



International
Student Handbook

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GENERAL CAMPUS INFORMATION

Hours of Operation

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

Instructional Shifts

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

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

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

Online: 8:00 a.m. - 4:30 p.m.

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

Statutory Holidays

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

The following are the Statutory Holidays in Alberta:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- Civic Holiday (Heritage Day - AB, Saskatchewan Day, BC Day, Terry Fox Day - MB)
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

Transportation

Students are responsible for their own transportation arrangements to get to the campus. Students are also responsible for making transportation arrangements for programs containing a practicum.

Smoking, Alcohol and Drugs

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

Calgary Campus

Students are permitted to smoke or vape on the Plaza 28 mall property in designated areas e.g., on the front sidewalk where a receptacle has been placed for all smoke butts to be deposited. Alcohol and illicit/illegal substances may not be consumed on the Plaza 28 mall property.

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

Edmonton Campus

Tobacco, cannabis products, and vapes may only be consumed *outside at least 10m* away from any doorways, windows, patios, air intakes, or bus stops. Alcohol, cannabis, and illicit/illegal substances may not be consumed on the building property.

Food and Beverages

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

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

Personal Dress and Appearance

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

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

Cellphones

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

It is highly recommended that students let their friends and family know their class shift (e.g., mornings or afternoons), indicating that the student will not be available for phone calls or texting while at the campus (excluding emergency circumstances). In this way family and friends can actively support and contribute to students’ success in completing their program.

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

Responsible Use of Technology

What is Technology?

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

What is Responsible Use of Technology?

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

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

Terms of Use

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

Student Conduct

Sundance College is a career college designed to prepare students for entry-level positions in the professional environment. Students are expected to conduct themselves in a professional manner, no different than if they were in the workplace. Fostering a positive attitude towards classmates, instructors, and staff is crucial for the success of all students.

Harassment, Discrimination, Intimidation & Violence

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

What is Harassment?

- **Harassment** includes unwelcome remarks, behaviours, or communications based on race, colour,

ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age, or criminal conviction which causes offence or humiliation to any person.

- **Sexual harassment** includes unwelcoming sexually oriented conduct which may be verbal, physical, inference or innuendo.
- **Personal harassment** includes unwelcome remarks, behaviours or communications directed toward an individual or group of individuals, and has the effect or purpose of abusing, threatening, demeaning, or intimidating the individual or group of individuals.

What is Discrimination and Intimidation?

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

What is violence?

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

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

Consequences of Misconduct

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

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

- Warning
- Loss of Privileges
- Suspension
- Probation
- Dismissal / Withdrawal / Expulsion

The above list is not intended to be exhaustive and may not be limited to the items listed. Sundance College reserves the right to implement other measures to support students and remediate their behaviours or actions. This is done with the intention to have students return to good standing at Sundance College and to successfully complete their program.

FINANCE DEPARTMENT

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

Student Loans, Grants, and Scholarships

What are Student Loans?

- Student Loans are funds that the government has loaned you to assist in your pursuit of Post-Secondary education. These funds must be paid back to the government.
- Depending on your province of origin, you may need to apply for both Federal and Provincial Student Loans.

What are Government Grants?

- Grants are funds that the Government provides to assist your pursuit of a Post-Secondary education. Unlike Student Loans, **if you graduate from your program, grants are non-repayable** – meaning that you do not need to pay them back.

What are Scholarships?

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

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

- Student Loans, Grants, and Scholarships are designed to fully or partially pay for the cost of Tuition, Books, and to pay for a portion of living costs if there are funds left over.

Accessing Student Loans, Grants, and Scholarships

- Once you have submitted your MSFAA(s), Student Loans and Government Grants will be directly deposited into your bank account. This process begins to take place 3-10 business days following the successful completion of your first class Becoming a Master Student.
- If you have a Scholarship fund, accessing it will depend on the specific terms of the scholarship.

Repaying Student Loans

Interest

- Interest rates and repayment amounts depend on the origin of your loans and are *subject to change*.

Canada Student Loan

- Interest: Prime for Variable Rate or Prime + 2% for Fixed Rate
- Interest: Begins **accumulating** 6-months after your graduation
- Repayment: Starts 6-months after graduation

Alberta Student Loan

- Interest: Prime + 1% for Variable Rate or Prime + 2% for Fixed Rate
- Interest: Starts 6 months after graduation
- Repayment: Starts 6-months after graduation

Other Provinces

- Other Canadian Provinces have their own interest rates and terms of repayment. If you have a loan with them, please see your Loan Agreement for more information, or contact the Sundance College Finance team.

Repayment Assistance

- **If you are having difficulty or unable to start/continue repaying your student loans, there are many options available to help you. For more information, please contact one of our Financial Aid Administrators.**

Paying Sundance College

Tuition Costs

- Tuition is transferred directly from your Student Loan/Grant balance on disbursement days by the Government on your behalf.
- These funds will only be applied to your tuition costs.
- Please see your Individual Payment Plan for details.

Payment Options

- Sundance College accepts cheque, cash, and e-Transfers and credit card.

Laptop Vouchers

- For students eligible to receive a laptop voucher, they are distributed a few days prior to the start of your first class, Becoming A Master Student.

Withdrawal from Studies

Student Responsibilities

- If you have chosen to withdraw from studies, you must notify the college immediately in writing or by email.
- Further Student Aid financial assistance payments will cease.
- You must pay Sundance College any outstanding fees.

Payment Calculation

- Payment calculations are regulated by the Provincial Ministry, and the Ministry specifies the total amount owed to the College.
- If any amounts are outstanding, then the student is obligated to pay the College immediately.
- If an amount needs to be refunded, then the College will submit a refund to the loan provider (eg Alberta Student Aid, Canada Student Loan), not to the student.

EDUCATION DEPARTMENT

Mandatory Attendance Policy

Attendance Requirements

- Students are expected to attend classes on a **regular basis**.
- If a student is absent from classes, it is the **students' responsibility** to notify their Instructor immediately of their absence by phone or email.
- It is the **student's responsibility** to notify their Instructor in advance of planned absences.
- It is the **student's responsibility** to notify their Instructor in the event that they complete their weeks coursework prior to Friday of each week.

Online Attendance

As per student aid requirements, attendance is taken daily for online programs – with some variation:

- Students are required to be in attendance **5 out of 7** days per week.

Student attendance will be based on a combination of:

- attendance during live audio-visual sessions and interactions with instructors.
- accessing the SundanceWave/Moodle Learning Management System (LMS) or other electronic sign-ins where applicable.
- academic progress for students handing in assignments, completing coursework, and taking assessments per the Daily Lesson Plan provided to students.

Attendance credits

- If a student completes **all their weekly requirements**, then they will be credited with **full attendance for the week**.
- If a student completes some of their weekly coursework equal to roughly **3 days of coursework** as per their day plan, then they will be credited to reflect a minimum of **3 days of attendance** for the week.
- The days which they will be credited for attendance will be based on which days of assignments they completed as per their day plan.

How does attendance impact funding?

- Attendance is a **mandatory requirement** to obtain and maintain Student Aid funding.
- Alberta Student Aid (ASA) requires student attendance to be recorded daily.
- If you have excess absences in contravention of Alberta Student Aid's attendance policy, you will be withdrawn/disenrolled from studies, and your funding will cease immediately.

Attendance Absence Policy

Alberta Student Aid regulations state that a **student's funding will be cancelled if:**

- A student is absent **5 consecutive school days** (5 AU Unexcused Absences) and the student has not contacted the College with a reasonable excuse i.e., excused absence.
- A student is absent **20 consecutive calendar days** (20 AX Excused Absences) regardless of whether the absences were excused or unexcused.
- A student is absent for more than **20% of the scheduled program**.
- A student has regular or intermittent **routine of poor attendance**.

Attendance – Excused Absences

Excused absences from class may include:

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

Funding Cancellation / Reinstatement

Student Aid Notification and Funding Cancellation

- If the above attendance policies are contravened, then **Student Aid will be notified.**
- This will result in any undisbursed Student Aid funding being **cancelled and returned.**
- Your withdrawal date will be deemed to be the **1st day of the absence period.**

Excusable Absence and Funding Reinstatement

- If you are in touch **quickly** with the College after you have been terminated and have an excusable reason for your absence, funding **may** be able to be re-instated if you can complete your studies by the original contractual end date.

Disciplinary Attendance and Academics Process

Students with poor attendance or academics will be *progressively* disciplined as follows:

- **Attendance Warnings** – a note placed in the student’s record indicating an attendance issue which the student must respond to by improving attendance.
- **Back-On-Track plans** - a formal notification to the student indicating their attendance and/or academics are unsatisfactory and need to improve within a specific timeframe.
- **Probation** – a formal document warning a student of imminent disenrollment / termination from their program unless immediate action is undertaken by the student to improve their attendance / academics.

Homework

Online Due Dates

- All course submissions (assignments and Knowledge Assessments) are due by 8:00 a.m. on the Monday following course end. I.e., A 15-day (3 week) course is due in full by Day 16, Monday, at 8:00 a.m.
- Assignments (homework, quizzes, and review questions) are due on a weekly basis.
- Assignments are typically due by 8:00 a.m. on the Monday following when they are assigned in your Course Overview.
- If a Knowledge Assessment is due mid-week (Tuesday-Thursday), all assignments will be due by 8:00 a.m. on the day of the Knowledge Assessment.
- Due dates may vary depending on the course, so please contact your instructor for more information.

Late Policy - Homework

- Homework, quizzes, and review questions are all in the instructor's discretion to grant extensions. To request an extension, please contact your instructor.

- No penalty will be applied to students with 'excused' extension requests (i.e., reasons related to excused absences)
- A -2% per day penalty may be applied to 'unexcused' extension requests.

Late Policy - Course Total

- A maximum passing grade (50% for WPS courses and 60% for Core courses) is applied to 'unexcused' extension requests when the final submission is after the course due date.

Knowledge Assessments

Knowledge Assessment Requirements

- Knowledge Assessments are the equivalent of a midterm or final exam.
- Knowledge Assessments are closed book. The use of external resources is considered cheating. Please see Plagiarism and Cheating policy for more information.
- Any Knowledge Assessments completed remotely must be virtually proctored using Zoom recording.
- Recordings must include the start of the assessment through to the submission of the attempt.
- Recordings must include a video of the screen, the student's profile, and full audio.
- Videos that are cropped or do not include full audio or video will not be accepted.
- Knowledge Assessments submitted without a recording is considered a form of academic misconduct and will receive an automatic 0%.
- Routine misconduct is subject to the immediate suspension/dismissal of a student from their program of study.

Knowledge Assessment Due Dates

- Knowledge Assessments must be completed on the day indicated on the Course Overview.
- Students will have 24 hours to complete their Knowledge Assessment.
- If a student cannot complete their Knowledge Assessment on the due date, they can contact their instructor to request early access. No grades will be deducted if the student writes early.
- Knowledge Assessment rewrites will receive a maximum of 50%.

Knowledge Assessment Extensions

- If a student fails to complete their Knowledge Assessment on the due date, they can contact their instructor to request an extension.
- Extensions without proper documentation (unexcused) will receive a maximum grade of 50%.
- Extensions with proper documentation (excused) will receive full points.

Late Policy - Knowledge Assessments and Projects

- Extensions for Knowledge Assessments and Projects will always be granted up until the course end date. To request an extension, please contact your instructor.
- No penalty will be applied to students with 'excused' extension requests (i.e., reasons related to excused absences)
- A maximum grade of 50% on KAs and 60% on projects is applied to 'unexcused' extension requests.

Grading Scale and Policies

College Policies

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

Course Requirements

- Individual courses may have different passing requirements.
- Course outlines will describe the course assessment model and the grading criteria.
- For most courses, the minimum grade for passing is 60%. Any final cumulative score mark less than 60% in a course will be considered a failure and be shown as *incomplete* on transcripts.
- Failed courses will be rescheduled for the next available time slot in the student's schedule.
- Rescheduled courses require the student to resubmit all course requirements.
- Rescheduled courses can receive a maximum final grade of 50% (WPS courses) or 60% (core courses).
- If a student requires to take a course a third time, there will be a charge per course hour (e.g. \$720 for a 40-hour course; \$1080 for a 60-hour course).
- Students will not graduate from a program unless all program components have been passed. Any incomplete grades are required to be remediated with a passing grade of >60%.

Grade Dispute Resolution Process

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

Withdrawal from Studies

Withdrawal/Termination - Appeal

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

Student Appeals - What to Include

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

Re-entry after Termination

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

Honor Roll

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

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

Cheating / Plagiarism

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

What is Cheating and Plagiarism?

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

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

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

- Deliberately preventing the fair access by other students to academic work/material
- Intentionally helping or attempting to help another student to commit academic dishonesty.

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

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

STAR Day Awards

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

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

STAR days are usually held monthly except during summer. Food is brought in as a small way to saying thanks to our students, and for as many students as possible to also recognize and applaud your fellow students who receive the awards!

Due to COVID-19 restrictions, STAR days have been postponed.

Graduation

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

- Have completed all requirements of the academic elements of their program, as set out in the program outline.
- Ensure that they are in good standing, with all tuition and book fees fully paid up.
- Have met with Career Services and submitted all practicum materials, immunizations, and preferred employer selections.
- Due to COVID-19 restrictions, current processes are being reviewed. Potential grad ceremonies may take place under new restrictions and/or once restrictions are lifted.

CAREER SERVICES

Practicum/Capstone

What is a Practicum?

- A Practicum is a hands-on work experience with a work site host within the students' field of studies
- Students' are covered by Sundance College's liability insurance while the student is on practicum

Practicum

- For most programs, students are required to participate in and complete one or more Practicum placements to meet program and graduation requirements.
- For each program, the Career Service coordinator will let the student know what the requirements are for the placement and what documentation is required before, during, and after practicum.
- The Practicum duration will depend on the program and is an unpaid practicum

Practicum Refusal

- If a student declines a Practicum placement, the student must indicate and sign the Practicum Placement Agreement acknowledging their refusal.
- Students who refuse the practicum portion of their program will not be eligible to receive their diploma and/or certificate; instead, they will receive only a copy of their transcript of marks with the practicum indicated as 'incomplete'.
- If the student is funded by student loans or another agency, the financial administrator will inform the agency of the change in end date and that the student did not complete the program as they had enrolled.

Capstone Project

- A Capstone project is used to show a synthesis of information students learned from the program and/or an application of the knowledge/skills that were developed.
- A Capstone Project will take the place of a practicum if the student cannot participate in a Practicum, or a Practicum is not available for the student.
- The Capstone duration will depend on the program.

Students must have met the all the following requirements before starting a practicum/capstone. Please note that externally regulated programs may have additional requirements.

- Completed all academics with a minimum passing overall mark for their program
- Submitted immunization and
- Attendance record must not have fallen below an average of 60%
- Ensure that all tuition and other fees have been paid in full.
- Submitted and have approved all required Education, Career Services and Financial documentation for the practicum by the indicated due date

Resume/Job Search

Career Services are available for a period up to six months from their completion date for students who graduate from their program of study

Job Search services

- Assisting with the preparation of personal marketing tools such as resumes, cover letters, portfolio and Internet profiles
- Interview preparation, interview skills and practice interviews
- Supporting student-directed job search planning, hidden job market review, employer engagement, employment search and application, and employer engagement
- Photocopying and printing of personal marketing tools subject to College policy
- Providing student access to computer equipment for marketing tools and job search activities

Expectations for Students Seeking Employment

- Maintain regular contact with the Career Services Coordinator at pre-arranged intervals
- Have current and approved personal marketing tools on file with the Career Services Department
- Be actively marketing himself or herself and not relying solely on Sundance College
- Be striving to develop employer contacts

Additional Information

Student Complaint and Resolution Procedure

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

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

Health and Wellness

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

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

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

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

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

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

Student Support

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

English Language Proficiency Requirement

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

- CAEL 60
- CLB 7 in each strand
- IELTS 6 with a *minimum* band score of 6
- TOEFL PB 540+

- TOEFL IBT 80+

Tuition Payment and Refund Policy

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

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

A \$300 registration fee is due once international students have signed their student contract.

Tuition Refunds - as per Ministry guidelines:

- Students who terminate their student contract on or before the 4th business day after signing the contract, are entitled to receive a refund of all tuition fees paid by or on behalf of the student.
- Students who have been enrolled for **≤10% of their program must pay 25% of total fees**
- Students who have been enrolled for **11-50% of their program must pay 60% of total fees**
- Students who have been enrolled for **≥50% of their program must pay 100% of total fee**

Working and Studying in Canada

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

PGWP Eligibility

As per current Immigration, Refugees and Citizenship Canada (IRCC) guidelines, international students graduating from licensed programs at a private career college in Alberta are not eligible for a Post Graduation Work Permit (PGWP).

Student Record Keeping

Electronically - password protected server with double firewall.

Physically - double-lock system where all student records are kept in locked file cabinets in a locked office.

Sundance College Insurance

Sundance College has sufficient insurance coverage as required by the Alberta Designation Requirements.

Student Handbook – International Version
Edited by Carson Van Iderstine May 2024