1.9 Tuition Collection Methods

1.9.1 Self-Funding Students: Each self-funding student must provide either:

- Monthly post-dated cheques made payable to Capstone Edge College, dated for the first day of each month for which payment is due. These cheques will be deposited by the college staff on the first business day of the month.

- Valid credit card details (including number, name on card, expiry date, and three-digit code). The student must sign a direct debit agreement covering the duration of the charges. This information will be securely stored and charged on the first business day of the month as authorized by the cardholder.

1.9.2. Loan (Student Finance Funded) Students:

- Student Finance will periodically deposit funds directly into Capstone Edge College's designated bank account.

- The Chief Financial Officer or designate will send a weekly list of receipts to the College Registrar or designate.

- Within one week, the College Registrar will complete the list of receipts with the following details and return it to the Chief Financial Officer or designate:
    - Name of the student whose funds were received
    - Student ID number
    - Program of study associated with the payment
    - For bulk payments, a breakdown of the amount allocated to each student.

1.9.3. Collection Responsibilities:

- The College Registrar or designate is responsible for handling collections at the college. All payments should be processed via the college's point-of-sale machine or by cheque made payable to Capstone Edge College.

- Cash payments are strictly prohibited. No exceptions will be made.

- All tuition payments must be deposited into the college bank account. Students must submit a copy of the deposit receipt or deposit slip to the Records Administrator, who will issue a receipt once the deposit is confirmed.

1.9.4. Fee Refund Policy

Purpose:

Capstone Edge College will refund all eligible fees paid by a student under a contract for vocational programs in specific circumstances, adhering to the Alberta Private Vocational Training Regulation. (https://open.alberta.ca/publications/2003_341)

1.9.5 Procedure:

Cooling Off Period:

- If a student terminates a contract on or before the 4th business day after signing, all tuition fees paid will be refunded.

Refund and Retention of Fees Before Program Start Date:

- If a student cancels the contract before the program start date, the licensee (Capstone Edge College) retains any paid registration fee, regardless of the payer.

- The registration fee will be refunded if the college terminates the contract before training starts or if training does not begin as scheduled.

- Any tuition fees accepted will be refunded if the contract is terminated before training begins.

Refund of Tuition - After Program Start Date:

If the contract is terminated after training starts, the college is entitled to:

- o   25% of tuition fees if 10% or less of training has been provided.

- o   60% of tuition fees if more than 10% but 50% or less of training has been provided.

- o   100% of tuition fees if more than 50% of training has been provided.

     (https://www.alberta.ca/tuition-refunds)

- • Any excess tuition fees received beyond the entitled amount will be refunded.

- • For correspondence training, refunds are based on lessons supplied, marked, and returned.

Abandoning Provision of Vocational Training:

- • The college is considered to have abandoned training if it ceases to provide it before completion and there are un-terminated contracts, or if contracts were terminated to avoid providing training.

- • In case of abandonment, all tuition fees paid will be refunded, except when termination occurs due to student expulsion or non-payment of fees.

- • Correspondence training is deemed abandoned if lessons are not supplied, marked, and returned.

- • The college is not considered to have abandoned training if students are enabled to complete it without disadvantage.

1.9.6. Payment of Refunds:

- • Refunds must be paid to the student, or the lender if there is an outstanding student loan.

- If the college received payment of tuition fees from a government, agency or a third party, refunds must be made to the government, agency or the third party.

- Refunds must be issued within 30 days of contract termination or the period specified by the Director. Where a licensee (the college) a college is obligated by the Act or Regulation law to refund tuition fees. In that case, the director has the authority to instruct the college in writing to also refund any additional fees specified within the timeframe stated in the directive.

- The director can also order refunds of incidental fees within a specified time.

1.9.7. Tuition Statement

Every student has the right to request a tuition statement which includes:

- Total program tuition.

- Itemized payments made by the student or receipts from Student Finance.

- Outstanding balance owed by the student.

This statement will be issued as follows

- At the beginning of the program

- Upon approval of a student loan by Student Finance

- At graduation

- Upon request (within two weeks of the request date).

1.9.8 Collection of Tuition Debt:

If a student fails to settle their tuition and fees by graduation, Capstone Edge College will seek the services of a collection agency, subject to approval by the Capstone Edge College Board of Directors.

1.9.9. Student Tax Receipt (T2):

Students who make tuition payments within a tax year will receive a tax receipt (T2) by the end of February of the following year, within two months of the year's end. Students may request corrections to their receipt if errors are identified. Students are responsible for updating the College Registrar of any changes to their contact and email addresses. Upon admission, student records must be reviewed to ensure accurate contact information, and students must confirm the accuracy of their details in the database.

Student Loan Repayment

Every student with a student loan must prepare for loan repayment, an essential part of the student financial aid program. The regular repayment amount will depend on the borrowed amount, the repayment term length, and the loan's interest rate. For detailed information, refer to the *Student Loan Repayment Handbook.* (https://open.alberta.ca/publications/1911-6063) for guidance on loan repayment.

Repayment Assistance Plan

The Repayment Assistance Plan (RAP) is available for eligible individuals, allowing you to make affordable payments based on your family size and income. Some borrowers may not need to make any monthly payments, while others will make a manageable payment. To continue receiving assistance, you must reapply for RAP every six months. You may be eligible if:

- You are currently repaying an Alberta or Canada student loan
- Your student loans are in good standing
- You are having difficulty making your payments
- If you are behind on your payments, you can:
- Request a reduced payment to be backdated for up to six months

- Capitalize your interest charges for three months

Please read the Repayment Assistance Plan for more information.

(https://studentaid.alberta.ca/repaying-your-loan/repayment-assistance/repayment

assistance-plan/) for further information.

(2). Special Considerations

2.1. Accommodations

Capstone Edge College is committed to fostering an inclusive and supportive learning environment for all students, including those with disabilities. To ensure equal access to educational opportunities in the virtual classroom, the following accommodations are provided:

- **Extended Time for Exams:** Additional time for online tests and exams.

- **Note-Taking Assistance:** Digital tools or services to help capture lecture content.

- **Accessible Learning Materials:** Online course materials in accessible formats, such as screen reader-compatible documents, captions for videos, and transcripts for audio content.

- **Assistive Technology:** Digital tools designed to support students with disabilities.

- **Flexible Deadlines:** Adjusted deadlines for assignments and projects to accommodate individual circumstances.

- Students requiring accommodations should register with the Accessibility Services Office and provide appropriate documentation to facilitate the creation of a personalized accommodation plan.

2.2. International Student

Capstone Edge College recognizes the unique challenges faced by international students and provides dedicated support to help them succeed academically and socially. Key support services include:

- **Visa and Immigration Support:** Guidance on maintaining visa status and complying with immigration regulations while studying.

- **Online Orientation Programs:** Comprehensive sessions to help international students adjust to the virtual college environment and understand Canadian academic expectations.

- **Language Support:** Online English language tutoring and workshops to enhance language proficiency and academic performance.

- **Cultural Integration Activities:** Virtual events and programs to promote cultural exchange and help international students connect with the college community.

- **Health Insurance:** Assistance with obtaining health insurance coverage, including information on healthcare services available to international students.

- **Dedicated Advisors:** Access to international student advisors who provide personalized support and advice on academic, personal, and legal matters related to online learning.

2.3. Privacy and Confidentiality

Capstone Edge College is committed to protecting the privacy and confidentiality of student information in the online learning environment, adhering to applicable laws and regulations. The following policies ensure the safeguarding of personal information:

- **Collection and Use of Personal Information:** Personal information is collected solely for legitimate educational purposes, such as admissions, registration, and the provision of student services. The information collected is relevant and not excessive for the intended purposes.

- **Access to Personal Information:** Access to student records and personal information is restricted to authorized personnel who require the information to perform their duties. Students have the right to access their records and request corrections if necessary.

- **Disclosure of Information:** Personal information is not disclosed to third parties without the student's explicit consent, except where required by law or necessary to protect the health and safety of the student or others.

- **Data Security:** Robust security measures are employed to protect personal information from unauthorized access, use, disclosure, alteration, or destruction. This includes encryption, secure login protocols, and regular security audits.

- **Retention and Disposal:** Student records are retained for the period specified by legal and regulatory requirements. After this period, records are securely disposed of to prevent unauthorized access or disclosure.

- **Confidentiality Agreements:** All students are required to sign confidentiality agreements, ensuring they understand and adhere to our privacy policies and procedures.

Students are encouraged to contact the Privacy Officer at Capstone Edge College with any questions or concerns regarding the handling of their personal information. The college is dedicated to maintaining the trust of its students by upholding the highest standards of privacy and confidentiality, especially in the context of online education.

(3) Academic Integrity Policy:

The Capstone Edge College academic

integrity policy is built upon the academic integrity policy for private career colleges in Alberta and

guided by the standards set by Alberta's Ministry of Advanced Education. These standards ensure

that all private career colleges maintain high ethical standards in academic and operational

practices.

3.1. Purpose:

Capstone Edge College's academic integrity policy outlines the high standards of integrity

expected throughout the college community, providing a foundation for effective teaching and

learning.

3.2. Scope:

The policy serves as a guideline for students and graduates, encompassing all college activities

such as classes, labs, projects, online activities, learning management systems (LMS), practicum,

and related activities.

3.3. Definition of Terms:

These definitions are tailored to align with the academic integrity policy of Capstone Edge College

and reflect the high standards expected within its academic community.

Terms	Definition
Student	An individual enrolled in any course or program at Capstone Edge College, participating in academic activities.

Academic Integrity	The adherence to ethical standards and principles in academic work, including honesty, trustworthiness, and authenticity.
Academic Misconduct	Any action that violates the principles of academic integrity, such as cheating, plagiarism, and falsification of information
Plagiarism	The act of using someone else's work, ideas, or words without proper acknowledgment, presenting them as one's own.
Falsification of Information	Providing false or misleading information in academic work, including data fabrication, altering records, or misrepresenting academic achievements.
Expulsion	The permanent removal of a student from Capstone Edge College as a consequence of severe violations of academic integrity policies.
Academic record	The official documentation of a student's academic performance, including grades, coursework, and any disciplinary actions.
Copyright Infringement	The unauthorized use of copyrighted material, such as text, images, or software, violating the owner's exclusive rights.

Intellectual Property	Creations of the mind, such as inventions, literary and artistic works, designs, symbols, names, and images used in commerce, which are protected by law
Impersonation	Pretending to be another student or allowing someone else to impersonate you in academic activities, such as exams, quizzes, or assignments.
Unapproved Collaboration	Working with others without permission from the instructor, especially when individual work is required, leading to unfair academic advantage.
Alteration of Records	Changing or falsifying academic or administrative documents.

3.4. The Policy:

Academic Integrity is the foundation upon which Capstone Edge College builds its educational mission. This policy outlines the standards of academic conduct expected of students, staff, and faculty to promote honesty, trustworthiness, and authenticity. and a culture of honesty, trust, respect, and transparency in all academic endeavors. Academic Integrity refers to the ethical standards and principles that govern the conduct of individuals in the academic community. Capstone Edge College's academic integrity policy is built on four cardinal pillars: honesty, respect, trust, and transparency. It ensures that all academic activities are conducted with the highest level of integrity.

3.5. Four Cardinal Pillars:

3.5.1. Honesty

All academic work must be performed with honesty. This means no cheating, plagiarism, or misrepresentation.

Honesty builds trust within the academic community and ensures the authenticity of all submitted work.

3.5.2. Respect

Learning at Capstone Edge College involves engaging with the words and thoughts of others, including authors, course instructors, and fellow students. Citing sources when borrowing ideas, words, or research to acknowledge the intellectual property of authors upholds the integrity of academic work.

3.5.3. Trust

Trust is established through consistent, honest behavior and adherence to academic integrity standards. Proper collaboration is encouraged but must be conducted ethically, following instructor guidelines.

3.5.4. Transparency

All academic activities should be transparent, with clear communication regarding the rules and expectations. Any suspected violations of academic integrity should be reported and will be investigated thoroughly and fairly.

3.6. Key Principles

3.6.1. Respect for Intellectual Property

Students are expected to treat the contributions of others with respect by always citing sources when borrowing ideas, words, or research in presentations/assignments. Correctly

citing sources recognizes the contributions of original authors and upholds academic integrity.

3.6.2. Originality:

All assignments, projects, and presentations must result from individual students' efforts unless team and collaborative work is explicitly permitted by the instructor. Originality in academic work demonstrates personal learning and understanding. All student assignments, projects, and presentations submitted to the College may be reviewed for authenticity and originality using software tools and/or third-party services.

3.6.3. Team Work:

Collaboration in team assignments and projects is encouraged but must be conducted ethically. Adherence to guidelines provided by instructors regarding collaborative work and avoiding improper collaboration might give an unfair advantage.

3.7. Types of academic misconduct:

Academic misconduct may include but is not limited to; cheating, theft of academic materials, copyright infringement, impersonation, plagiarism, and falsification of information. Such actions undermine the educational process and will not be tolerated.

3.8. Academic Misconduct Investigation Process

Suspected violations should be reported to the appropriate academic authority.

The college will investigate all reports of academic misconduct thoroughly and fairly using the principles of procedural fairness as follows:

- Notification of the involved parties
- A fair hearing to present evidence and perspectives
- Treating all parties involved impartially, without prejudice or favoritism

- Clarity in procedures and decisions: outlining allegations, evidence gathered and steps followed

- Impartiality: decisions should be fact-based rather than personal opinion

- The accused should be informed of the allegation against them and given the right to respond and present witnesses in their defense

- Confidentiality of information to protect the privacy and reputation of parties involved

- Timeliness: Investigation to be conducted promptly to avoid disruption of academic activities

3.9. Consequences of Academic Misconduct

Violations of the Academic Integrity Policy can result in severe consequences, including but not limited to:

3.9.1. Academic Penalties: Failing grades on assignments or courses, suspension or revocation of certificates/diplomas, and adjudication.

3.9.2. Institutional Actions: Such as suspension or expulsion from the college.

3.9.3. Legal Consequences: Potential involvement of law enforcement agencies if the misconduct breaches legal statutes, such as fraud or identity theft.

Capstone Edge College is committed to upholding academic integrity, which enhances the quality of work and supports our mission of deeper understanding and knowledge.

Students of Capstone Edge College are expected to uphold these standards and contribute to an environment of trust and respect. By doing so, we honor the intellectual contributions of others and maintain the credibility and reputation of our academic institution.

(4) Student Attendance Policy

4.1. Class Attendance Policy:

Capstone Edge College promotes a culture of
academic excellence and professional
development through consistent attendance and punctuality. Regular attendance is essential for success in courses. The class attendance policy aligns with the standards expected of career colleges in Alberta. This policy outlines the standards and procedures for student attendance, including regulations specific to international students and domestic students.

4.1.1 Attendance Requirements

Daily Attendance: Students are required to attend all scheduled classes, labs, tutorials, and other academic activities as specified in the course syllabus/outline.

Punctuality: Students must arrive on time for all classes. Late arrivals disrupt the learning environment and may impact their attendance record.

Class Attendance Agreement: Upon enrollment students will sign the class attendance agreement form *(Appendix E).*

4.1.2. Absence and Reporting

Notification: Students must notify the instructor or college administration in advance of any anticipated absences. For unexpected absences, notification should be provided as soon as possible.

Medical and Justified Absences: Absences due to medical reasons or other justifiable circumstances must be supported by appropriate documentation, such as a medical certificate or other relevant evidence.

Religious Observances: The college respects students' religious observances and will accommodate reasonable requests for absences related to religious holidays or practices.

4.1.3. Consequences of Absences

Academic Impact: Excessive absences may result in a lower grade for the course. The specific policy regarding attendance and its impact on grades will be outlined in each course outline.

Withdrawal Policy: For international students, absence exceeding 30 consecutive days is considered a withdrawal from the program. Capstone Edge College will report such withdrawals to IRCC (Immigration, Refugees, and Citizenship Canada) for determination of immigration status. Under Alberta regulations, funded students may be considered withdrawn under the following conditions:

- If they miss five (5) consecutive class days without providing a reasonable excuse beforehand or during the absence.
- They are absent for more than thirty (30) consecutive days, even with a reasonable excuse.

4.2. Responsibilities

4.2.1. Students: It is the responsibility of students to adhere to the attendance policy, maintain punctuality, and communicate promptly with instructors or college administration regarding any attendance issues or absences.

4.2.2. Instructors: Instructors are responsible for accurately recording attendance, communicating the importance of attendance to students, and enforcing the attendance policy as outlined.

4.3. Compliance and Review

4.3.1. Legal Compliance: This attendance policy complies with Alberta's regulatory requirements for career colleges and international student reporting obligations.

4.3.2. Review: The policy will be reviewed periodically to ensure it remains aligned with the educational objectives of Capstone Edge College and any updates in Alberta's regulations for career colleges.

4.3.3. Implementation and Communication

The attendance policy will be communicated to all students through the college website, student handbook, and during orientation sessions at the start of each academic term.

This policy aims to support student success, uphold academic integrity, and maintain compliance with Alberta regulations while ensuring fairness and transparency in attendance management at Capstone Edge College.

(5) Student Code of Conduct

5.1. Policy Purpose

Capstone Edge College is committed to establishing and maintaining a welcoming, caring, respectful, and safe learning environment for all students and staff. This Student Code of Conduct outlines the expected behaviors and responsibilities of students in ensuring compliance with Alberta's regulations for private career colleges.

5.1.1. Dress Code

Students are encouraged to wear decent clothing. Clothing must be clean, well-maintained, and appropriate for an academic setting.

Acceptable Clothing: Blue jeans, track pants, tank tops, t-shirts, and shorts are allowed.

However, see-through garments, short skirts, and clothing that are sexually provocative are not permitted.

5.1.2. Attitude and Behavior

Positive Environment: Students must promote a positive, respectful, and inclusive environment.

Respect: All students are expected to treat peers, faculty, and staff with respect and courtesy.

5.1.3. Confidentiality

Privacy: Students must respect the confidentiality of information related to internships, training placements, and fellow students.

Data Protection: Personal and sensitive information must be handled following privacy laws and college policies.

5.1.4. Computer and Internet Use

No Food or Beverages: Eating or drinking in computer rooms is prohibited.

Virus Scanning: External storage devices must be scanned for viruses before use on college computers.

Appropriate Use: College computers and the internet should not be used for illegal activities, including copyright infringement, obscenity, libel, slander, fraud, defamation, plagiarism, intimidation, forgery, impersonation, illegal gambling, or computer tampering.

Restricted Access: Accessing unauthorized areas of the computer system, including system files and program files, is forbidden.

5.2. Zero Tolerance Policy

Capstone Edge College maintains a zero-tolerance policy for academic dishonesty, plagiarism, non-payment of tuition fees, harassment, abuse, and discrimination of any kind. Such behaviors may lead to significant disciplinary actions.

5.3. Respect and Conduct: Students must show respect to their peers, instructors, and other staff members of the college. Any student found harassing or discriminating against others will be subject to an internal investigation, which may result in suspension, expulsion, and potentially being reported to law enforcement if necessary.

5.4.   **Misrepresentation:** Students who intentionally provide false information on college application forms will face immediate expulsion.

5.5.   Prohibited Use of College Property: Misuse of college property or computers, such as accessing prohibited content (e.g., pornography), may lead to expulsion and possible reporting to law enforcement agencies.

5.6.   Damage to Property: Students who intentionally damage college property will be required to repair or replace the damaged items. Additional disciplinary actions may also be imposed by college management.
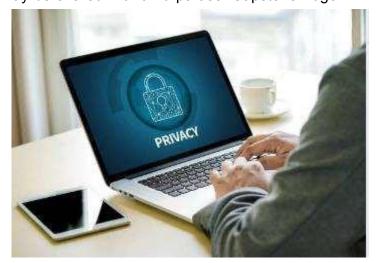
5.7. Disciplinary Actions

5.7.1. Violations: Any violation of the Student Code of Conduct may result in disciplinary action, including warnings, probation, suspension, or expulsion.

5.7.2. Appeals: Students have the right to appeal disciplinary actions following the college's appeal process.

(6) Information Privacy Policy:

6.1. Purpose

This policy outlines the personal information that Capstone Edge College must collect, how it will be used and the circumstances under which it may be shared with third parties. Capstone Edge College's Privacy Policy is designed to protect personal information under its control. The college is bound by federal and provincial laws (Personal Information Protection Act PIPA) that protect the privacy of student and staff information. Capstone Edge College is

dedicated to protecting the privacy of its students and staff, ensuring that personal information is kept secure and confidential. Capstone Edge College will not disclose a student's personal information without the student's prior written consent.

6.2. Information Protection and Access

Capstone Edge College is committed to protecting the personal information collected from students, graduates, staff, and other business partners. All employees must exercise caution when disclosing personal information. Access to personal information is limited to:

- Individuals accessing their personal information.
- College employees with authorized access for legitimate academic or business purposes.
- Any organization or person authorized by the individual to receive the information.
- Authorized legal agents, government bodies, or representatives when the College is required to release personal information.
- Individuals or entities permitted by law, where necessary for the reasonable conduct of College business.

6.3. Data Usage and Procedures

- Capstone Edge College requires certain information about its students to serve them, enroll them in programs or courses, and record their academic results. Without this information, the College cannot accept enrollment or create a student record.
- The College will only request personal information necessary for enrollment processing. This information will be kept secure and will not be disclosed to third parties.
- Capstone Edge College will only disclose personal information to third parties for purposes such as arranging external examinations, keeping academic records, or issuing certificates.

- The College will also disclose information if compelled by law, ensuring only the specific information requested.

- If students have questions or concerns regarding this policy, they should contact the College for clarification.

- Capstone Edge College may use student and staff photos for advertisements; written consent will be required before such images are used, except for group photos taken during College events where it is not feasible to obtain written consent from each person involved.

- The Capstone Edge College website provides links to third-party websites. The College's privacy policy does not extend to these third-party sites, and students are encouraged to read the privacy policies of these websites. Capstone Edge College is not responsible for the privacy practices of third-party websites.

(7) Use of Technology

Capstone Edge College recognizes the importance of technology in enhancing the learning experience and supporting the academic and administrative functions within the college. All technology must be used responsibly, efficiently, ethically, and legally. Non-compliance with this policy and the guidelines outlined below will result in the revocation of access privileges and may lead to disciplinary actions, potentially involving government agencies.

7.1. Access and Use

- Technology resources, including computers, networks, software, and email systems, are provided for educational and administrative purposes.

- All users must respect the privacy and confidentiality of others' information and should not attempt to access or use another individual's account or data without explicit permission.

7.2. User Responsibilities

- Users are responsible for safeguarding their login credentials and must not share their passwords with others.

- Users should log out or lock their devices when not in use to prevent unauthorized access.

- Personal use of College technology resources should be limited to educational purposes and must not interfere with administrative activities.

7.3. Prohibited Activities

- Personal use, such as social networking, personal shopping, online gaming, gambling, downloading music/videos, and participating in auctions, is prohibited.

- Students must not use Capstone Edge College technology resources to view, create, modify, or disseminate obscene, objectionable, violent, pornographic, or illegal content.

- Sending unsolicited, offensive, abusive, obscene, harassing, or otherwise illegal communications using Capstone Edge College technology resources is forbidden.

- External instant messaging, chat services, and social media are prohibited unless explicitly used for educational purposes.

- Listening to the radio or watching unapproved videos via the Internet on college technology resources is not allowed.

- Students are prohibited from changing computer settings, including but not limited to desktop backgrounds, screen savers, and desktop icons.

7.4. Software and Hardware

- Users must not install, modify, or remove software or hardware on College devices without explicit authorization from the IT department.

- All external devices (USB drives, external hard drives) must be scanned for viruses and malware before being connected to College systems.

- Printer and copier usage at Capstone Edge College is strictly for class assignments or with the permission of the Programs Manager.

- Students are not allowed to use external USB drives or other devices that could introduce viruses to Capstone Edge College technology resources.

- The front desk printer is off-limits to students for any reason.

- Students must sign the *Technology Use Agreement (Appendix F),* available at the front desk, before accessing Capstone Edge College technology resources.

7.5. Internet and Email Use

- The College's internet and email systems are to be used responsibly. Sending or forwarding chain letters, spam, or unsolicited commercial emails is prohibited.

- Students must not use College email addresses strictly for College academic activities including assignments and academic-related correspondences.

7.6. Data Security and Privacy

- Personal and sensitive information must be handled following the College's privacy policies and applicable laws.

- Students must not disclose confidential information to unauthorized individuals or entities.

7.7. Monitoring and Compliance

- The College reserves the right to monitor and log technology usage to ensure compliance with this policy.

- Any violations of this policy may result in disciplinary action, up to and including suspension and expulsion.

7.8. Reporting Issues

- Students should report any security incidents, policy violations, or suspicious activities to the IT department immediately.

- Any malfunctioning equipment or software should be reported for repair or replacement

7.9 Policy Review

- This policy will undergo periodic review and may be updated to accommodate changes in technology or legal requirements. Students will be informed of any significant changes to the policy.

- By using Capstone Edge College technology resources, students agree to abide by this Technology Use Policy and any additional guidelines the College sets. Non-compliance with this policy may lead to disciplinary action and the revocation of access to technology resources.

(8) Respectful Communication Policy (Non-Disparagement Policy)

8.1. Purpose:

For this policy, "disparagement" refers to making negative remarks about Capstone Edge College maliciously, recklessly, or without verifying their truth. Capstone Edge College is

dedicated to maintaining high educational standards and ensuring the value of its credentials.

This policy aims to safeguard the College, its programs, its instructors, and its graduates from unfounded negative statements.

8.2. Scope

Subject to applicable Canadian laws, including provincial legislation governing private career colleges and the *Canadian Charter of Rights and Freedoms,* students are required to adhere to this respectful communication policy. Familiarity with this policy, which will be posted around the campus and online platforms, is a condition of enrollment at Capstone Edge College.

8.3. Procedure

8.3.1. Social Media

With the increasing use of social media (Facebook, YouTube, Twitter, etc.), students and alumni of Capstone Edge College have new opportunities to network and communicate. The College supports these opportunities as they enhance the College's reputation.

However, in the event of misuse of any of these platforms:

- Immediately report to Capstone Edge College any publication of unduly critical, derogatory, or libelous statements that may unfairly harm the College's reputation. This includes providing information about the author and other relevant details.

- Immediately report any publication of inaccurate, unduly critical, derogatory, or libelous statements that may unfairly harm the reputation of another student, instructor, or staff member of Capstone Edge College. This includes providing information about the author and other relevant details.

- Avoid making any statements that could reasonably harm the reputation of Capstone Edge College, its faculty, staff, or alumni.

- Ensure you are aware of and understand other mandatory policies, including Capstone Edge College's anti-harassment and anti-bullying policies.

8.4. Discipline for Non-Compliance

- Non-compliance with this policy may result in disciplinary actions, including expulsion or other appropriate sanctions.

This policy is subject to periodic review and may be updated to reflect changes in technology or legal requirements. Users will be notified of significant changes to the policy. By enrolling at Capstone Edge College, students agree to comply with this Respectful Communication Policy and any additional guidelines established by the College. Failure to adhere to this policy may result in disciplinary action.

(9) Harassment Policy

9.1. Policy Purpose

Capstone Edge College is committed to providing a safe, respectful, and inclusive environment for all students, faculty, and staff. This policy outlines the College's stance on harassment and details the procedures for reporting and addressing such incidents by Alberta's regulations for private career colleges.

9.2. Scope

This policy applies to all students, faculty, staff, and visitors of Capstone Edge College. It covers conduct that occurs on college premises, during college-sponsored activities, and in online interactions related to college activities.

9.3. Definition of Harassment

This student policy handbook defines harassment as **any behavior, action, or conduct that is** unwelcome, intimidating, or offensive and creates a hostile environment. This includes but is not limited to:

- **Verbal Harassment:** Insults, derogatory comments, or slurs

- **Physical Harassment:** Unwanted physical contact or threats of violence.

- **Visual Harassment:** Displaying or sharing offensive images or written material

- **Sexual Harassment:** Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature

- **Cyber Harassment:** Harassing behavior conducted through digital platforms, including social media, email, or other online means.

9.4. Reporting Harassment

9.4.1 Immediate Action: If you feel safe, inform the harasser that their behavior is unwelcome and must stop.

9.4.2. Report to Authorities:

- **Students:** Report to the Programs Manager or any other designated authority.

- **Faculty and Staff:** Report to Human Resources or the College Administration.

- **Anonymous Reporting:** If you prefer to report anonymously, send a confidential email to the Program Manager/Director.

9.5. Investigation Procedures

Acknowledgment: The College will acknowledge receipt of the complaint within 24 hours.

Confidentiality: All reports and investigations will be handled with the utmost confidentiality, only involving necessary personnel.

Investigation: An impartial investigation will be conducted promptly, which may include interviews with the complainant, the accused, and any witnesses.

Resolution: The findings of the investigation will be reviewed, and appropriate actions will be taken, which may include mediation, disciplinary action, or referral to external authorities if necessary.

9.6. Disciplinary Actions

After verbal and written warnings, depending on the severity and nature of the harassment, disciplinary actions may include:

- Suspension

- Expulsion

- Termination of employment (for staff or faculty)

- Legal action, if applicable

9.7 Responsibilities

- Capstone Edge College, as the employer, is committed to ensuring the implementation and maintenance of this policy and its supporting program. The College will provide all staff, students, and faculty with the necessary information and instruction to protect them from sexual violence in the workplace.

- Supervisors are required to adhere to this policy and the supporting program. They are responsible for ensuring that all measures and procedures are followed by staff and students and that they have the information needed to protect themselves.

- All staff and students must comply with this policy and the supporting program. They are encouraged to raise any concerns about sexual violence in the workplace and to report any violent incidents or threats.

- The College is committed to investigating and addressing all incidents and complaints of sexual violence in the workplace in a fair and timely manner, respecting the privacy of all parties involved as much as possible.

9.8. Support Services

Capstone Edge College provides support services to individuals affected by harassment, including:

- Counseling services

- Academic accommodations

- Legal advice and referrals

- Assistance with safety planning

9.9. Prevention and Education

The College is dedicated to preventing harassment by:

- Providing regular training and workshops on harassment prevention and awareness.

- Promoting a culture of respect and inclusion through college policies and practices.

- Encouraging open communication and dialogue on issues related to harassment and discrimination.

This policy is subject to periodic review and may be updated to reflect changes in laws, regulations, and college practices. Significant changes will be communicated to all members of the College community.

Reference: https.llwww.alberta.ca/workplace-harassment-violence.aspx, Capstone Edge College Sexual Violence & Harassment Policy.

By adhering to this Harassment Policy, students, faculty, and staff at Capstone Edge College contribute to a respectful, safe, and inclusive learning environment.

(10) Student Rights and Responsibilities

10.1. Overview

When you enroll in a licensed career program at Capstone Edge College, you sign an *Alberta Student Enrolment Contract. (Appendix C).* This contract outlines the responsibilities of both the student and the College. It is crucial to read and understand this document, as well as the College's rules and policies. The contract includes details on:

- Your career program, including start date, length, and delivery method

- Program fees

- Admission requirements

- Pre-enrollment research

- Withdrawal, termination, and tuition refund processes

- Procedures for resolving concerns or complaints

- Required information before and after graduation

This contract is legally binding. Review it carefully before signing and keep a copy for your records. You can cancel the contract without penalty within four business days of signing. Any changes to the contract must be agreed upon in writing by both parties. If you have questions, contact Capstone Edge College.

10.2. Student Responsibilities

Before signing the Alberta Student Enrolment Contract with Capstone Edge College, it's essential to conduct thorough research. This helps you understand what to expect and what the College expects from you. Key areas to investigate include:

- The College's programs and policies

- Program costs and associated fees

- Background information on the College and its student rules and policies

- The relevance of the program's skills by contacting potential employers and professional organizations

- Upon signing the contract, student pays a deposit and confirm the full tuition payment schedule.

10.3. Fees

Capstone Edge College may require payment of three types of fees:

- **Registration:** before the program begins, applied to tuition upon starting the program.

- **Tuition**

- **Incidentals:** Textbooks, materials, supplies, printing, and equipment

10.4. Payment Regulations

- The College cannot require or accept payment of the registration fee until the Alberta Student Enrolment Contract is signed.

- No other tuition or incidental fees can be accepted before the program begins unless paid by a pre-approved third party, such as a student loan.

10.5 College's Responsibilities

Before you enroll, Capstone Edge College may provide you with the following:

- A copy of the career program outline

- Rules and Policies

- Graduation date

- The College will not give students false or misleading information.

10.5. Student Responsibilities During the Program

Students are responsible for fulfilling the terms of the signed contract, which includes:

- Utilizing available support resources during your studies

- Addressing any issues or concerns with Capstone Edge College before seeking assistance from government authorities for resolution.

10.6. College's Responsibilities During the Program

Capstone Edge College is responsible for fulfilling the commitments outlined in your enrolment contract and adhering to their student rules and policies. They must also comply with ongoing licensing requirements. This includes:

- Refunding any tuition or fees paid, including the registration fee, if you cancel your contract within 4 days of signing

- Collaborating with the student to resolve any issues or concerns regarding your program or instructors

- Providing written notice before terminating your contract

10.7. Students Responsibilities Upon Graduation

The student's responsibilities and those of Capstone Edge College continue beyond graduation or leaving your program. Make sure to:

- Ensure all tuition and fees are fully paid

- Inform the college when you secure employment, including providing your employer's contact information.

- Begin repaying any student loans if applicable

- Keep your transcript and credential documents safe. If lost, contact the college for replacements, as the Government of Alberta does not retain transcripts for private career colleges.

10.8. Withdrawing from Your Program

If a student decides to leave before completing your program, the student must:

- Work with Capstone Edge College to terminate the signed Alberta Student Enrolment Contract.

- Process the tuition refund if you have completed less than half of your program

- Address any issues or concerns with the college or its instructors.

To cancel the Alberta Student Enrolment Contract:

- Provide written notice to the College

- Verify receipt of the notice by the College

- Notify your funding source if you have student loans.

- The contract is terminated on the day the college receives the written notice. If unresolved concerns remain, you have 6 months from your last day of school to file a complaint.

10.9. College's Responsibilities Upon Student's Graduation

Capstone Edge College will issue a credential and transcript if you:

- Complete your program's requirements

- Pay all required fees

The college may withhold these documents if there are any outstanding fees when you finish your program.

Reference: *https.llwww.alberta.ca/student-rights-responsibilities*

(11) Complaints and Dispute Resolution

11.1. Complaints

Capstone Edge College is dedicated to the fair treatment of all students and employees, emphasizing an open and collaborative approach to addressing concerns. Management will strive to resolve complaints informally when possible while recognizing that formal resolution processes may be necessary in certain situations. The following principles guide the handling of complaints at Capstone Edge College:

- All complaints, whether verbal or written, must include the identity of the complainant. Anonymous complaints will not be accepted.

- Submitting a complaint will not adversely impact any student or staff member's program of study or job duties.

- Student complaint policies and procedures apply to both individuals and groups.

- Complaints must be filed within 30 days of the incident(s) leading to the complaint.

11.2. Process

- The student should first discuss the issue with the instructor or authorized personnel, such as the program manager. If unresolved, the complaint must be submitted in writing to the Programs Manager at Capstone Edge College.

- A meeting will be scheduled within 10 days involving the student, the Manager, and others as needed. If necessary, the issue may be escalated to the Academic Board. The student can be accompanied by an advocate at all stages, who may also speak on their behalf.

- The student can present their complaint orally at the meeting or have someone present it for them. The meeting's proceedings and outcomes will be documented.

- After reviewing the complaint and relevant information, the Programs Manager, along with the Director, will make a decision. This decision will be communicated in writing to the student within 14 business days, including the reasons for the decision.

- Capstone Edge College will keep a record of all complaints for three years, including the written complaint, any submissions, and the decision.

- All complaints should be directed to the Programs Manager at Capstone Edge College via email

(12) Appeal Process

- Decisions regarding probation, suspension, and expulsion are determined by the Programs Manager, with input from the Academic Board.

- Any student who receives notification of probation, suspension, or expulsion from the College has the right to submit a written appeal to the Program Office front desk within two weeks.

- The appeal will be reviewed by an appeals Committee chaired by the President and including the Registrar and the Academic Board. The student may attend to provide testimony. The decision of the Appeals Committee is final.

- If the student remains dissatisfied with Capstone Edge College's decision, they may escalate the complaint to the Director, Private Career College & Compliance, located at 23rd Floor Commerce Place, 10155-102 Street, Edmonton, AB T5J 4G8.

Cross-cultural Communication Skills and knowledge of Cultural adjustment and Adaptation

Cross-cultural communication skills and knowledge of cultural adjustment are crucial for foreign students to thrive in new academic and social environments. Developing these skills allows students to navigate cultural differences effectively, fostering better relationships, reducing misunderstandings, and enhancing their overall experience.

Key Components of Cross-Cultural Communication:

- **Cultural Awareness:**

Understanding that cultural norms, values, and communication styles vary across different groups is fundamental.

- **Linguistic Skills:**

Strong language proficiency, including both verbal and non-verbal communication, is essential for effective interaction.

- **Cultural Sensitivity:**

Recognizing and respecting differences in communication styles, body language, and social etiquette is crucial.

- **Active Listening:**

Paying close attention to what others are saying, both verbally and non-verbally, to ensure accurate understanding.

- **Empathy:**

The ability to understand and share the feelings of others, even when they are from different cultural backgrounds.

- **Adaptability:**

Being flexible and willing to adjust one's own communication style to better interact with individuals from different cultures.

- **Patience:**

Recognizing that cultural adjustment takes time and being patient with oneself and others during the learning process.

Cultural Adjustment and Adaptation:

- **Cultural Shock:**

The initial disorientation and anxiety experienced when encountering a new culture, which can be mitigated through education and support.

- **Coping Strategies:**

Students can develop positive coping mechanisms, such as seeking social support and engaging in activities that help them adjust, to manage the challenges of cultural adjustment.

- **Positive vs. Negative Coping:**

Positive coping strategies, like seeking help and building social connections, can lead to better mental health and satisfaction, while negative strategies can hinder adaptation.

- **Social Support:**

Having a strong support network of friends, family, or mentors can significantly ease the challenges of cultural adjustment.

- **Integration:**

Actively participating in social activities, joining clubs or organizations, and engaging with the local community can help students feel more connected and integrated.

- **Intercultural Competence:**

The ability to effectively and appropriately interact with people from different cultural backgrounds, encompassing knowledge, skills, and attitudes.

Strategies for Developing Cross-Cultural Communication Skills:

- **Language Learning:**

Focusing on improving language skills, including both formal language classes and informal language exchange opportunities.

- **Cultural Immersion:**

Actively participating in cultural events, exploring local neighborhoods, and engaging with

individuals from different cultural backgrounds.

- **Workshops and Training:**

Attending workshops and training sessions on cross-cultural communication, cultural sensitivity,

and intercultural communication.

- **Role-Playing and Simulations:**

Practicing communication scenarios in a safe and controlled environment to build confidence and

skills.

- **Feedback and Reflection:**

Seeking feedback from others on communication effectiveness and reflecting on personal

communication experiences.

- **Embrace Diversity:**

Celebrating the richness of different cultures and promoting inclusivity within the learning

environment.

Timely Services and Accurate Information

Email Address:

admissioncecollege@gmail.com;

info@capstonecollege.ca

Phone Number: 403 -769-0085

Academic And Counseling Support

Counselors are available to provide support in academic and career counseling for students on campus: admissioncecollege@gmail.com.

This will help the students to navigate through their studies and adjust well to the new academic environment.

Community counselling Support

Free Community counselling services are also available through the following agencies :

*Centre for Newcomers: https://www.centrefornewcomers.ca

*Calgary Catholic Immigration Society: https://www.ccisab.ca

*The Immigrant Education Society: https://www.immigrant-education.ca

Housing and Homestay Programs

We don't have student housing and homestay programs. The links below for houses for rent in Calgary might be of help to you:

https://www.rentfaster.ca

https://rentals.ca/calgary

https://www.rew.ca/rentals/areas/calgary-ab