three (3) courses, including their practicum, across their entire program.

A student who meets these criteria will not be permitted to retake their practicum and will graduate from Heritage College with all the grades they duly received over the course of their studies.

ACADEMIC APPEAL

Students have a right to appeal grades or launch a formal grievance against Heritage College should they believe a decision made by an instructor has been unfair or unreasonable.

Heritage College expects the student to deliver the grievance to their program's education advisor in writing.

A grievance can allege the following:

- I. An error in academic judgement on behalf of the Instructor – for example, an exam, assignment or practicum was graded inappropriately, or the academic standards of evaluation were too onerous
- II. An error or injustice on grounds other than the academic judgement of work – for example, that the method of evaluation was unfair, that the Instructor was biased against the student, that the Instructor deviated from the course outline without reasonable notice, or that the Instructor failed to communicate course expectations clearly.

Students can also appeal a withdrawal from their program, a disciplinary action, or any other matter taken by Heritage College that affects the student's academic career.

WHEN TO APPEAL A GRADE

Students must make appeals for grades on assignments, tests, practicum placements, examinations, or final grades within two (2) weeks of the release of the grade.

HOW TO APPEAL

The student must submit a formal academic appeal to their program's education advisor. Students are responsible for providing any documents they have received from the College as part of the appeals process. Students should submit these documents as evidence during the appeals process.

Students are entitled to continue attending class during the appeals process.

APPEALS PROCESS

- 1) Students who disagree with an academic or disciplinary action made by Heritage College must notify their program's education advisor within one (1) week.
- 2) The education advisor has one (1) week to inform the individual the appeal is directed against, such as an instructor or an advisor.
- 3) The individual whose decision is being challenged has one (1) week to respond to the student's appeal in writing.

- 4) If the student is satisfied with the response, the matter is closed. If the student is unsatisfied, they have two (2) weeks to issue a formal appeal to the education advisor (Four weeks from the initial appeal to the program's education advisor).
- 5) Within one (1) week of receiving written notice of an appeal, the education advisor will evaluate all evidence presented and determine if the appeal meets the criteria for a formal appeal.
- 6) If the appeal proceeds, the education advisor will inform the student and the responding individual that they have one (1) week to submit all relevant information regarding the appeal.
- 7) The education advisor then has two (2) weeks to consider all submitted evidence, conduct additional interviews, and come to a final opinion, either overturning or upholding the original decision.
In cases of disciplinary action, this is the final step. Academic appeals may proceed to the following steps.
- 8) If the education advisor deems the reassessment of grades warranted, the student will be requested to provide the education advisor with a clean, ungraded copy of the work. The education advisor will then select a qualified new instructor to reassess the quiz, exam, assignment, or project within two (2) weeks.
A student who fails to provide their education advisor with a new copy of their work within one (1) week will have their appeal overturned and their original mark reinstated.
- 9) The new instructor will assess the work according to the grading scheme or assignment outline initially provided to the student and submit the modified grade to the education advisor within one (1) week of being provided with the assignment.
- 10) Upon receiving the modified grade, the education advisor will notify, within one (1) week, in writing, both the student and the original instructor of all changes and modify the student's grade as appropriate.
- 11) The education advisor will add all material related to the appeals process to the student's permanent record for future reference.

RETAINING ASSIGNMENTS

Heritage College aims to return all assignments, exams and other assessments to students within three (3) weeks of the end of a course.

Your program's instructors will only return exams and assignments to the students who wrote them and not to any other individual unless the student provides explicit written permission to the instructor responsible for that assignment. It is Heritage College's policy that information regarding a student's academic record may not be provided to the general public, including to family members.

Heritage College will retain exams and assignments not retrieved by students for one (1) year after the last day of a course. After such time, Heritage College has the right to dispose of these retained exams and assignments confidentially.

COLLEGE PROPERTY

Heritage College expects students to comply with our College's rules and regulations governing areas designed for common student use, including common property within and outside school premises.

Students should treat books, computers, and all other materials and equipment leased by the College for student use with care and should refrain from any activity that in any way damages, defaces, or negatively affects the usefulness of the material or equipment.

Failure to follow this policy may result in Heritage College billing the student for damages. This billing will be added to the student's account and may impact a student's ability to graduate or go on their practicum if the student does not settle the balance in advance.

COMMUNICATION WITH INSTRUCTORS

All communication with instructors should be through official Heritage College channels, either via the instructor's Heritage college email account (@heritage-college.ca) or via messages on the Heritage College LMS.

Heritage College will not consider communication between instructors and students over other platforms to be formal communications, nor will the College accept such communications in academic matters. Students should contact their instructor directly if they have any questions regarding their courses.

Instructors will also post relevant news, information and updates regarding their courses to their course page on the Heritage College LMS.

THIRD-PARTY CERTIFICATIONS

Some courses require the successful completion of third-party certifications. These certifications can include:

- CPR and First Aid
- Conflict Resolution
- Safe Food Handling

The costs for certifications are included in your tuition fees. No additional fees will be required for these certifications unless you fail them. Your program's education advisor will schedule these certification training sessions as appropriate during the regular length of your program.

Students must complete these certification classes before being allowed to go on their practicums. Your instructors will not directly grade these certifications; your instructor will only assign you a pass/fail grade on student transcripts.

If you fail the certification courses prescribed to your program, you will have to schedule appropriate training at your own expense. Heritage College will not permit students to attend their practicums before all relevant certifications have been successfully achieved.

PRACTICUM AND TRAINING

Practicums are a core element of all programs at Heritage College. Heritage College expects students to complete their practicum within the time frame provided by the program. Your program's education advisor and practicum coordinator will provide this timeframe to you during your program orientation.

Practicums are, in most cases, a full-time (40 hours per week) unpaid commitment. Your program of enrollment determines the exact number of hours required for graduation. Heritage College reminds students to review their enrollment contract and schedule to confirm their required practicum hours.

Heritage College will not begin the practicum placement process unless a student both attends all the career development classes prescribed for their program and completes all applicable career development assignments. Students are free to find practicum sites independently and are expected to communicate this desire with their practicum coordinator.

Students must complete all theory and lab courses with an overall program average of 60% before Heritage College will place a student for their practicum. Heritage College may elect to bar students who are not in good standing with Heritage College from attending their practicum.

Students who fail to achieve their program's required practicum hours will not be permitted to graduate. In cases where a student cannot complete a practicum due to exceptional circumstances, the student must work with their program's education advisor to develop a suitable replacement to meet their required program hours.

Students who fail their practicum (receive a grade of less than 60%) but otherwise complete all assigned practicum hours will be assigned a failing grade for their practicum. If their overall average remains above 60% across the entire program, and they have failed fewer than three (3) courses (including their practicum), the student will be permitted to graduate.

PRACTICUM EXTENSIONS

Heritage College may consider extension requests for practicums. A student who requires an extension for their practicum must submit such requests in writing to their program's practicum coordinator at least one (1) week before the final date of their practicum.

Heritage College expects students to start their practicums immediately following their last day of classes so students will successfully complete their program by the scheduled end date. Any delay in a practicum's start will potentially affect a student's funding.

If a student cannot complete their practicum as scheduled, they have fifteen (15) day from their scheduled program end date to complete their required hours. If a student exceeds this fifteen day timeframe or fails to notify their practicum coordinator of their need for an additional extension, Heritage College will consider the student withdrawn, per the Withdrawal Policies mentioned earlier in this handbook. In such cases, Heritage College will issue a Letter of Expulsion effective fifteen days after the student's scheduled last day of classes (per the student's Enrollment Contract).

Additional extensions past six months will only be considered in exceptional cases, such as maternity leave or trauma. Any student approved for an extension that goes past six months after their scheduled end-of-program date must complete an **assessment of skills** before they are permitted to commence their practicum.

A withdrawn student who wishes to complete their program can reapply to Heritage College to complete their program and obtain their degree, per the Re-Enrollment Policies laid out earlier in this handbook.

Depending on how long it has been since the student completed their classes, Heritage College may require the student to take an **assessment of skills**. This assessment will be conducted by an instructor in the student's program. This assessment will typically take 4 hours and costs a flat fee of \$250. A student must pay this fee in full before they are scheduled for an assessment of skills.

There are two potential outcomes for an assessment of skills:

- The instructor declares the student **clear to attend their practicum**
- The instructor determines the student **requires retraining** and will prescribe a number of courses the student will need to complete (with a minimum grade of 60%) before the student is approved to take their practicum. Any additional educational fees associated with this retraining will be charged at a rate of \$250 per credit hour of the courses that need to be retaken. The student is responsible for covering these courses' costs before they are re-enrolled.

More information regarding practicums can be found in the **Heritage College Practicum Policy**. Your practicum coordinator will provide this policy document to students during their program's career development classes. However, if you would like an additional copy of this policy, your practicum coordinator is free to provide you with such a copy upon request.

POLICE CRIMINAL BACKGROUND CHECKS

To be placed in a practicum at Heritage College, all students must submit a valid Police Information Check completed within three (3) months before the start date of their practicum.

The following programs require a basic Police Information Check:

- Pharmacy Assistant
- Medical Office Assistant & Unit Clerk
- Accounting & Payroll Administration
- Business Administration & Management

The following programs **also** require a Vulnerable Sector Search:

- Addictions & Community Support Worker

Failure to submit a Police Information Check to your Practicum Coordinator before the deadline will result in your practicum being postponed until Heritage College receives the appropriate documentation.

VACCINATION REQUIREMENTS

FULL VACCINATION

The following programs have a mandatory full vaccination requirement before Heritage College considers placing a student for their practicum:

- Medical Office Assistant and Unit Clerk

Before being approved to start their practicums, a student in the programs mentioned above must share their vaccination record with their practicum coordinator, demonstrating that they have received the following vaccinations:

- A booster dose of **tetanus and diphtheria vaccine** within the past ten (10) years (Available for free via Alberta Health Services)
- An adult booster dose of **pertussis (whooping cough) vaccine**, often combined with one of the tetanus/diphtheria boosters (DTaP) (Available for free via Alberta Health Services)
- An adult booster of the **measles, mumps, and rubella (MMR) vaccine** (Available for free via Alberta Health Services)

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- Two doses of a **COVID-19 vaccine** (Available for free via Alberta Health Services)
- An annual dose of the **influenza vaccine** (Available for free via Alberta Health Services)
- **Hepatitis B** (Available at a cost at most local pharmacies)

It is also **strongly recommended** that these students check with their personal physician to see if they need **varicella (chickenpox) vaccine**. While not mandatory, unprotected individuals are at a higher risk of catching this disease while working in family clinics.

PARTIAL VACCINATION

The following programs have a partial vaccination recommendation.

- Pharmacy Assistant
- Addictions & Community Support Worker
- Early Learning & Childcare

This is not a requirement. However, practicum providers may elect to refuse students who have not completed the following vaccinations:

- Two doses of a COVID-19 vaccine (Available for free via Alberta Health Services)
- An annual dose of the influenza vaccine (Available for free via Alberta Health Services)

Students in other programs are **strongly encouraged** to get, at minimum, their regular COVID-19 vaccine and annual influenza vaccine. Practicum partners reserve the right to refuse students who are not vaccinated for influenza or COVID-19.

PROGRAM EVALUATIONS

Heritage College will ask students to complete an anonymous evaluation at the end of their program. The college will provide this evaluation to students either in-person or online via the Heritage College LMS.

Students are strongly encouraged to complete their program evaluation to help Heritage College improve the quality of our programs for future students. These surveys are entirely anonymous. A college staff member not directly involved in your academic success conducts these surveys to ensure your honest responses will not impact your standing with the College.

LAB POLICIES

Specific lab policies for each program will be covered in the appropriate course outlines for your lab courses.

The following general policies apply to every lab course:

- Food, drinks and chewing gum are not permitted in labs. Students should make sure they eat and drink before coming to the lab. Students are allowed to take short breaks for drinks during their lab, so long as they receive permission from their instructor
- Students should avoid using makeup, perfumes, cologne, or scented lotions during labs
- Smoking is not permitted any time you are wearing your uniform
- All injuries during a lab **must** be reported to your instructor

ONLINE LEARNING

Before your orientation session, Heritage College will provide you with access to the Heritage College learning management system (LMS). Your program's distance learning coordinator will provide this access via email to your academic email account.

Heritage college expects all students to attend an orientation session before the start date of their classes. This session will cover important information, including how to make use of the Heritage College LMS

If you cannot log in to the Heritage College LMS, contact Heritage College **immediately** at info@heritage-college.ca. Our distance learning team will ensure you get the access you need for your program.

In our distance learning programs, we use a blend of recorded and live lectures. Students are provided with pre-recorded video lectures, presentations (when needed) and reading material in advance of the live lecture. Much of your learning and work is done individually, at any time convenient for you.

However, attending your live lectures and participating in class discussions is just as important as attending classes in a physical classroom. Heritage College sets this live lecture at consistent times of the week, so you know when your instructors expect you in class and can fit your class time into your schedule. Your instructors expect you to attend these live lectures, having reviewed the pre-assigned materials provided via the Heritage College LMS.

During a live lecture, the instructor will answer questions students have about the course material, review topics, and participate in exercises with the students to help prepare them for exams and assignments. These live lectures are not a full review of previously assigned materials or homework. Instead, they are meant to reinforce the topics covered in the course, address student questions, and delve deeper into the course material.

An online classroom is still a classroom. While engaging with Heritage College online, students are still expected to follow the Heritage College Student Code of Conduct. Behaviour that is inappropriate in class is also inappropriate online. Violations of the Heritage College Student Code of Conduct will bear the same repercussions for online students as they do for in-class students. Students are expected to engage with their instructors, peers, and any other member of the Heritage College community professionally and cordially.

NETIQUETTE

Students, faculty, and staff are expected to respect the general rules of online etiquette when using the Heritage College internet, when participating in courses via the Heritage College LMS, or using their Heritage College emails.

When taking a course online, it is crucial to understand how proper netiquette will foster smooth communication between students and instructors. Netiquette includes, but is not limited to:

- Using positive, professional language and avoiding language that may come across as assertive or offensive. Written communication can easily misrepresent messages, where verbal cues and body language are not apparent.
- Refraining from sharing their username, password, or login details with others.
- Respecting the privacy of others. Before giving out a classmate's email or other personal information, ask permission.
- Treating an online classroom like a classroom. Even though the class is online, and you may be taking it from home, appropriate classroom behaviour is still expected. Respect for classmates and instructors is just as important online as in class.
- Keeping attachments small. If it is necessary to send large files, use either the Heritage College LMS dropbox system or use your college OneDrive account.
- Refraining from sharing inappropriate material. Do not forward virus warnings, chain letters, jokes, memes, or other non-academic material to your instructor or fellow students. The sharing of any pornographic material is strictly forbidden and will constitute a breach of the Heritage College Student Code of Conduct.

- Dressing appropriately for class. Students should be fully dressed per the Heritage College dress code while in class to show respect to their instructor and fellow classmates.
- Avoiding distractions while in class. Students should try to find a location at home that is free from loud noises and other distractions. Family members and pets barging into the camera distract not just you but also your fellow classmates.
- Refraining from lying down or moving around while on camera and in class.
- Citing sources when using materials from the internet.
- Refraining from sharing Heritage College materials (lecture recordings, assignments, course outlines) with those not enrolled in your program.
- Refraining from using the Heritage College network for unauthorized conduct such as harassment, spam, copyright infringement, the storage of obscene or offensive materials, or other forms of network abuse.
- Refraining from smoking, vaping or drinking alcohol during all online sessions or exams.

ONLINE POLICIES

- Heritage College expects students to adhere to the suggested timeline for progression through the program. Heritage College will do its best to build a schedule that accommodates the needs of students within the program.
- Heritage College expects students to keep copies of all homework and assignments submitted to instructors.
- Heritage College expects students to check into their Heritage College LMS account daily to participate in discussions, share ideas or questions, review videos and course material and take any exams assigned by their instructors.
- Heritage College attempts to provide a consistent schedule for our courses, but unexpected events such as instructor illnesses may lead to the College rescheduling your class. Should Heritage College need to add additional live lectures or change the date and time of the lectures due to holidays or instructor absence, our Distance Learning Team will do its best to notify you as far in advance as possible.
- Students are expected to complete all assigned course activities, including assignments and exams, on time. An instructor may alter course requirements in exceptional circumstances to accommodate specific needs. It is ultimately the decision of your program's education advisor and the instructor to determine which alterations are appropriate.
- Online tests and examinations through the LMS will be made available to students for a length of time determined to be appropriate by instructors. Failure to complete a test or examination in the period allotted by the instructor will result in the student

receiving a mark of zero (0%) in that particular exam, possibly failing the module and requiring the student to retake it in the future.

If you cannot attend an exam due to an emergency, or should technical issues arise while taking the test, contact Heritage College immediately at info@heritage-college.ca. If notified in advance, Heritage College will schedule a time to complete the exam to accommodate you.

Exams missed due to absences will not be granted a rewrite unless there is a valid reason or technical problems prevent the student from accessing the exam. In the case of illness, the students must notify their instructors before the start of the exam period.

RECORDING OF VIDEOS OR LECTURES

In compliance with Heritage College's privacy policy and out of respect for instructors and students, we **do not** permit our live lectures to be recorded by any third parties. Live lectures are meant to foster engagement and allow for a free flow of information. When a class is being recorded, this dynamic changes.

Attending a live lecture is considered the same as attending a class. As you are not permitted to record in a physical classroom, neither are you permitted to record live lectures. Should it be discovered that a student is recording live lectures, that student will be referred to their program's education advisor for appropriate enforcement measures, up to and including suspension or expulsion.

ONLINE ATTENDANCE

In compliance with the Private Vocational Training Act and the Private Vocational Training Regulation, Heritage College collects and reports student attendance. Heritage College expects students to attend the regularly scheduled live lectures as if they were a physical class. By attending and engaging with these lectures, Heritage College can certify that students meet the participation requirements needed to obtain a provincially recognized diploma or certificate from Heritage College.

In addition, by tracking attendance, your program's academic coordinator can see how well you're doing in each course so we can provide support and review that you have had the opportunity to learn the appropriate material in advance of exams and assignments.

You will be assigned three to four pre-scheduled live lectures with your instructor each week. These live lectures are noted in your schedule and occur at fixed times every week.

When you attend class, attendance is marked as if you were there in person. Instructors take attendance at the beginning of the live lecture. A student who shows up more than 10 minutes late to a live lecture will be marked as late (L). Three (3) late marks (L) constitute one (1) Absent Without Cause (A).

Failure to attend a live lecture without prior notice will result in a student being marked Absent Without Cause (A). A student with three (3) consecutive unexcused absences on their record will be issued a formal warning by the College. A fourth absence will result in Heritage College withdrawing the student from the program.

Cameras must be on at all times during an online class. Instructors will mark students participating in live lectures who refuse to turn on their cameras as “Absent” for that class. Students who turn on their cameras for attendance and later turn off their cameras will be marked as “late” for the class as if they left class early. Instructors will report students who refuse to turn on their cameras for three (3) classes in a row (either three absent marks, three late marks, or a combination thereof) to the student’s education advisor for follow-up.

Online instructors will determine attendance based on the following criteria:

- The student is online and visible during live lectures
- The student is reviewing the assigned course content
- The student is engaging in interactions with their instructor and peers, either during live lectures or on discussion boards

If a student misses a live lecture, the student will be responsible for reviewing the scheduled material independently. They can contact the instructor by e-mail or using the Heritage College LMS discussion board if they have specific questions. Heritage College will not repeat the live sessions unless the Academic Manager feels there are extenuating circumstances.

Not attending your online classes will put you behind on your coursework, making it challenging to stay on schedule and graduate on time.

To help you succeed in your classes, your support team will take several steps to help ensure your attendance. Your instructor and education advisor may contact you to offer support, reminders, and information about attendance.

To keep up with your course, you should always:

- Attend live lectures on time, with your camera on
- Complete the assigned readings, activities and discussions in advance of your lectures.

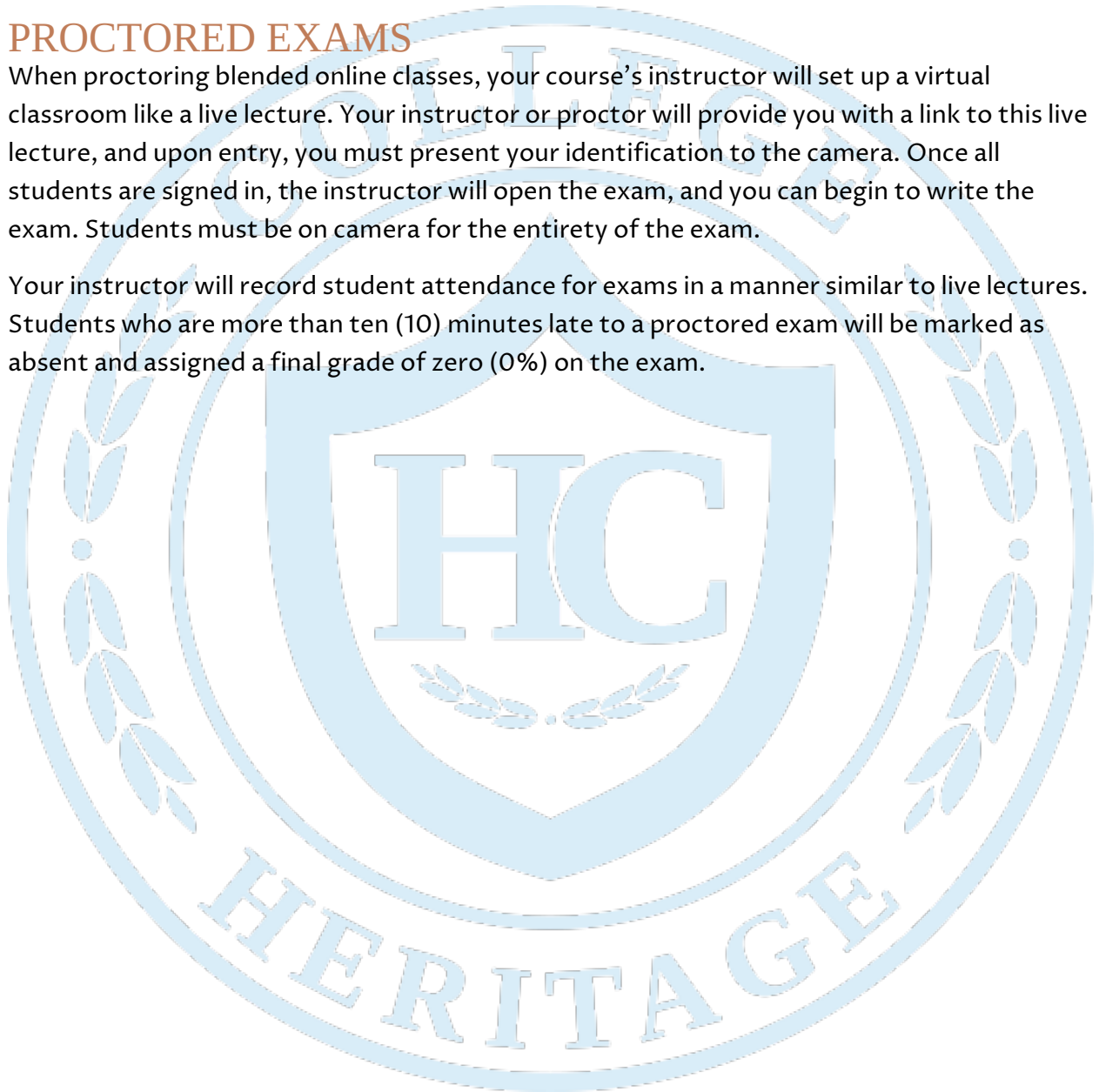
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- Participate in online discussions or groups, if assigned
- Respond to instructor emails
- Check your courses on the Heritage College LMS at least once a day for any updates
- Ask your instructor for assistance with concepts that are unclear or require more explanation

PROCTORED EXAMS

When proctoring blended online classes, your course's instructor will set up a virtual classroom like a live lecture. Your instructor or proctor will provide you with a link to this live lecture, and upon entry, you must present your identification to the camera. Once all students are signed in, the instructor will open the exam, and you can begin to write the exam. Students must be on camera for the entirety of the exam.

Your instructor will record student attendance for exams in a manner similar to live lectures. Students who are more than ten (10) minutes late to a proctored exam will be marked as absent and assigned a final grade of zero (0%) on the exam.



Appendix: Practicum Policy

Forward

This document is a reference for the staff and students of Heritage College and partners at practicum sites. This document highlights commonalities that apply to all practicums offered at Heritage College, in addition to specific criteria as it relates to each unique practicum.

Definitions

A “**practicum**” is a temporary unpaid training experience placement of eligible students with a Practicum Provider. Heritage College has designed our practicums so students can gain real-world practical experience in a supervised workplace environment.

Heritage College offers practicums in six (6) programs:

- Accounting & Payroll Administration (120 Hours over 3 Weeks)
- Addictions & Community Support Worker (180 Hours over 5 Weeks)
- Business Administration & Management (120 Hours over 3 Weeks)
- Early Learning & Child Care (400 Hours over 15 Weeks at two practicum sites)
- Pharmacy Assistant (120 Hours over 3 Weeks)
- Unit Clerk and Medical Office Assistant (120 Hours over 3 Weeks)

Practicums are a **core component** of our programs’ curriculums, and students are required to pass their practicum assessment before achieving a diploma.

Practicum Providers are real employers Heritage College coordinates with to provide Practicum Placement opportunities to our students.

Practicum Placement refers to the active term of a practicum at a Practicum Provider.

A **Practicum Supervisor** is the manager, mentor, or another supervisor to whom the student reports during the duration of their **Practicum Placement**.

A **Practicum Instructor** is a Heritage College instructor who teaches the theoretical components of a Practicum. Only specific programs have Practicum Instructors. Currently, Practicum Instructors are assigned for:

- Early Learning & Childcare
- Addictions & Community Support Worker

A **Practicum Coordinator** is a Heritage College employee who monitors the student’s practicum process, including aiding with the practicum search if needed. Your Practicum Instructor may also be your Practicum Coordinator.

1 Practicum Overview

- 1.1 Heritage College provides **Practicum Placements** for students who have completed **100%** of the relevant **theoretical** (in-class) portion of their program of study.
- 1.2 Heritage College ensures that Practicum Placements provide an opportunity for our students to enhance the knowledge and skills they have learned throughout their program of study. This is done through a **Practicum Training Skills Form**.
- 1.3 Heritage College will seek out a **Practicum Placement** for our students with relevant **Practicum Providers**. Only Practicum Providers committed to introducing students to the real-world practices of their field of study will be considered.

2 Requirements for Practicum Placement

- 2.1 Students **must** complete **100%** of the theoretical (in-class) portion of their program of study before Heritage College will place them for their Practicum.
 - 2.1.1 If the student wishes to **search for** a Practicum Provider of their own choice, the student **must** receive express **written** permission from their program's Practicum Coordinator, stating the student has completed enough of their studies that they may **search for** their own Practicum Provider. This permission will typically not be granted until a student has successfully completed **at least 70%** of the theoretical (in-class) portion of their program. However, permission is ultimately at the discretion of the student's Practicum Coordinator and may be refused due to academic performance or outstanding fees. A student who finds their own Practicum Provider must still complete **100%** of their program's theoretical (in-class) courses **before** they will be approved to start their Practicum Placement.
 - 2.1.2 For programs with multiple practicums, students must complete **100%** of the theoretical (in-class) portion of the preceding semester of study before Heritage College will place them for their Practicum, and **70%** before the student will be permitted to find their own practicum placements, pursuant to rules under **Section 2.1.1**.
 - 2.1.3 Regardless of the circumstances regarding a student's Practicum Placement, students are **NEVER** permitted to start their practicum before completing **100%** of their program's theoretical (in-class) courses. A student who cannot start their practicum on their proscribed start date may instead seek their Practicum Coordinator's approval to **delay** the start of their practicum by up to six (6) months, until circumstances permit them to start. Please see **Section 6.5** and **Section 6.6** for more information.

- 2.2 A student **must** receive approval from their Practicum Coordinator before attending their practicum. A student who attends a practicum without receiving approval from their Practicum Coordinator will **not** receive any academic credit for this practicum. Students will be expected to complete an approved practicum at their earliest convenience at a **new** practicum placement site.
- 2.3 Students are not typically permitted to select their current workplace as their Practicum Provider, due to Conflict of Interest concerns. Students who wish to select their current workplace as their Practicum Provider **must** receive written approval from **both** their Practicum Coordinator and their program's Academic Coordinator, must not report to their current manager or supervisor for the duration of their practicum, and are not eligible for financial compensation per **Section 7.1** of this Practicum Policy. Failure to adhere to this policy will result in the termination of the student's practicum due to Conflict of Interest.
- 2.4 Students must pass all applicable courses with a **minimum overall average of 60%** before Heritage College will permit them to commence their practicum. Students who are below this average will be required to retake exams, resubmit assignments or retake certain courses before they will be placed for their practicum.
- 2.5 Heritage College reserves the right to bar students who are not in good standing with the College from attending their practicum. Students who are on probation or suspension due to truancy, acts of academic dishonesty, failure to keep their accounts current, or other violations of the Heritage College Student Code of Conduct will not be considered to be in good standing.
- 2.6 Students must pay the entire balance of their tuition fees before they will be permitted to take their Practicum Placement. Students who have not paid the balance of their tuition, or have other outstanding charges with Heritage College, will not be provided with a practicum package for their Practicum Supervisor.
- 2.7 Heritage College will not begin the process of practicum placement unless the student has attended all the career development classes prescribed for their program, and have completed all the applicable career development assignments with a grade of Pass (P). Failure to attend these classes will result in the student being required to attend these classes with another class of students.
- 2.8 The student is free to find their own Practicum Provider, pursuant to **Section 2.1.1** and **Section 2.3**. A student wishing to pursue their own Practicum Placement must communicate this with their Practicum Coordinator at least three (3) weeks before

the start of their practicum, and only after the student has completed **70%** of their in-class program.

3 Practicum Placement Process

- 3.1 The student must submit a **Practicum Placement Application Form** to their program's Practicum Coordinator **a minimum of three (3) weeks before** starting their Practicum Placement period. Any forms submitted after this point may not be processed in time, delaying the approval of the student's Practicum Placement.
- 3.2 A Practicum Provider will be selected by a student in coordination with their Practicum Coordinator. A shortlist of Practicum Providers will be provided to the student by the Practicum Coordinator based on the student's location, transportation options, availability, skills, experience, and Practicum Providers' needs. Students may also provide their own Practicum Provider to their Practicum Coordinator should they prefer finding their own practicum location, pursuant to **Section 2.1.1**, so long as this Practicum Provider is compliant with **Section 2.3** of this Practicum Policy.
- 3.3 For programs with multiple practicums, each practicum is to take place at a different location with a different Practicum Provider. Students are not permitted to use the same Practicum Provider twice for the same program, even if that Practicum Provider operates multiple branches or sites.
- 3.4 The student must complete a **qualifying interview** with a Practicum Supervisor or other manager at the Practicum Placement location before having their practicum placement approved. A Heritage College Practicum Coordinator will be empowered to complete a qualifying interview on the Practicum Provider's behalf in certain circumstances. The purpose of this interview is to determine the student's suitability for their Practicum Placement.
- 3.5 If a student is approved for their practicum, they will be provided with a Practicum Agreement Form, a Log Sheet, and a Training Skills Evaluation Form. The Practicum Agreement Form must be signed by both the student and the Practicum Supervisor, and then forwarded to the Practicum Coordinator **within the first (3) days of Practicum Placement**. Students who do not submit this form by the end of their third day will be withdrawn from their Practicum Placement. A student who continues their practicum without meeting this requirement will not receive academic credit for their practicum, per **Section 2.2**.
- 3.6 Within one (1) week of the scheduled end of the student's practicum period, the student must submit the following forms to their Practicum Coordinator:

- A completed **Log Sheet**
- A **Training Skills Evaluation Form**, signed by their Practicum Supervisor

Failure to submit these forms within one week of the end of the student's practicum will result in the student failing their practicum (assigned a grade of 0%).

3.6.1 Students who require an extension to their practicum period must submit a request for an extension to their Practicum Coordinator at least one (1) week before the scheduled end date of their practicum to avoid the aforementioned penalties. Please consult **Section 6.6** for more information about practicum extensions.

3.7 Practicum Providers are not obligated to provide Practicum Students with a reference letter upon the completion of the Practicum Placement.

For Early Learning & Childcare Only:

3.8 At the beginning of each semester, the Practicum Coordinator will establish a list of practicum placements, using the Practicum Site Selection Form to evaluate a site's eligibility. Qualifications for applicable Practicum Partners include:

- a qualified level 3 educator who can act as a mentor
- the Practicum Partner is in good standing with Alberta Children's Services' Early Childhood Education branch.

3.9 Placements for ELCC practicums will be found for each students by the sixth week of each term, presuming the student continues to qualify under Section 2.3 of this policy. Final Practicum Placements are based on the best interests of the children, considering consistency and adult engagement, and are dependent on the student remaining compliant with the entirety of Section 2.

3.10 On the first day of their practicum, the student must complete an orientation, provided by their Practicum Supervisor. After this orientation, they must submit a completed copy of the *ELCC Practicum Preparation Checklist*, signed by the Practicum Supervisor and the student, to the student's Practicum Coordinator. This checklist must be submitted alongside the Practicum Agreement Form **within the first three (3) days of the practicum**. Failure to submit this checklist will result in the termination of the practicum, and potentially assigning the placement to another student.

4 Practicum Monitoring

4.1 The student's practicums will be monitored by a Practicum Coordinator assigned by Heritage College

- 4.2 Regular check-in calls** will be conducted by the Practicum Coordinator, or another member of Heritage College's academic team, during the student's Practicum Placement duration.
- 4.3** The Practicum Supervisor is to provide constructive feedback aimed at guiding the student learning process towards desired outcomes. Feedback may also be provided by other colleagues over the duration of the practicum placement.

For Early Learning & Childcare Only:

- 4.4** The Practicum Instructor will complete two (2) onsite visits through the duration of each Practicum Placement. The purpose of the visit is to observe the student making effective connections between theory and practice and to provide feedback with the intent of building the student's capacity as a Childhood Educator. The Practicum Instructor will also regularly contact the Practicum Supervisor to review required course materials, including self-reflective tools, instructional material, and pedagogical documentation.
- 4.5** Both the Practicum Instructor and the Practicum Supervisor will complete an ELCC Practicum Evaluation Form at the conclusion of each Practicum Placement.

5 Premature Termination of Practicum Placement

- 5.1** If the student decides to terminate the Practicum Placement prematurely, the student **must** advise their Practicum Coordinator and state their reasons for the premature termination.
- 5.1.1** If the student has accepted a practicum placement, the student will not usually be permitted to change that placement **unless** the student's Practicum Coordinator determines, after a thorough investigation, that the Practicum Provider is found to have acted improperly or unreasonably, or otherwise failed to fulfil their part of their Practicum Agreement.
- 5.1.2** A new Practicum Placement will be arranged with the student **only** after the Practicum Coordinator determines it is appropriate to change the practicum location for the affected student and terminate the student's current practicum placement.
- 5.2** In cases where a Practicum Provider acted in an abusive or harmful manner towards a Practicum Student, created unsafe work conditions for the Practicum Student, or otherwise failed to uphold the terms of their Practicum Agreement, the student's Practicum Coordinator must be informed immediately. The Practicum Coordinator will then launch a formal investigation into the Practicum Provider. The student may

be withdrawn from their Practicum Placement until the conclusion of this investigation.

- 5.2.1** If, after an investigation, the Practicum Provider is found to have violated the terms of the Practicum Agreement, Heritage College will end all current and future partnerships with that Practicum Provider. The student's Practicum Coordinator will then work with the student to find a new Practicum Placement.
- 5.3** In cases when the Practicum Coordinators find a student not eligible for changing practicum sites, the student may still choose to change their practicum site. However, in these circumstances, the student **must** find their own Practicum placement after they withdraw from their original Practicum Placement. Heritage College will provide all required practicum documents as required by the student for their new practicum.
- 5.4** Any transgression of the Practicum Provider's policies, procedures, and practices may result in the immediate termination of the practicum.
- 5.5** If the Practicum Provider requests a termination of a Practicum Placement due to actions such as unprofessional behaviour or lack of attendance, Heritage College will commence a formal review of the situation that led to the Placement's termination. This review includes the following steps:
- The Practicum Coordinator and the student's Academic Advisor will examine the circumstances that lead to the termination. Both the student and the Practicum Supervisor will be invited to present their cases.
 - The student's Academic Advisor may choose to place academic sanctions on the student. Such sanctions will bar the student from a future Practicum Placement until the issues that lead to the student's termination is addressed.
 - The student may be required to take additional courses to review material that led to their termination. The student will be responsible for any additional educational fees.
 - Once the student is cleared for a second practicum, the student will be required to find a practicum site on their own. The student will be expected to complete their remaining practicum hours at this new provider. The student has three (3) months from the termination of their first practicum to find a second practicum placement.
- 5.6** If a student receives a second termination request at their second Practicum Placement, Heritage College will commence a second review. Additional sanctions

may be applied at this point, up to and including expelling the student from the program, per the Heritage College Withdrawal Policy.

6 Practicum Timing

6.1 The Practicum Student is expected to complete their practicum within the timeframe agreed upon at the start of their Practicum Placement. Failure to complete the required number of hours by the end of this timeframe **must** be communicated to the student's Practicum Coordinator in writing. The required number of hours and timeframe is as follows:

- Pharmacy Assistant: 120 Hours over 3 Weeks
- Unit Clerk and Medical Office Assistant: 120 Hours over 3 Weeks at one Practicum Site, or two 60 Hour Practicums over 4 Weeks at two separate sites
- Accounting & Payroll Administration: 120 Hours over 3 Weeks
- Addictions & Community Support Worker: 180 Hours over 5 Weeks
- Business Administration & Management: 120 Hours over 3 Weeks
- Early Learning & Child Care Practicum 1: 200 Hours over 10 weeks
- Early Learning & Childcare Practicum 2: 200 Hours over 5 weeks

6.2 Practicum Students are expected to start their practicums within one (1) week of their final day of classes. Any delay in a practicum start date may affect a student's funding.

6.3 Practicum Students are not permitted to take days off or vacations without taking written approval from their Practicum Coordinator and their Practicum Supervisor. Permission will be granted for family emergencies, health emergencies, and other extenuating circumstances, but students must inform both the Heritage College and their Practicum Provider before taking any leave of absence.

6.4 Practicum Students not permitted to quit their practicum without following the procedures laid out within **Section 5.1** of this Practicum Policy.

6.5 If a Practicum Student cannot complete their practicum in the agreed-upon timeframe, they may apply for an extension to their Practicum Placement. Students must submit such requests to their Practicum Coordinator in writing one (1) week before the end of their practicum period. Failure to do so may result in the student failing their Practicum, per Section 3.6.

6.6 If a student cannot complete their practicum as scheduled, they have six (6) months from their scheduled program end date to complete their required hours. If a student exceeds this six-month timeframe or fails to notify their practicum coordinator of their need for an additional extension, Heritage College will consider the student

withdrawn, per the Withdrawal Policies laid out in the *Heritage College Student Handbook* and issue a Letter of Expulsion effective six months after the student's scheduled end-of-program date (per the student's Enrollment Contract).

A withdrawn student must reapply to Heritage College, per the policies laid out in the *Heritage College Student Handbook*, should they wish to complete their program.

6.6.1 Additional extensions past six months will only be considered in exceptional cases, such as maternity leave or trauma. Any student who is approved for an extension that extends six months past their scheduled end-of-program date **must** complete an **assessment of skills** before they are permitted to commence their practicum.

6.7 A withdrawn student who re-enrolls at Heritage College may be required to complete an **assessment of skills** before they are permitted to attend their practicum. This assessment will be conducted by an instructor in the student's program. This assessment will typically take 4 hours and costs a flat fee of \$250. A student must pay this fee in full before they will be scheduled for an assessment of skills.

There are two potential outcomes for an assessment of skills:

- The instructor declares the student **clear to attend their practicum**
- The instructor determines the student **requires retraining** and will prescribe a number of courses the student will need to complete (with a minimum grade of 60%) before the student will be approved to take their practicum. Any additional educational fees associated with this retraining will be charged at a rate of \$250 per credit hour of the courses that needs to be retaken. The student is responsible for covering the costs of these courses before they will be re-enrolled.

PHARMACY ASSISTANT

6.8 Students must complete their practicum within five weeks from the starting date and complete a minimum of 24 hours per week. This requirement will be clearly communicated to the practicum provider.

MEDICAL OFFICE ASSISTANT & UNIT CLERK

6.9 Students must complete their practicum within five weeks from the starting date and complete a minimum of 24 hours per week. This requirement will be clearly communicated to the practicum provider(s).

ACCOUNTING & PAYROLL ADMINISTRATION

- 6.10** Students must complete their practicum within five weeks from the starting date and complete a minimum of 24 hours per week. This requirement will be clearly communicated to the practicum provider.

ADDICTIONS & COMMUNITY SUPPORT WORKER

- 6.11** Students must complete their practicum within eight weeks from the starting date and complete a minimum of 24 hours per week. This requirement will be clearly communicated to the practicum provider.

BUSINESS ADMINISTRATION & MANAGEMENT

- 6.12** Students must complete their practicum within five weeks from the starting date and complete a minimum of 24 hours per week. This requirement will be clearly communicated to the practicum provider.

EARLY LEARNING & CHILDCARE

- 6.13** Students must complete their first practicum within 10 weeks of the starting date and complete a minimum of 20 hours a week. Heritage College will seek to ensure this first practicum is only offered as half days (4 hours per day) unless the student arranges otherwise. This requirement will be clearly communicated to the practicum provider.
- 6.14** Students must complete their second practicum within 10 weeks of the starting date and complete a minimum of 20 hours a week. This practicum can either be offered as 25 full-days (8 hours of work) or 50 half-days (4 hours of work).

7 Practicum Student Responsibilities

- 7.1** Students are not permitted to accept monetary payment for their services during a Practicum Placement **unless** their Practicum Provider offers them employment. However, the student's Practicum Coordinator **must be notified** before this employment may begin. Failure to notify the Practicum Coordinator may result in the student being withdrawn from their practicum due to Conflict of Interest.
- 7.2** Practicum Students are expected to follow their Practicum Provider's mandate and structure, particularly those policies related to ethics and confidentiality.
- 7.3** Practicum Students must abide by the policies and procedures of the Practicum Provider in all matters, including absences due to illness, family emergencies, or holiday observances.

7.4 Practicum Students agree to work diligently and apply their classroom learning towards mastering their skills as appropriate to the practicum work experience. Practicum Students are ambassadors of Heritage College, and should be aware their actions, behaviours and performance reflect upon the College and their own program.

7.5 Practicum Students are expected to follow the following code of conduct:

- Students must follow the Student Code of Conduct as found in the Heritage College Student Handbook
- Students must always conduct themselves professionally while at their Practicum site
- Students must demonstrate a professional appearance while at their Practicum site, including following the dress code of their Practicum Provider
- Students must ensure the safety of all fellow students, staff, and members of the general public they interact with (clients, patients, or students)
- Students must observe all applicable safety procedures, accident control measures and injury policies
- Students should be organized, prepared and on-time for their practicum shifts
- Students should not use vulgar language or profanity when at their practicum site
- Students should demonstrate a willingness to help their fellow students, coworkers and members of the public who they interact with
- Students should respect the profession they are entering in to, and act in accordance with all applicable industry codes of conduct and ethics
- Students should honestly assess their own performance, and self-reflect on how to improve their skills over the duration of their Practicum Placement

7.6 Practicum Students **must** actively participate in feedback and evaluation meetings with their Practicum Coordinator, Practicum Supervisor, and other college faculty as required.

7.7 Students are expected to adhere to all confidentiality and privacy requirements of their Practicum Provider, as well as all legislation that governs their industry, as appropriate.

For Early Learning & Childcare Only:

7.8 Students are expected to adhere to the *Alberta Child Care Licensing Act*, the Child Abuse Protocols, the Childcare Code of Ethics, the Occupational Standards for Early

Child Educators, and *FLIGHT: Alberta's Early Learning and Care Curriculum Framework*.

8 Practicum Safety

- 8.1** Practicum Students are expected to discuss safety procedures with their Practicum Provider before starting their first shift. Practicum Students should clearly understand their Practicum Placement's policies and procedures regarding emergency events, including fires, lockdowns, or robberies. Students should also take general precautions regarding workplace safety and familiarize themselves with any best practices regarding workplace hazards and safety incidents.
- 8.2** Practicum Students must follow and adhere to all the Practicum Provider's policies and procedures regarding health and safety at the Practicum Placement site.
- 8.3** In the event a Practicum Student should feel unsafe during their Practicum Placement, the student must immediately inform their Practicum Supervisor, and contact their Practicum Coordinator to inform them of the issue.
- 8.4** Should an emergency event, such as a fire, lockdown, robbery, or burglary, occur during the Practicum Student's Practicum Placement, students must contact their Practicum Coordinator within 24 hours and inform them of the incident
- 8.5** Students are covered under Worker's Compensation Board protection for the duration of their practicum. In the case of an accident during their practicum shift, the student's Practicum Supervisor must be immediately notified. In addition, the student must notify their Practicum Coordinator within 24 hours of the incident.

9 Responsibilities of the Practicum Coordinator and Heritage College

- 9.1** Heritage College agrees to arrange one (1) Practicum Placement for the student. To facilitate the Practicum process, the student will be assigned a Practicum Coordinator, who will coordinate a Practicum Placement between the student and a Practicum Provider.
- 9.2** The Practicum Coordinator will assist students with job searches through the following means:
 - Reviewing the student's resume
 - Providing the student interview training
 - Reviewing the student's LinkedIn page
 - Providing the student access to the Heritage College jobs database

9.3 Heritage College is not responsible for any damage, harm, or illegal action inflicted upon or by the Practicum Student, either directly or indirectly, during their practicum period and while at their Practicum Placement sites.

10 Grading and Scores

10.1 Students will be graded on the following criteria:

- Following the rules and regulations of the Practicum Provider.
- Attending all Practicum Placement shifts on-time and not arriving late
- Complying with the rules and regulations outlined in your Practicum Agreement.
- Maintaining communication with your Practicum Coordinator.
- Achieving success in the Training Skills Evaluation Form, as signed by the Practicum Supervisor at the end of a practicum.

10.2 Students enrolled in the **Addictions & Community Support Worker** and **Early Learning & Childcare** programs are required to complete a collaborative evaluation with their Practicum Instructor. This process will be completed twice during the Practicum Placement, one at the halfway point, and once at the end of the Practicum Placement. A midterm evaluation will provide an opportunity to receive feedback to guide student practice. A student's course assignments as well as practicum hours will contribute to the final grade.

10.3 A student's Practicum Coordinator will regularly follow-up with the student's Practicum Supervisor over the course of a student's Practicum Placement. The Practicum Supervisor will be requested to report on the student's progress. Examples of items that may be inquired about include:

- **Unprofessional Behaviour**, including lack of punctuality, lack of motivation, lack of preparation, disruptive behaviour, etc.
- **Unsafe Behaviour**, including practicing with due care or attention, failure to follow workplace safety practices, or failure to follow proper sanitation guidelines.
- **Application of Skills**, including the translation of appropriate technical and theoretical knowledge into workplace situations.

10.3 Students who fail to obtain a passing grade of 60% during their practicum but otherwise complete all assigned practicum hours may still be considered for graduation presuming the student has:

- Completed all assigned practicum hours for their program
- Have a final grade average across their program above 60%

- Failed fewer than three courses, including their practicum, across their entire program.

Students who meet these criteria will not be permitted to retake their practicum and will graduate from Heritage College with all the grades they received over the course of their studies. Students who fail to meet all these criteria may be permitted to take another practicum after passing an **assessment of skills** as described in **Section 6.7**.

11 Vaccination Policies

11.1 Full Vaccination

11.1.1 The following programs have a **mandatory full vaccination requirement** before Heritage College will place the Practicum Student for their practicum:

- Medical Office Assistant and Unit Clerk

11.1.2 Before being approved to start their practicums, a Practicum Student in the aforementioned programs must share a vaccination record with their Practicum Coordinator demonstrating that they have received the following vaccinations:

- A booster dose of **tetanus and diphtheria vaccine** within the past 10 years (Available for free via Alberta Health Services)
- An adult booster dose of **pertussis (whooping cough) vaccine**, often combined with one of the tetanus / diphtheria boosters (dTap) (Available for free via Alberta Health Services)
- An adult booster of the **measles, mumps, and rubella (MMR)** vaccine (Available for free via Alberta Health Services)
- Two doses of a **COVID-19 vaccine** (Available for free via Alberta Health Services)
- An annual dose of the **influenza vaccine** (Available for free via Alberta Health Services)
- **Hepatitis B** (Available at a cost at most local pharmacies.)

11.2 Partial Vaccination

11.2.1 The following programs have an optional partial vaccination regimen that Heritage College recommends for students before they start their practicum:

- Pharmacy Assistant
- Addictions & Community Support Worker
- Early Learning & Childcare

11.2.2 This partial vaccination includes the following vaccines:

- Two doses of a **COVID-19 vaccine** (Available for free via Alberta Health Services)
- An annual dose of the **influenza vaccine** (Available for free via Alberta Health Services)

11.1.3 While students are not required to obtain a partial vaccination, Practicum Providers retain the right to refuse students who are unwilling or unable to provide proof of the aforementioned vaccines.

11.1.4 Students involved in any other practicum are **strongly encouraged** to get vaccinated for influenza and COVID-19. Practicum partners reserve the right to refuse to accept students who are not vaccinated for influenza or COVID-19.

12 COVID-19 Policies

12.1 For the duration of the COVID-19 pandemic, all students wishing to participate in their practicum must sign Heritage College's **COVID-19 Practicum Consent Form** before they are permitted to start.

12.2 Students must follow their Practicum Provider's COVID-19 policies and ensure sure they are clear on all procedures that must be taken.

12.3 If the student has any COVID-19-related concerns during the period of their Practicum Placement, they must notify their Practicum Coordinator immediately.

12.4 Should the Practicum Student come in close contact with a person who has tested positive, they must immediately notify both their Practicum Supervisor and Practicum Coordinator.

12.5 Students cannot attend their Practicum Placement if, in the 14 days leading up to the start of their Practicum Placement, they:

- have travelled outside Canada
- Been in close contact with a positive COVID-19 case
- have any COVID-related symptoms.

In such a circumstance, the student must contact Alberta Health Services and take a COVID-19 test. The student must then self-isolate until they receive the results of their test. At this point, they must inform both their Practicum Supervisor, and their Practicum Coordinator of the results.

Appendix II: How to get Police Clearance

To be placed in a practicum at Heritage College, all students must submit a valid Police Information Check completed within three (3) months before the start date of their practicum.

The following programs require a basic Police Information Check:

- Pharmacy Assistant
- Medical Office Assistant & Unit Clerk
- Accounting & Payroll Administration
- Business Administration & Management

The following programs **also** require a Vulnerable Sector Search:

- Addictions & Community Support Worker
- Early Learning & Childcare

You can obtain a Police Information Check by following these steps.

Either:

A. Visit a local police service location and bring with you:

1. Two (2) valid pieces of government ID (expired ID is not acceptable). This can either be two (2) pieces of photo ID, or one (1) piece of photo ID and one (1) piece of non-photo ID.

Photo Identification can be one of the following:

- Driver's License
- Photo Identification card
- Passport
- Permanent Resident Card

Non-photo Identification can be one of the following:

- Provincial Health Card
- Birth certificate
- Marriage certificate
- Immigration papers
- Citizenship card or certificate

2. Payment for the Police information Check

A fee of \$15.00 is required for unpaid practicum (Please email your request to your practicum coordinator for a letter of proof, should it be required)

Or:

B. Apply online by visiting <https://policeinformationcheck.calgarypolice.ca/>

For more detailed instruction and information please go to the City of Calgary police information check website: <https://www.calgary.ca/cps/public-services/police-information-checks.html>

For additional assistance please contact Calgary's Police Information Check

Email: cps-picunit@calgarypolice.ca

Phone number: 403-428-2052





LEARN TO WORK

UNIT 22, 2350 SUNRIDGE WAY NE
CALGARY, ALBERTA T1Y 7K4

403-800-8221
info@heritage-college.ca