

Eminent College

INTERNATIONAL STUDENT HANDBOOK

Effective February 11, 2025

WELCOME TO EMINENT COLLEGE

This student handbook will provide the information necessary to make your college experience productive and valuable.

This student handbook provides essential information to help you make the most of your college experience.

The policies and standards outlined have been carefully developed to foster a structured and professional learning environment, ensuring clear expectations for students, instructors, and staff.

At Eminent College, we are committed to continuously updating our programs and policies to support student success and align with the evolving needs of the industry.

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CAMPUS PROCEDURES

HOURS OF OPERATION

Monday – Friday
Hours 9:00 a.m. – 5:00 p.m.

INSTRUCTIONAL HOURS

Classes are typically arranged in 8-hour increments.

Each class will begin at the scheduled time, regardless of student attendance. Late arrivals may be denied entry until after the morning break unless the Campus Designee or Instructor grants permission.

Breaks should be limited, and classes should never be concluded before the official end time. We are obligated by regulatory authorities to deliver all instructional hours specified in the program outline.

PARKING

The College does not offer student parking; however, there is paid parking available in and around the College. Students are responsible for arranging their own transportation and parking when attending classes.

STUDENT ATTIRE

The College provides all students uniforms in their supply kit and they will be required to wear them during class and lab sessions. On days when uniforms are not required, students must dress in professional work attire.

SECURITY

The college is committed to maintaining a safe learning environment. However, students are also responsible for safeguarding their own work and belongings. Please adhere to the following guidelines:

- Students will be required to carry their provided ID cards
- Students are responsible for safeguarding their kits in and outside of class time
- All personal belongings should be locked in the students' assigned lockers.
- Inform a staff member of any suspicious or unsafe behaviour.
- In the event of an emergency, follow the directions given by a staff member.

Upon arrival, visitors and salon patrons must check in at the front lobby and will be escorted to their designated areas by a Campus Designee or designated student. This policy ensures a secure and controlled environment for all students and staff.

FOOD AND BEVERAGES

Students are not allowed to bring food or beverages into the classroom. Students are welcome to use the student lounge for food and beverages. A coffee machine will be available for student use in the Student Lounge; however, students are responsible for bringing in their own pods.

The Salon coffee machine is not for student use.

SMOKING

Smoking in any form, including but not limited to e-cigarettes or cannabis, is strictly prohibited on all college property, during any class or event, or function sponsored or supervised by the college, except in **designated smoking areas**.

Smoking is not permitted in front of buildings, and smokers must not congregate in this area or leave cigarette butts behind.

STATUTORY HOLIDAYS

The college recognizes the statutory holidays listed below and will be closed these days. Please note that when a statutory holiday falls on a weekend, the holiday will be observed on the next working day.

New Year's Day	Canada Day
Family Day	Heritage Day
Good Friday	Labour Day
Victoria Day	National Truth and Reconciliation Day
Thanksgiving Day	Christmas Day
Remembrance Day	

SEVERE WEATHER CONDITIONS

In the event of severe weather conditions causing significant damage, the College will follow the actions of the local public-school board. Staff and students should check the College LMS for updates on campus closures.

STUDENT IDENTIFICATION

Your College Student Identification Card includes your student number and program details. It is essential to always carry your Student ID with you while on campus.

You may be required to produce it as identification for the following:

- Providing proof of identification while on campus
- On certain occasions, you may be required to wear your student identification visibly while on campus.
- Request any college documents, such as transcripts, tuition receipts, etc.
- Checking out resource materials
- There is a \$30 replacement fee for lost or stolen Student Identification Cards.

STUDENT PRINTING AND PHOTOCOPYING

Photocopiers in the administration office are not for student use. Students are responsible for making their own photocopying arrangements.

TELEPHONES

Phones within the College are not available for student use. Students must turn off their cell phones upon entering classes, particularly during test or quiz sessions. However, phone use is encouraged to take photos of your work to enhance your social media portfolio. Please remember to tag us in your posts!

- Facebook: @eminentcollege
- Instagram: @eminent_college
- TikTok: @eminentcollege
- LinkedIn: @eminentcollege

PROGRAM INFORMATION

Program	Total Hours	Program Weeks	Tuition	Books /Materials	Total
Hairstyling	1400	35	\$11,550.00	\$2,750.00	\$14,300.00
Blended Hairstyling, Makeup and Esthetics	1800	45	\$17,790.00	\$3,335.00	\$21,125.00

ADMISSIONS REQUIREMENTS

Admission Policy

Admission to programs at Eminent College requires applicants to follow a formal application procedure. The application and admissions process includes an interview with an Admission Representative, a meeting with a financial advisor, validating that the applicant meets the program admission requirements, and signing a formal enrollment agreement.

Eminent College is responsible for providing prospective students with accurate information about the programs it offers, enabling them to make informed decisions. Admission is based upon applicants meeting the prescribed program admissions requirements. Admission to programs is subject to approval by the Campus Designate.

English Language Requirements – All Programs

In addition to each program’s admission requirements, all international applicants must demonstrate that they are proficient in the English language to be successful in their training.

If English is not a student’s first language, they must provide proof of English competency. Minimum English Language Proficiency Requirements as per the table below:

Exam	CLB Level	Reading	Writing	Listening	Speaking	Overall Score (If applicable)
IELTS	7	6	6	6	6	N/A
CELP – General	7	7	7	7	7	N/A
CAEL	7	50	50	50	45	50
Duolingo	7	N/A	N/A	N/A	N/A	105 - 115
Pearson Academic (PTE-A)	7	53.5	48.1	62.2	46.2	51.6
TOEFL iBT	7	13	12	21	18	60

International Program Admission Prerequisites

Students applying for all programs must meet the individual program criteria below in addition to successfully interviewing with an Admission Representative. Transcript and educational credential equivalencies may be required to undergo assessment through the International Qualifications Assessment Service (IQAS) or World Education Services (WES), as well as Proof of Health Insurance Coverage and Appropriate student authorization or a Study Permit from Immigration, Refugees and Citizenship Canada (IRCC).

HAIRSTYLING - ADMISSIONS PREREQUISITES

All applicants must meet with an Admissions Representative in addition to ONE of the following criteria:

Standard Admission

- Alberta high school diploma or equivalent* verified by Official Transcript. Applicants who have obtained a High School diploma outside Canada from an institution where English was the language of instruction must have their transcripts verified through the International Qualifications Assessment Service (IQAS) or World Education Services (WES).
- Meet the College's English Language Proficiency Requirements
 - *General Educational Development (GED)/ Canadian Adult Education Credential (CAEC)

Mature Admission

Students must meet ALL of the following criteria:

- Mature students should be at least 18 years of age
- Complete the following Alternative Admissions Test with the minimum indicated cut score:
 - Canadian Achievement Survey Test for Adults (CAST)
Score: Level 3 – 50%
- Meet the College's English Language Proficiency Requirements

BLENDED HAIRSTYLING, MAKEUP, ESTHETICS - ADMISSIONS PREREQUISITES

All applicants must meet with an Admissions Representative in addition to ONE of the following criteria:

Standard Admission

- Alberta high school diploma or equivalent* verified by Official Transcript. Applicants who have obtained a High School diploma outside Canada from an institution where English was the language of instruction must have their transcripts verified through the International Qualifications Assessment Service (IQAS) or World Education Services (WES).
- Meet the College's English Language Proficiency Requirements
 - *General Educational Development (GED)/ Canadian Adult Education Credential (CAEC)

Mature Admission

Students must meet ALL of the following criteria:

- Mature students should be at least 18 years of age
- Complete the following Alternative Admissions Test with the minimum indicated cut score:
 - Canadian Achievement Survey Test for Adults (CAST)
Score: Level 3 – 50%
- Meet the College's English Language Proficiency Requirements

ACADEMIC DEPARTMENT

ATTENDANCE

Eminent College emphasizes the importance of regular and punctual attendance. Being on time is just as essential as attending class consistently. Students are required to attend all scheduled classes as outlined in their Enrollment Contract. Attendance records will be maintained from the first day of class.

If a student is absent without informing the College and without an acceptable reason, this will be considered an unexcused absence.

As a student, you must contact the college and provide documentation before the absence detailing the reason for the absence. If you miss five (5) consecutive days without contacting the College with a reasonable excuse, you will be withdrawn you're your studies.

If, for any reason, a student interrupts their studies by being absent from scheduled classes for more than five (5) consecutive days or by missing a scheduled examination, they must meet with the Campus Designee to determine continuance.

When a student cannot attend class, they must demonstrate that there have been unanticipated, extenuating, and mitigating circumstances that prevented their attendance. Excused absences include personal illness or illness of a close family member where the attention of the student is required; death of an immediate family member, accident, or other unforeseen circumstances making it impossible for a student to attend class; funeral or personal appointments for acute or preventative health care; and court appearances. Excused absences must be accompanied by written proof. All absences are recorded regardless of the reason for the absence.

As a student, you will be withdrawn/dismissed from studies based on the following external and internal policies:

- Student Aid requires private educational institutions to withdraw students who have missed five (5) consecutive days without contacting the College. As a student, you must contact Eminent College and provide documentation either before or during the absence detailing the reason for the absence. Moreover, absences must be deemed as reasonable based on Student Aid's definition of a reasonable excuse. If you miss five (5) consecutive days without contacting the College with a reasonable excuse, you will be withdrawn from studies, and Student Aid will be notified of your withdrawal.
- Regardless of College-approved absences (reasonable excuses), you will be withdrawn from your studies if you have missed 15 consecutive days (including scheduled breaks). If applicable, Student Aid will be notified of your withdrawal, which will immediately terminate your funding.
- During your time as a student, should you have excess absences that prevent you from successfully completing your program within the scheduled study period (by the contractual end date), Student Aid will be notified of your withdrawal, and notification will result in immediate termination of funding.

RETURNING TO THE COLLEGE

Students must schedule an interview with the Campus Designee to initiate the returning process. Returning is dependent upon maintaining good academic and financial standing.

ACADEMIC PROGRESS

Students are required to maintain a minimum grade average of 70% and complete the necessary coursework. Those who do not meet these standards may be placed on probation and will be required to meet with the Campus Designee and Instructors. During this meeting, they will identify areas of improvement and develop a personalized plan to enhance their skills and competencies.

Academic Guidelines

Students must maintain satisfactory academic progress throughout their program. Each course has specific minimum passing requirements indicated within the course outline. It is the student's responsibility to review these requirements carefully.

If a student fails to meet academic or other program requirements, Eminent College follows a structured process of increased engagement. This process consists of four key steps:

1. Initial Meeting with an Instructor or Staff Member

The first step involves a meeting with an instructor or designated staff member to discuss concerns such as poor attendance, incomplete assignments, failing grades, or other academic challenges. The discussion will be documented within the student's file. The student is expected to implement the agreed-upon corrective actions.

2. Written Action Plan

If the initial concerns persist, the student will meet with an instructor or staff member to identify the problem areas. Together, they will develop a plan to support positive progression with a review date. A copy of this plan will be provided to the student, and the original will be kept in the student's file. The student must demonstrate significant improvement by the review date.

3. Probation

At this stage, the student must meet with the Campus Designee, who will outline the conditions of academic probation. A probation document will be issued, with copies provided to the student and retained in their file. The student's progress will be reassessed on a scheduled review date.

4. Dismissal

If the student fails to meet the terms of probation, the Campus Designee will assess whether a dismissal is warranted. In this case, the Refund Policy will apply as per the student Enrollment Contract.

EXAM POLICY

Students must achieve a passing grade of 70% for their overall Classroom Marks. If a student does not meet this grade, they can retake quizzes and exams or complete additional assignments to improve their score. Practical exams must be successfully completed before advancing to the next class. If scheduling conflicts arise, the Campus Designee will determine the decision to proceed to the next class. If a student fails a practical exam twice, they must meet with the Campus Designee to discuss their continuation in the program.

For final exams, students who fail a written or practical exam will have two opportunities to retake the exam. Any following retakes must be approved by the Campus Designee; charges may apply.

GRADE APPEAL POLICY

If a student wishes to appeal a grade, they must first request a meeting with their instructor to review the grade within three (3) business days of receiving the grade. If understanding cannot be reached, the student can request to meet with the Campus Designee.

The Director of Operations may review the issue if an agreement cannot be reached within five (5) business days of the grades being submitted.

DEVICE REQUIREMENTS

It is the student's responsibility to ensure they have access to a laptop for every classroom session. Students who fail to bring a laptop or cannot use one due to technical issues may not be permitted to participate in activities that require the device.

A device (tablet, notebook, or laptop) suitable to the student's curriculum is required to access LMS course materials and resources.

All devices must be able to connect to the Internet wirelessly via the campus Wi-Fi "Eminent Students 2.4GHz" and be capable of fulfilling all curriculum IT requirements.

The specifications noted below are only guidelines.

Microsoft Windows Devices (preferred)

Operating System (OS): Windows 10 or newer is recommended

Hardware: Intel Celeron Processor N3060 or equivalent, 32 GB of free Hard Drive space, 4GB RAM, Keyboard, Mouse or trackpad

Software: MS Office 2013 or newer

Google Chrome OS Devices:

Operating System (OS): Chrome OS

Hardware: Minimum Quad-Core 1.6 GHz processor or equivalent, Minimum 4 GB RAM, Minimum 16 GB storage, speakers or headset jack, keyboard, mouse or trackpad

Software: MS Office 2013 or newer

Disclaimer

Eminent College is not responsible for:

- Support on student devices
- Data loss, server downtime, or connectivity issues on personal devices
- Theft or damage of personal devices on campus

VIDEO SURVEILLANCE POLICY

Eminent College is committed to maintaining a safe and secure environment for all guests at the campus (students, staff, visitors, etc.) while protecting individual privacy. The use of such security cameras will be subject to the following rules:

- Security cameras are used for the purpose of deterring criminal activity and maintaining a safe and secure environment. They are not used to monitor productivity.
- Entrances and exits will be monitored at all times. Other security cameras will be placed in locations that create minimal intrusion to personal privacy.
- The College will provide notice that an area is under surveillance by posting visible signs.
- All surveillance activities, access to recordings, and the storage or disposal of recordings will be documented. The Business will ensure that only authorized personnel operate video surveillance equipment, deal with review recordings, and access documentation.

The installation, monitoring, and recording of video surveillance cameras adhere to this policy, the Personal Information Protection Act (PIPA), and other applicable Federal and Provincial legislation.

STUDENT CODE OF CONDUCT POLICY

As a student at Eminent College, you are expected to maintain high standards of professionalism, respect, and integrity in both academic and practical environments. This Student Code of Conduct is designed to ensure a positive, supportive and productive learning experience for all members of our community. Students will agree to abide by the following guidelines:

Respectful Behavior

- Treat all students, faculty, staff, and clients respectfully and courteously.
- Avoid disruptive or disrespectful behaviour, including inappropriate language, harassment, or discriminatory actions.
- Maintain a positive and professional attitude in all interactions within the college during external client appointments.

Professionalism

- Always maintain a professional appearance in accordance with the college's dress code.
- Arrive on time for all classes, appointments, and practical sessions. Being punctual demonstrates respect for your peers and instructors.
- Communicate clearly and professionally in both verbal and written interactions.

Any student found violating federal, provincial, or other applicable regulations, including this Student Code of Conduct, may be subject to criminal prosecution and disciplinary action. Disciplinary sanctions may include but are not limited to, immediate expulsion from the college, removal from the classroom, or exclusion from the college premises.

Disciplinary Measures

One or more of the following disciplinary actions may be imposed on any student who violated the Student Code of Conduct or any of the College's policies, rules or regulations.

- Warning – A written notice informing the student of their violation of the College regulations.
- Probation – A formal written reprimand for violating a specific policy, with conditions set for continued enrollment at the college. Probation is for a designated period and includes the possibility of more severe consequences if any further violations occur during this time.
- Expulsion – Permanent removal from the College and termination of the student's program of study, with loss of all campus privileges.

DISPUTE RESOLUTION PROCESS

Eminent College is dedicated to fostering a safe, inclusive, and responsive environment for all students. The institution is committed to resolving concerns efficiently and fairly, ensuring satisfaction for both the students and the organization.

Complaints should be submitted within a reasonable time period from the incident or when the individual reasonably became aware of the issue. Complaints submitted more than a year after the event or after the student's departure may not be accepted.

- All complaints **MUST** be submitted in writing
 - The student submitting the complaint will have the opportunity to present their case in person.
 - The student may have a support person present during all stages of the process, and that person may also make oral statements on their behalf.
 - The student may also be represented by an agent or legal representative.
- No individual will face retaliation for filing a complaint or being involved in the process.
- The organization will keep a record of the complaint, related submissions, and outcomes for at least three years from the decision date.

Procedure:

Students are encouraged to resolve conflicts informally. If unsuccessful or uncomfortable doing so, they should proceed to Level-1 resolution.

Level-1 Resolution:

1. The student must submit their concerns in writing (email or letter) to the Campus Designee, including:
 - Full name and student ID
 - Issue details, proposed solution, and prior resolution attempts
2. The Campus Designee will investigate and, if needed, meet with the student within **5 days**.
3. A written decision will be provided within **10 days**, with copies sent to the student file and Dispute Resolution File.
 - The decision letter will outline appeal options and include the Director of Operations' contact.
4. The student must respond within **5 days**. If they do not, the Campus Designee will escalate the issue to Level-2.

Level-2 Resolution:

1. If unresolved, the Campus Designee escalates the complaint to the Director of Operations within **5 days**.
2. The Director of Operations will investigate and provide updates.
3. A written decision outlining appeal options will be issued within 15 days.
4. Resolution must be completed within **30 days**.

If dissatisfied and believe they were misled about their program, students may file a complaint with the **Private Career Colleges (PCC) Branch of Alberta Advanced Education** within **6 months of their last day**: <https://www.alberta.ca/private-career-colleges.aspx>.

DIPLOMAS

To receive an Eminent College Diploma, students must satisfy the following requirements:

- Minimum 70% Final Classroom Mark
- Minimum 70% Final Practical Mark
- Minimum 70% on the Final Theory and Practical Exam
- Complete all requirements set out within the program outline.
- Ensure all tuition and other fees have been paid in full.

Students will receive one official copy of their transcript at no charge upon graduation with their diploma or certificate. However, all tuition, fees, and outstanding charges must be paid in full before any college documents, including diplomas, certificates, and transcripts, are released.

Reprints of certificates, diplomas, and transcripts are available for a fee of **\$20.00 each**.

PRIVACY POLICY

Eminent College adheres to the Personal Information Protection Act and other applicable Federal and Provincial legislation.

Students have the right to have their personal information kept confidential. All staff members are responsible for ensuring the privacy and security of students' personal information shared with the College during its operation. This obligation extends to current, former, and prospective students. It is everyone's duty to maintain the confidentiality and protection of this information under our care.

Disclosure of Records:

- Information, ideas, or documents provided by students are shared with the understanding that the recipients' responsibility is limited to legal matters (e.g., patent infringements or copyright violations).
- The College may disclose certain student information to authorized organizations, such as funding agencies, for:
 - Confirming enrollment, attendance, withdrawal, or graduation status for financial aid purposes.
 - Reporting withdrawal or attendance to Citizenship and Immigration Canada (for international students).
- Student information may also be used for:
 - Research purposes.
 - Employment support.
 - Satisfaction surveys.
 - Assessing institutional effectiveness.
 - Follow-up services.
 - Account payments.
 - Communicating about educational or alumni opportunities.
- Regulatory bodies may receive information, including:
 - Students' names, programs, and tuition payments.
- The College collects and shares information in accordance with privacy laws and regulations.
- The College will only release information on a need-to-know basis, requiring:
 - Written consent from the student or authorization by law for third-party sharing.

Inspection of Records:

- The College is committed to safeguarding personal information and will not disclose identifiable student details without consent, except when required by law.
- Authorized entities (e.g., accreditation agencies or government officials) may review student records to ensure compliance with standards or legal requirements.
- Eminent College will maintain complete student records and provide students with reasonable access.
- Current and former students can request copies of their records for a reasonable fee.
 - Students wishing to view their academic records must submit a written request to the Campus Designee, specifying the records to be accessed.
 - The College will arrange access within a reasonable time and inform the student of the time and location for viewing.
 - A College official will be present during the inspection.
 - If a record contains information about other students, access will be limited to information that pertains to the requesting student.

Correction of Records:

- Students have the right to request corrections to their records if they believe the information is inaccurate, misleading, or violates their privacy.
- To request a change, students should contact the Campus Designee, specifying the record to amend and the reason for the correction.
- The Campus Designee will assess the request and notify the student in writing if the record is updated, providing a summary of changes made.

Student Records

Student records will be maintained on campus. Student records must include:

- the record of marks obtained throughout the program
- transcripts
- credentials awarded
- documentation confirming the withdrawal or termination of the student
- evidence of admission requirements (such as a high school transcript)
- evidence supporting that the institution has confirmed student job placement upon graduation
- signed Alberta Student Enrolment Contract
- record of payment(s) to the institution for tuition, other fees and books by the student or the student's funding source
- record of refunds of tuition and other fees to the student or student funding source
- attendance records
- correspondence between the college staff and the student, such as:
 - emails or other confirmation provided by the student after graduation advising of their employment status
 - emails or other correspondence relating to a complaint by the student

The College follows privacy policies and ensures that student record management, use, and storage comply with provincial and federal privacy laws and accreditation requirements. Student records will be securely stored, with final records available for future reference.

FINANCE DEPARTMENT

Your education is one of the most valuable investments in your future. We understand that every student has a unique financial situation, which is why we help guide you toward the best financial solutions for your needs.

GOVERNMENT STUDENT ASSISTANCE

Provincial governments in Canada offer financial assistance to students through provincial student loans or a combination of Canada Student Loans, provincial loans, and potentially grant funding. The amount and type of assistance provided are determined based on the student's financial need, as assessed by the relevant provincial authority. To qualify for funding, students must meet specific eligibility criteria.

At Eminent College, the Financial Advisor is available to assist students with the application process and provide information on accessing financial support. If financial assistance is awarded, the funds disbursed to the College on behalf of the student will be applied directly to the student's outstanding balance, as outlined in the Student Payment Plan.

The College expects students to pay their tuition based on the payment arrangements made with the Financial Advisor before registration. Students are responsible for all charges incurred, as outlined in the terms of their Enrollment Contract.

All fees must be paid as specified in the student's payment plan.

TUITION FEES AND PAYMENT

Students are provided full details of all fees associated with their program during the admission process. They are responsible for repaying any student loans and adhering to the terms of their enrollment contract and student loan agreement with the relevant loan authorities.

If a student withdraws from their program or ceases to be a full-time student, they may become subject to an over-award situation with the student loan program. In such cases, students must consult with the Financial Advisor and/or the student loan authorities to understand any financial implications related to withdrawal, dismissal, changes in course load, or other significant adjustments to their studies.

If a student withdraws or is dismissed, Eminent College must notify the appropriate student assistance office and process tuition refunds per the College's refund policy. Any applicable refund will be directed toward outstanding student loans with the loan authorities.

All tuition and related fees must be paid in full by the academic end date specified in the Enrollment Contract and in accordance with the agreed-upon payment schedule with Eminent College.

Failure to meet financial obligations or make satisfactory payment arrangements may result in suspension or dismissal from the College. Additionally, Eminent College reserves the right to withhold credentials and/or transcripts until all outstanding fees are paid in full.

STUDENT DISCOUNTS

Eminent College will provide a 15% discount on retail products and 50% discount on student-provided services upon instructor approval.

REFERRALS

You can receive \$100 if you refer a friend who enrolls in the Hairstyling or the Blended Hairstyling and Esthetics program. The referral must be presented during the enrollment process. This \$100 will be issued to the referee after the referred student has started school and completed their first 60 days of class.

WITHDRAWING FROM YOUR STUDIES

Student Responsibilities

- You must immediately inform the College in writing if you have chosen to withdraw from your studies.
- You must pay back all Student Aid financial assistance.
- You must pay the College any outstanding fees.

Payment Calculation

- Payment calculations are regulated by the Provincial Ministry, and they dictate the amount owed to the College.
- You must pay any outstanding amount to the College as soon as possible.
- Should a refund be due (if a student has paid more than the required amount), a refund will be sent back to the loan provider directly (if applicable).

REFUND POLICY

Refund entitlement is calculated on the total fees due under the contract as described below.

Registration fee

14(1) Subject to subsection (2), a licensee may require a student to pay a registration fee of not more than \$500 before that person's vocational training begins.

(2) A licensee must not require or accept payment of

(a) a registration fee in respect of a prospective student until that person has signed a student contract, or

(b) any other tuition fee or any incidental fee in respect of a student or a prospective student before that person's vocational training begins.

(2.1) Despite subsection (2)(b), a licensee may accept a tuition fee referred to in that clause in respect of a student before that person's vocational training begins if the fee is paid by a third party approved by the Director.

(3) a licensee who receives a registration fee must credit the fee to unpaid tuition fees if the student commences the vocational training.

Cooling off period

15 Notwithstanding anything in this Regulation, if a student terminates a student contract on or before the 4th business day after signing the contract, the licensee must refund all tuition fees paid by or on behalf of the student.

Refund and retention of fees before training begins

16(1) If a student terminates a student contract before the vocational training begins, the licensee is entitled to retain any registration fee that has been paid, regardless of who paid it.

(2) The licensee shall refund any registration fees that have been paid if

(a) a licensee terminates a student contract before the vocational training begins, or

(b) subject to subsection (1), the vocational training does not begin on the commencement date set out in the student contract.

(3) The licensee shall refund any tuition fee that it has accepted pursuant to section 14(2.1) if the student contract is terminated before the vocational training begins.

Refund of tuition - after training begins

17(1) If a student contract is terminated after the vocational training begins, the licensee is entitled to the following amounts of the tuition fees:

(a) when 10% or less of the vocational training has been provided, 25% of the tuition fees;

(b) when more than 10% but 50% or less of the vocational training has been provided, 60% of the tuition fees;

(c) when more than 50% of the vocational training has been provided, 100% of the tuition fees.

(2) If a licensee has received tuition fees in excess of the amount that the licensee is entitled to under subsection (1), the licensee must refund the excess amount.

(3) For the purpose of this section, vocational training provided by correspondence is provided as lessons are supplied, marked and returned to the student.

Abandoning provision of vocational training

18(1) A licensee abandons the provision of vocational training under its licence if the licensee stops providing the vocational training before it is complete and

- (a) there are student contracts for the vocational training that have not been terminated, or
- (b) all student contracts for the vocational training have been terminated but one or more of the contracts were, in the Director's opinion, terminated by the licensee so that the licensee would not be required to provide the vocational training.

(2) Notwithstanding sections 16 and 17, if a licensee abandons the provision of vocational training under its licence,

- (a) subject to subsection (5), the licensee must refund all tuition fees that have been paid in respect of the vocational training, and
- (b) section 11 applies if the licensee is unable or refuses to make the refund.

(3) A licensee is deemed to have abandoned the provisions of vocational training by correspondence if lessons cease to be supplied, marked and returned to the student.

(4) A licensee is not considered to have abandoned the provision of vocational training if the Director is of the opinion that the licensee is providing a means to enable a student to complete the vocational training without any disadvantage.

(5) This section does not require the refund of any tuition fees in respect of a student whose student contract is terminated

- (a) by the student before the licensee abandons the provision of vocational training, or
- (b) by the licensee before the licensee abandons the provision of vocational training where the termination was made because the student was expelled or for non-payment of fees.

Payment of refunds

21(1) Subject to subsection (2), a refund of a student's tuition fees or incidental fees must be paid

- (a) to the student, or
- (b) in the case of a student who has an outstanding student loan in respect of the vocational training for which the refund is being provided, to the lender that made the student loan.

(2) If a licensee received payment of a student's tuition fees from a government, agency or person other than the student, any refund of those tuition fees must be paid to the government, agency or other person.

(2.1) A refund under section 16(2)(a) must be paid to the third party referred to in section 14(2.1) to the extent that that party paid the tuition fees.

(3) If a licensee is required to refund any tuition fee or incidental fee, the refund must be paid not later than the earlier of the following:

- (a) 30 days from the day the student contract is terminated;
- (b) the time period specified in an order of the Director.

(4) Where a licensee is required by or under the Act or this Regulation to refund any tuition fee, the Director may in writing order a refund by the licensee of any incidental fee within the time specified in the order.

INTERNATIONAL STUDENT SERVICES

On-Campus Student Services

Eminent College has several designated staff members to assist students while attending college. Aside from the International Admission Advisor, students can seek assistance from the following individuals:

- Director of Operations: manages and oversees campus operations
- Academic Manager: assists students with academic progression
- Financial Administrator: manages student account receivables and payables
- Financial Advisor: assists students with budgeting and funding
- Employment Services: assists graduates with seeking employment

Services Available to International Students

Eminent College provides several types of assistance and resources to international students. These include resources and information on:

- Newcomer community supports
 - Edmonton: https://www.edmonton.ca/programs_services/for_new_residents/newcomers-guide.aspx
- Community cultural services;
- Accommodation and transportation;
- Banking;
- Community Counselling services;
- College life and expectations;

Health and Safety

The College is dedicated to maintaining a healthy and safe environment for all. Students, employees, and contractors are expected to work safely and adhere to established safe work procedures. Everyone shares the responsibility of following safety protocols, helping to maintain a hazard-free environment, and promptly reporting any accidents, injuries, safety breaches, or concerns related to unsafe equipment, conditions, processes, or procedures to an instructor or designated campus representative.

STUDYING IN ALBERTA

Study Permit

As an international student, you will need to apply for a study permit through Citizenship and Immigration Canada. For complete information regarding Study Permits, please contact an International Admission Advisor or visit <http://www.cic.gc.ca/english/study/index.asp>.

Work Permit

As an international student or graduate with a study permit, you and your spouse or common-law partner may be eligible to work while in Canada. For complete information regarding work permits, please contact an International Admission Advisor or visit <http://www.cic.gc.ca/english/study/work.asp>. **Please note that students graduating from a private institution are not eligible for a Post-Graduate Work Permit (PGWP).**

Health Care Insurance

International students studying in Canada for more than twelve months are eligible to register for the Alberta Health Care Insurance Plan (AHCIP). 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. Please visit <http://www.health.alberta.ca/AHCIP/register-for-AHCIP.html> or <http://www.health.alberta.ca/AHCIP/temporary-residents.html> for complete information and application eligibility.

Students enrolled in programs under twelve months who may not be eligible for the Alberta Health Care Insurance Plan are still required to purchase health insurance through a private health insurance plan. Eminent College does not recommend a particular plan or agent; however, it can assist in researching available private health insurance companies that would suit a student's particular needs.

Alberta offers a great and accessible health care system more information on hospitals and access to health and wellness service can be found at <http://www.albertahealthservices.ca/>.

Housing

As an international student, you will be responsible for securing your own rental accommodations, as Eminent College does not provide student housing. For guidance, please refer to the list below or contact an International Admissions Representative for additional resources.

Please note: Eminent College is not affiliated with any of the listed accommodations and cannot guarantee the quality or services provided.

- Places4students.com is an Off-Campus Housing Service solutions which allow international students to search for apartment vacancies with listing rates that are less than most advertising mediums. Students can view property photos, floor plans, features and details before they decide to contact the landlord. This free service allows you to use Google maps to search for vacancies in the area of the College. <https://www.places4students.com/Index.aspx>
- Canada Homestay Network - a family-run, non-profit society that has helped tens of thousands of students find a home away from home in Canada <http://canadahomestaynetwork.ca/>
- Search for Student Housing - Canada's Off Campus Housing Website. By using a comprehensive search options, students can finally find the right housing, in the right location, for the right price. <https://www.search4studenthousing.com/>
- Rent Seeker - free student rental housing, apartments for rent, and condo rentals search by school location with the closest proximity to where students want to live. Users can also look for roommates and post messages on our Student Forums. <http://www.rentseeker.ca/Student.aspx>

SEXUAL MISCONDUCT POLICY

Purpose:

Eminent College is dedicated to fostering a safe, respectful, and inclusive environment for all students. This policy outlines the College's commitment to addressing sexual assault and sexual misconduct, ensuring the rights of individuals who have experienced such misconduct are respected, and holding those who engage in these behaviors accountable. It establishes procedures for investigating complaints, protecting the privacy of all involved, and supporting those affected by misconduct.

Definition of Sexual Misconduct:

Sexual misconduct refers to any sexual behavior or conduct that targets an individual's sexuality, gender identity, or gender expression without their consent. It can take many forms, both physical and psychological, and includes but is not limited to:

- Sexual Exploitation: Abusing an individual's sexuality for personal gain or manipulation.
- Sexual Assault: Any physical act of sexual violence.
- Sexual Harassment: Unwelcome, repeated sexual advances or comments.
- Stalking: Persistent, unwanted behavior that causes distress or fear.
- Indecent Exposure and Voyeurism: Exposing oneself or observing others without consent for sexual gratification.
- Non-consensual Distribution of Explicit Content: Sharing intimate images or videos without consent to harm or distress the person depicted.
- Attempted Misconduct: Any attempt to engage in the behaviors listed above.
- Threats of Misconduct: Threatening to engage in any of the above actions.

Reporting and Disclosures:

Members of the College community are encouraged to report incidents of sexual misconduct promptly. All members are also expected to report any witnessed or suspected incidents to the Director of Operations. Those affected by misconduct have several reporting options, which can include:

- Disclosure Only: A victim may choose to share their experience for support without pursuing formal action.
- Formal Report to Police: A victim may decide to report the incident to law enforcement.
- Formal Report to the College: A victim may report the incident to the College, initiating a formal investigation.

Investigation and Response Process:

Once a report is made, the College will take immediate action to determine the appropriate course of action. The investigation will be conducted with care to protect the privacy and rights of both the complainant and the respondent. The College will assess the need for police involvement, depending on the nature of the report.

The investigation will generally follow these steps:

1. The Director of Operations will review the complaint, deciding whether an investigation should proceed.
2. If an investigation is warranted, the College will designate the appropriate individuals to lead the investigation, considering the seriousness of the allegation.
3. The Complainant and Respondent will each have the opportunity to provide their account of events and identify witnesses.
4. Interviews will be conducted with relevant individuals, including witnesses, to gather additional details and context.
5. The College will provide periodic updates to both the Complainant and the Respondent on the status of the investigation.

Following the investigation, the Director of Operations will:

- Review all gathered evidence.
- Determine if sexual misconduct occurred.
- Decide on appropriate disciplinary actions, which may include sanctions or corrective measures.

Disciplinary Actions:

If the College determines that sexual misconduct occurred, immediate and appropriate disciplinary measures will be taken. These actions may vary depending on whether the Respondent is a student or employee:

- For Students: Sexual misconduct violates the Student Code of Conduct and may result in expulsion or other corrective actions.
- For Employees: Sexual misconduct violates College policies, and corrective actions may include suspension, termination, or other disciplinary measures.

Appeals:

Both the Complainant and Respondent have the right to appeal the investigation's outcome within 10 days. The appeal must be submitted in writing to the Director of Operations, who will review the case and may engage an external reviewer if necessary.

False Complaints and Retaliation:

Anyone who knowingly makes a false report or provides false information about a sexual misconduct complaint will be subject to disciplinary action. Additionally, retaliation against individuals who report sexual misconduct or participate in the investigation process is strictly prohibited.

Confidentiality and Privacy:

The College respects the confidentiality of all parties involved. However, in certain cases where there is a risk to the safety of others, the College may be required to disclose information to protect the community. Confidentiality will be maintained to the fullest extent possible, and all documents related to the investigation will be stored securely.

Support services will be made available to both the Complainant and Respondent throughout the process, including assistance from the Campus Designee and referrals to community-based support services.

Acknowledgment of Policy:

By enrolling at Eminent College, students acknowledge that they are aware of this policy and its procedures. Students are encouraged to report any incidents of sexual misconduct to help maintain a safe and supportive environment for all.

Date: _____

Student Name: _____ Student Signature: _____

Date: _____

Campus Designate Name: _____ Campus Designate Signature: _____

CONSENT TO USE OF IMAGE AGREEMENT

1. Grant of Consent:

The Student hereby grants Eminent College, its affiliates, employees, agents, and representatives the right to photograph, record, or otherwise capture images or videos of the Student in connection with College events, activities, or coursework. The Student acknowledges that these images or videos may be used in College publications, websites, promotional materials, social media platforms, advertisements, and other forms of media.

2. Scope of Use:

The College may use the Student's images or videos:

- In College brochures, catalogs, and promotional materials.
- On the College's website, social media pages, and other digital platforms.
- For internal or external advertising purposes related to the College's programs and services.
- In news releases or other forms of media coverage.
- In any manner deemed appropriate by the College for educational, promotional, or other lawful purposes.

3. No Compensation:

The Student acknowledges that they will not receive any compensation for the use of their image or likeness as described in this Agreement.

4. Duration of Consent:

The consent granted under this Agreement is indefinite, meaning it will remain in effect unless explicitly revoked by the Student. The revocation may be done in writing and will not apply to any materials already produced or published prior to the revocation.

5. No Obligation to Use:

The College is not obligated to use the student's image or likeness, and it may choose, at its sole discretion, whether to use the image or video captured under this Agreement.

6. Release of Liability:

The Student releases Eminent College, its affiliates, employees, and agents from any and all claims, demands, or causes of action arising out of or related to the use of the Student's image or likeness as described in this Agreement, including but not limited to claims for invasion of privacy, defamation, or infringement of rights of publicity.

7. Acknowledgment:

The Student acknowledges that they have read and fully understand this Agreement. By signing below, the Student consents to use their image or likeness as described in this Agreement.

8. Contact Information:

If the Student has any questions or concerns regarding the use of their image or would like to revoke their consent, they may contact the College at:

Eminent College - 201, 10125 109 Street NW, Edmonton, AB T5J 3P1

Phone: (587) 686-8348 / Email: info@eminentcollege.ca

Date: _____ **Printed Name of Student:** _____

Signature of Student: _____

Date: _____ **Printed Name of Campus Designate:** _____

Signature of Campus Designate: _____

STUDENT EMERGENCY MEDICAL INFORMATION

Student Name: _____ Student Program: _____

Student Phone Number: _____ Student Email Address: _____

Student Mailing Address: _____

EMERGENCY CONTACT

Name _____
Phone Number _____
Relationship _____

EMERGENCY CONTACT

Name _____
Phone Number _____
Relationship _____

MEDICAL CONDITIONS

Do you have any medical conditions? (I.E., should the College be aware of allergies)?

- Yes
specify:
 No

Please

--

Are you currently taking any medications?

- Yes
specify:
 No

Please

--

STUDENT HANDBOOK AGREEMENT

By signing below, I confirm that I have received the policies outlined in the Eminent College Student Handbook. I understand, accept, and agree to adhere to its information.

I recognize my responsibility to follow these policies and procedures and commit to conducting myself professionally to foster a positive learning environment.

Date: _____ Printed Name of Student: _____

Signature of Student: _____

Date: _____ Printed Name of Campus Designate: _____

Signature of Campus Designate: _____

DISCLAIMER FOR INTERNATIONAL STUDENTS

STUDENT FIRST NAME: _____ STUDENT LAST NAME: _____

1 - YOUR CONDITIONS AS A STUDY PERMIT HOLDER IN CANADA

As a study permit holder, there are a few conditions you need to meet. If you don't meet these conditions, you may lose your student status and study permit. You may also have to leave Canada.

A study permit holder is allowed to work off-campus up to 24 hours a week when enrolled in a full-time program and if they meet the other eligibility requirements. If the program is part-time, or you have concluded your attendance, you are not permitted to work off-campus. Study Permit holders are not permitted to attend online-only programs (also known as distance learning) as their primary activity in Canada.

You cannot leave your studies unless you're taking an authorized leave approved by the College. The College is obligated to report your unauthorized absence to IRCC immediately.

On the IRCC website, you can see more information about these conditions: <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/prepare-arrival/study-permit-conditions.html>

2 – POST-GRADUATION WORK PERMIT (PGWP) ELIGIBILITY

Eminent College in Edmonton, Alberta, as a private institution, is **NOT** eligible for the Post-Graduation Work Permit (PGWP).

3 – WORK OPPORTUNITIES AND IMMIGRATION

The school does not **guarantee employment or matters related to immigration**.

4 – VISITORS AND WORK PERMIT HOLDERS ELIGIBILITY

Only valid study permit holders can enroll and complete programs that are more than 6 months in length. If you are a visitor or a work permit holder, you must apply and receive your new study permit before you can commence your program of study at our schools across Canada.

5 – LEGAL ADVICE

Any legal advice with respect to study or work permit applications as well as the immigration process must be addressed with IRCC directly or an immigration consultant and/or lawyer registered with The College of Immigration and Citizenship Consultants (CICC).

Acknowledgment

By my signature below, I understand and acknowledge that I have been duly informed of the above and I am obliged to act in accordance with these policies.

Student: _____ Date: _____

Admissions Representative: _____ Date: _____

If under the age of 18:

Parent/Guardian Name: _____

Parent/Guardian Signature: _____ Date: _____