



# **International Student Handbook**

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## GENERAL CAMPUS INFORMATION

### Hours of Operation

The hours of operation for classes are from 8:00 a.m. to 4:30 p.m., Monday through Friday.  
The hours of operation for the campus for administrative, admissions and financial staff are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

#### *Instructional Shifts*

Classes are scheduled in four-hour instructional shifts each day during the morning and the afternoon:

Morning: 8:00 a.m. - 12:00 p.m.

Afternoon: 12:30 p.m. - 4:30 p.m.

Each instructional shift will have at least one break, usually about 10-15 minutes in length.

### Statutory Holidays

Sundance College observes statutory holidays and there the campus will be closed. If the statutory holiday falls on a weekend day then the college will usually observe the common custom of celebrating the holiday on the first business day following the day when the holiday fell and be closed eg. celebrating a Saturday or Sunday holiday on Monday.

The following are the Statutory Holidays in Alberta:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

### Parking

Students are responsible for their own transportation arrangements to get to the campus and practicum locations.

#### *Designated Parking Areas*

Students who drive to campus are required to park in designated parking areas. These areas include the two middle rows of parking spaces located directly in front of the campus as well as additional parking behind the Roti House restaurant and behind the Apple Cleaning Supplies building.

### *Prohibited Parking Areas*

- in the visitor stalls located directly in front of the campus doors;
- in any parking stall adjacent to the sidewalk along the entirety of the Sundance College building;
- and in any of the 4 parking stalls adjacent to the street access by the grassed area.

## **Smoking, Alcohol and Drugs**

The Sundance College campus is a smoke- and drug-free facility which includes tobacco (e.g. cigars, cigarettes), marijuana, e-cigarettes, vaping, alcohol and any illicit and/or illegal drugs.

Students are permitted to smoke or vape on the Plaza 28 mall property in designated areas e.g. on the front sidewalk where a receptacle has been placed for smoke butts to be deposited. Alcohol and illegal drugs are prohibited on the Plaza 28 mall property.

Marijuana consumption is prohibited anywhere on the Plaza 28 mall property unless a student can produce a valid Medical Cannabis User card issued in accordance with the federal ACMPR regulations.

## **Food and Beverages**

At the discretion of instructors/supervisors, students are generally allowed to consume water, coffee etc. when on campus. When using computers, students are to use spill proof containers/lids.

Eating is generally prohibited on campus unless approved by an instructor with strict adherence to garbage and table clean-up requirements. Eating is prohibited in all computer labs.

## **Personal Dress and Appearance**

Sundance College is a business school designed to prepare students to acquire the knowledge and skills to secure entry-level positions in career fields. Students are to behave and dress as they would in a professional work environment for which they are being trained.

More specifically, students are to refrain from wearing torn or soiled clothing, exposed undergarments, immodest shirts/blouses/dresses/skirts/shorts. Students should dress for an office environment rather than a night-club, and not inappropriately expose the “three B’s” - butts, belly-buttons and breasts.

## **Cellphones**

Cellphones are distracting to all students, including the owner of the cellphone whose attention is taken away from the instructor and the classroom learning environment. Students are to turn their cell phone off (preferably) or set to silent when entering any classroom, lab, or study area.

Students should let their friends and family know their class times (e.g. mornings or afternoons), and indicate the student will not be available for phone calls or texting while at the campus (excluding emergency circumstances). Providing a distraction-free classroom environment for the student is one of the best ways that family and friends can support the student, along with assisting in the evenings when homework is required to be completed.

As a courtesy to instructors and other students, if you are required to take a phone call, please leave the classroom and go to an area where you won't be disturbing others.

## **Responsible Use of Technology**

### *What is Technology?*

- Technology includes computers, the Internet, and related equipment such as laptops, printers, copiers, phones, video and other multimedia devices, and all forms of software.
- Technology resources are made available to students to support their training needs and academic requirements. Their use is covered by codes such as the Criminal Code of Canada.

### *What is Responsible Use of Technology?*

- Students are expected to treat campus facilities and technology resources with care.
- Students assume the primary responsibility for the technology and equipment they use in order to access, send, receive, or display information.
- Students need to keep their username and password secure in order to prevent others from using their name and inappropriately accessing technology, equipment, and online websites.
- Students are prohibited from using campus technology in any manner to create, send, or display material which is inappropriate, illegal, unethical or in contravention of college policies, and/or any federal or provincial statute or laws governing the use of information technology.
- Where the devices, such as personal computers, are the personal property of the user, the appropriate use expectations still apply when the devices are used on College property.

Failure to adhere to these guidelines above may result in the suspension of access privileges as well as other action including suspension and/or withdrawal from studies as deemed appropriate by the Instructor and/or Campus Director.

### *Terms of Use*

- After-class use of classroom facilities and equipment is at the discretion of Sundance College. The student will be held responsible for both the hardware and software in his or her possession during this period.
- Sundance College reserves the right to inspect at any time any computers, laptops, devices, hard drives, and removable media students bring onto campus and/or connect with campus network infrastructure.

## **Harassment, Discrimination, Intimidation & Violence**

Sundance College is committed to providing a positive, safe and supportive learning environment where the individual differences of all students and staff are valued and respected. Sundance College neither condones nor tolerates any discrimination or harassing behaviour that undermines the dignity, self-esteem, and productivity of any student or staff member.

### *What is Harassment?*

- **Harassment** includes unwelcome remarks, behaviours, or communications based on race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age, or criminal conviction which causes offence or humiliation to any person.
- **Sexual harassment** includes unwelcoming sexually-oriented conduct which may be verbal, physical, inference or innuendo.
- **Personal harassment** includes unwelcome remarks, behaviours or communications directed toward an individual or group of individuals, and has the effect or purpose of abusing, threatening, demeaning, or intimidating the individual or group of individuals.

*What is Discrimination and Intimidation?*

- **Discrimination and intimidation** are inappropriately targeting an individual for harassment due to race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age, or criminal history.

*What is violence?*

- **Violence** is behaviour and or use of physical force or power threatened or actual that is intended to hurt, damage someone or something.

Sundance College will not condone harassment, discrimination, intimidation or violence on campus. Any such behaviour is considered unacceptable and subject to disciplinary measures up to and including dismissal or expulsion.

### **Consequences of Misconduct**

Students attending the College are adults taking post-secondary programs focused on providing employment-focused knowledge and skills. As such students are expected to conduct themselves in a professional manner no different than if they were in the workplace.

Any student found to have violated any of the policies, rules, or regulations of Sundance College will be subject to measures commensurate with the type of transgression of College policies, conduct and/or behaviours. These measures may include one or more of the following:

- Warning
- Loss of Privileges
- Suspension
- Probation
- Dismissal / Withdrawal from the College

The above list is not meant to be progressive or exhaustive. Sundance College reserves the right to implement other measures to support students to modify their behaviours or actions. This is done with the intention to have individual students return to good standing with the College as well as to support the development and maintenance of the classroom and campus learning culture.

## FINANCE DEPARTMENT

All information within this section that references Alberta Student Aid (ASA) is subject to change. Information contained within your Loan Agreement Contract and Student Agreement Contract supersedes this information should there be a conflict.

### Scholarships

#### *What are Scholarships?*

- Scholarships often behave like a grant and are usually non-repayable – so long as you **fulfill the requirement(s) of the scholarship**. Different scholarships have different requirements, and they may or may not need to be repaid. Common criteria for maintaining scholarships are attendance, academic performance, and graduation.

#### *What do Student Loans, Grants, and Scholarships pay for?*

- Student Loans, Grants, and Scholarships are designed to **fully or partially** pay for students' school fees - and if there are funds left over – cost of living.

### Accessing Grants and Scholarships

- If you have a Scholarship or Grant fund, accessing it will depend on its own specific terms.

### Withdrawing from Studies

#### *Student Responsibilities*

- You must immediately Inform Sundance College if you have chosen to withdraw from studies.
- You must return all Student Aid financial assistance.
- You must pay Sundance College any outstanding fees

#### *Payment Calculation*

- Payment calculations are regulated by the Provincial Ministry, and they dictate the amount owed to Sundance College.
- You must pay any outstanding amount to Sundance College as soon as possible.
- Should a refund be due (if a student has paid more than the required amount), a refund of moneys will be sent back to the loan provider – not to the student.

# EDUCATION DEPARTMENT

## Attendance - Policies

### *Attendance Requirements*

- Students are expected to attend classes on a regular basis.
- If a student is absent from classes, it is the students' responsibility to **notify their Instructor** immediately of their absence by phone or email.
- It is the student's responsibility to communicate in advance of planned absences.

## Attendance – Excused Absences

Excused absences from class may include:

- Illness
- Family emergencies
- Other extenuating circumstance that prevents you from attending.

## Attendance - Student Management

Students will be provided **Attendance Warnings, Back-On-Track plans, or Probation** as determined by the Education Department:

## Homework

- There is an expectation that students must be prepared to invest additional hours of personal time to study class materials beyond the time spent in the classroom while on campus.
- Students should be prepared to spend 1-3 hours per class day, or 5-15 hours per week doing homework in order to successfully complete their program.
- Homework may consist of reviewing course material, making notes, completing assignments, reading textbooks and materials, and preparing for the next day.
- As in any business environment, effective performance requires planning and consistent execution. By consistently completing homework and planning ahead, students will develop excellent study habits which will lead to academic excellence and program success.

## Grading Scale and Policies

### *College Policies*

- Sundance College uses a percentage grading scale
- Students are given a percentage grade for each course and practicum completed.
- Graded components may include classroom performance, assignments, quizzes, projects, and examinations.
- All grades are available for student review by request; however, we strongly encourage students to keep track of the grades that they receive to resolve any discrepancies that may arise.

### *Course Requirements*

- Individual courses may have different passing requirements.
- Course outlines will describe the course assessment model and the grading criteria.
- For most courses, the minimum grade for passing is 50%. Any final cumulative score mark less than



50% in a course will be considered a fail and be shown as *incomplete* on transcripts.

- Students will not graduate from a program unless all program components have been passed. Any incomplete grades are required to be remediated with a passing grade of >50%.

#### *Grade Dispute Resolution Process*

- Only final grades may be appealed.
- Any grades must be appealed within three (3) business days after receiving their final course grade. (Externally regulated programs may have their own policy.)
- A student disagreeing with their final course grade should submit their reasons and/or rationale as to why their mark should be higher than the final mark achieved. This submission is required to be provided in writing to the course instructor. The instructor will respond in writing as to whether the students' rationale is accepted or not.
- If a satisfactory resolution is not provided by the instructor, the student can pursue the matter with the Education Department by submitting their written rationale. The Education Department will respond in writing as to whether the students' rationale is accepted or not.

### **Withdrawal from Studies**

#### *Withdrawal/Termination - Appeal*

- Any student wishing to appeal a withdrawal may do so in writing to the Campus Director.
- The student must submit a letter to the Campus Director within ten (10) days of the date of the dismissal letter. The letter should outline the student's rationale for not being withdrawn from their program.
- The Campus Director will review a student's appeal and determine whether the student's circumstance(s) and academic status warrant consideration for reinstatement or other determination.
- The Campus Director will respond to the student by letter within a timely period, usually five (5) - ten (10) days of receipt of the student's letter of appeal. Additional time may be required if the appeal is of a complex nature.

#### *Student Appeals - What to Include*

- State the reason or circumstances that contributed to their withdrawal from studies.
- Provide appropriate documentation and explanations relating to contributing circumstances, and how these circumstances have been remedied or changed.
- Clearly indicate why it is important to be reinstated to complete your program and reaffirm your commitment to your studies.

#### *Re-entry after Termination*

- A student who is granted reinstatement may, if eligible, be able to continue to receive financial aid.
- Reinstated students will automatically be placed on probation for a period of 60 days, requiring weekly reviews of their attendance, academics and attitude/behaviour.
- Any student not meeting the probationary terms and requirements will be withdrawn without recourse from their program.
- Reinstated/re-entered students who are withdrawn from their program a second time will not be granted opportunity for reinstatement for a period of 3 months unless exceptional circumstances can be clearly demonstrated.

## Honor Roll

Sundance College wishes to acknowledge and celebrate those students who achieve academic excellence in their programs.

- Students achieving an overall program average of >85% will earn an Honours diploma
- Students earning Honours and be able to add the (Hon.) designation after their credential eg. Dipl BAM (Hon.)

## Cheating / Plagiarism

Sundance College enforces a zero-tolerance cheating and plagiarism policy.

### *What is Cheating and Plagiarism?*

- Cheating is the purposeful, willful, and/or concealed use of unauthorized sources of information which is used to falsely boost grades for a test, exam, or other form of academic work.
- Plagiarism is the act of representing someone else's work as your own.

Acts or behaviours which constitute cheating include but are not limited to the definitions listed below:

- Plagiarism including representing or submitting others' work as your own.
- Bringing / using unauthorized and/or concealed materials/aids into a test or exam situation. (Aids include, but are not limited to, calculators, electronic organizers, cell phones, cameras, crib notes, notes, books, electronic recording devices, photocopied materials, etc.)
- Misrepresenting oneself as another student for a class, test, or exam
- Unauthorized sharing of material (copying or allowing others to copy) during a test or exam. Copying methods prohibited include visual, oral, notes, printed matter, or electronic means.
  - Unauthorized communication with another student during assessment.
  - Falsifying or misrepresenting academic records
  - Gaining or attempting to gain access or theft of an examination, assignment or other graded element, without permission from the instructor or fellow student.
  - Deliberately preventing the fair access by other students to academic work/material
  - Intentionally helping or attempting to help another student to commit academic dishonesty.

Acts of cheating or plagiarism are one of the most serious examples of misconduct that a student can undertake as they can threaten the academic integrity and foundation of the College.

For this reason, cheating/plagiarism are treated very seriously, with many/most situations resulting in immediate suspension/dismissal of a student from their program of study, in many cases with no opportunity for subsequent re-admission.

## **STAR Day Awards**

**ST**udent **A**ward **R**ecognition (**STAR**) awards are an opportunity for Sundance College to recognize student excellence, achievement and good character.

STAR awards are not strictly based on academic marks achieved, but can also include attendance, support and mentoring of other students, leadership in a program and campus/community contributions.

STAR days are usually held on the 3<sup>rd</sup> Wednesday of each month in the largest classroom. Food is brought in as a small way to saying thanks to our students, and for as many students as possible to also recognize and applaud your fellow students who receive the awards!

## **Graduation**

To receive an invitation to participate in the Graduation Ceremony, students must:

- Have completed all requirements of the academic elements of their program, as set out in the program outline;
- Ensure that they are in good standing, with all tuition and book fees fully paid up;
- Have met with Career Services and submitted all practicum materials, immunizations and preferred employer selections.

## Additional Information

### Student Complaint and Resolution Procedure

If a student has a complaint or issue, they should raise it with their Primary Instructor.

- If the complaint is unable to be resolved between the student and their Primary Instructor, it can be escalated to the Education Coordinator.
- If the student and the Education Coordinator are unable to resolve the complaint, it can be escalated to the Education Manager. The student and the Education Manager will then work together to resolve any issues/complaints.

### Health and Wellness

Sundance College does not offer health insurance, however international students are strongly encouraged to purchase health insurance for their study period. For more information visit:

<http://study.alberta.ca/plan-your-stay/health-care/>.

- Students who have a 12-month study permit (valid for an Alberta educational institute) and who will reside in Alberta for 12 months or more are eligible for AHCIP coverage and should apply.
- Students with study permits valid for more than 3 months, but less than 12 months, may be eligible for AHCIP coverage if their application is accompanied by a letter from the student confirming their intent to reside in Alberta for at least 12 months

To check your eligibility for the Alberta Healthcare Insurance Plan (AHCIP) visit

<https://www.alberta.ca/ahcip-how-to-apply.aspx>. If you are not eligible for (AHCIP) you must purchase another form of healthcare insurance.

For health and social services please see <https://www.albertahealthservices.ca/zones/calgary-zone.aspx> for a list of services provided by AHS. Students May also consider calling 811 for advice from a registered nurse.

### Student Support

International students are eligible to receive 1-on-1 academic counselling from staff members as well as general career counselling. Please note that Sundance College will not provide advice regarding immigration matters.

### English Language Proficiency Requirement

To be considered for admittance to Sundance College, International Applicants must meet or exceed the following English Language Proficiency:

- CLB 7 in each strand
- IELTS 6 with a *minimum* band score of 6
- TOEFL 83+

## **Tuition Payment and Refund Policy**

Tuition Payments: Payments can be made to Sundance College via bank transfer or by cash – Please note that all prices and payments are in CAD.

Sundance College charges a \$300 International Student Admission Fee that will be applied when we receive your International Student Application.

A payment plan will be created by a financial administrator and sent to the student if their application is accepted.

Tuition Refunds: As per Ministry guidelines students who have been enrolled for:

- ≤10% of their program must pay 25% of total fees
- 11-50% of their program must pay 60% of total fees
- ≥50% of their program must pay 100% of total fee

## **Working and Studying in Canada**

Sundance College is not licensed/authorized to provide information to students regarding immigration matters. For such matters, students can visit <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work/after-graduation.html> for more information.