



ESL Student Guide

2024

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Welcome International ESL Students!

It is my great pleasure and honor to welcome you on behalf of the staff of Glenbow College. You did your best by choosing Glenbow College where future professionals are inspired and prepared. You are cordially invited to explore the inspiring and rewarding educational opportunities we professionally offer to our current and prospective students.

The story of Glenbow College is unique and unlike any other. Glenbow College was founded by devoted educators to provide high quality education in an inviting, supportive, caring and sincere atmosphere. Sometimes we come across the question of “Why Glenbow College?.” The answer is simple because we are different. We are educators so we know how to prepare you for your future dream. We take a personalized, holistic approach because we believe that every student is unique and deserves the best education. At Glenbow College, we offer a comprehensive ESL program designed to ensure your academic success. Our English Language Program is dedicated to providing adults with supportive language instruction aimed at equipping you to navigate future academic, personal, cultural, and professional interactions with confidence. Guided by values such as professionalism, respect, consistency, and cultural sensitivity, our classroom practices and administration foster an atmosphere of innovation, cooperation, and lifelong learning.

The opportunities and support at Glenbow College are endless so don't settle for less as you have more at Glenbow College. I encourage you to explore this unique opportunity for a professional and better preparation towards your future profession.

We look forward to having you at Glenbow College and serving you along the way to your dream.

Sincerely,

Fatih Sezgin

ESL Program Manager



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General Information

Welcome to the English Language Program at Glenbow College. This handbook aims to address numerous inquiries students may have regarding our programs and services. Our team is dedicated to providing assistance and support throughout your tenure with us.

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Emergency Number for ESL students:
+1(403) 489 9964



info@glenbowcollege.ca



www.glenbowcollege.ca



**Operating Hours: Monday to Friday,
9:00 am to 4:00 pm**



**Classes are not scheduled on
statutory holidays.**



**Suite 100 – 940 6th Ave. SW
Calgary, AB T3P 3T1**

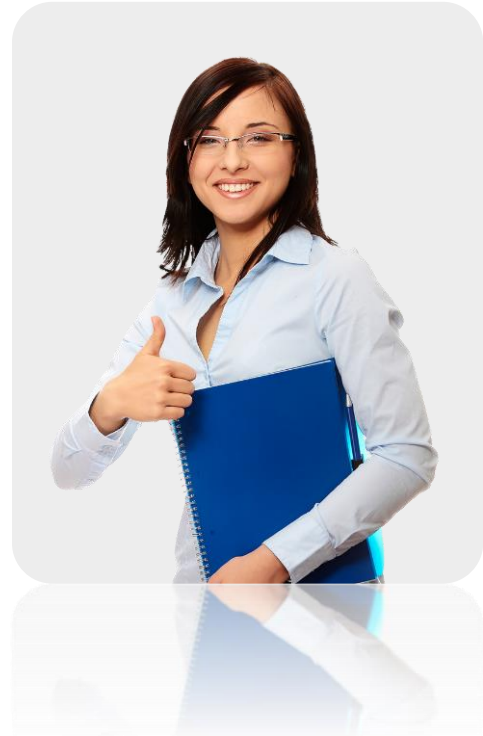
1.1 ESL Objective

The English Language Program at Glenbow College is meticulously designed to offer adults thorough language instruction within a nurturing and supportive environment. Our overarching objective is to equip participants with the necessary language skills to effectively navigate various aspects of their lives, encompassing academic, personal, cultural, and professional realms.

Central to our program's philosophy are the core values that underpin our classroom practices and administrative approach. These values include professionalism, which ensures that our instructors maintain high standards of expertise and conduct; respect, fostering an environment of mutual dignity and consideration among all participants; consistency, ensuring a reliable and uniform learning experience for every student; and open communication, encouraging dialogue and collaboration between instructors and learners.

Moreover, cultural sensitivity is woven into our curriculum, promoting an inclusive and respectful understanding of diverse backgrounds and perspectives. Innovation drives our continuous quest for improvement and adaptation to evolving educational needs and methodologies. Collaboration is fostered through a spirit of cooperation, encouraging teamwork and shared learning experiences among participants. Lastly, our commitment to lifelong learning underscores the belief that education is an ongoing journey, and we are dedicated to supporting our students in their pursuit of knowledge and growth beyond the classroom.

In essence, the English Language Program at Glenbow College strives to provide a holistic and enriching experience, grounded in these fundamental values, to empower our students to thrive in an increasingly interconnected and diverse world.



1.2 Expectations

At Glenbow College, we uphold the belief that learning is a collaborative effort between educators and students, and we encourage our students to take an active role in their educational journey. Central to this philosophy is the expectation that students assume responsibility for their own learning outcomes.

As part of this commitment, students can anticipate dedicating approximately 2 to 4 hours per day to homework assignments. These tasks are carefully crafted to reinforce classroom learning, deepen understanding, and foster independent thinking and problem-solving skills.

Furthermore, our curriculum emphasizes interactive and participatory learning experiences. Students are encouraged to engage in group work, where they collaborate with peers to exchange ideas, perspectives, and insights. They are also given opportunities to showcase their knowledge and skills through presentations, which not only enhance communication abilities but also bolster confidence and self-expression.

Field trips that are directly linked to course content are integrated into the curriculum to provide students with real-world applications of theoretical concepts. These excursions offer valuable experiential learning opportunities that enrich classroom discussions and enhance understanding.

In the classroom, students are expected to be active participants in the learning process. This entails asking questions, seeking clarification, and actively engaging with course material. By fostering a dynamic and interactive learning environment, we aim to cultivate critical thinking, creativity, and a passion for lifelong learning among our students.

In summary, at Glenbow College, we empower students to take ownership of their learning journey by providing them with the tools, resources, and support they need to succeed. Through a combination of rigorous coursework, collaborative activities, experiential learning opportunities, and active classroom engagement, we endeavor to nurture well-rounded and self-motivated learners who are equipped to thrive in a rapidly evolving world.



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English Language Programs

At Glenbow College, English language proficiency is measured using The Global Scale of English (GSE), a standardized scale ranging from 10 to 90, aligned with the Common European Framework of Reference (CEFR). Unlike the CEFR's broad proficiency levels, the GSE offers a granular assessment of learners' abilities at each point within a CEFR level, motivating learners with incremental progress tracking. Glenbow College integrates Pearson's StartUp series into ESL classes, designed to be relevant, engaging, and growth-oriented, while assessments align seamlessly with the GSE, ensuring a cohesive educational experience. The CEFR's six-level proficiency classification spans A1 (low basic) to C2 (fully proficient), with learners typically requiring extensive study periods to progress between levels. This comprehensive educational approach, grounded in expert research and global input, aims to provide learners with a clear path to language proficiency and a sense of tangible progress.

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Currently, Glenbow College provides English courses at four proficiency levels: beginner, elementary, intermediate and college/university Pathway.

Beginner Level

The Global Scale of English places proficiency levels between 36-42 as equivalent to the higher end of the A2 level on the CEFR, denoted as A2+. At this stage, learners are nearing independence in language usage, requiring less modification from interlocutors. They can actively engage in simple social exchanges, albeit with occasional assistance, and can sustain short monologues. Their ability to comprehend and utilize simple language related to familiar topics and past experiences is evident, as is their capacity to comprehend standard speech with some repetition or clarification. A2+ learners can initiate and maintain basic face-to-face conversations in everyday situations, exchange information, and express ideas with limited grammatical structures. Additionally, they can produce short written texts with basic structure and coherence.

Elementary Level	<p>The Global Scale of English places proficiency levels between 36-42 as equivalent to the higher end of the A2 level on the CEFR, termed as A2+. At this stage, learners are nearing independence in language usage, requiring less modification from interlocutors. They can actively engage in simple social exchanges and sustain short monologues, expressing ideas on familiar topics using basic grammar structures. A2+ learners can understand and utilize simple language related to their environment, comprehend slow and clear speech on familiar matters with some assistance, initiate and maintain basic face-to-face conversations, exchange information, and write simple structured paragraphs and short texts.</p>
Intermediate Level	<p>The Global Scale of English places proficiency levels between 51-58 as equivalent to the higher end of the B1 level on the CEFR, categorized as B1+. At this stage, learners demonstrate the ability to handle a broader range and greater volume of information, facilitated by the development of an expanding repertoire of language structures and vocabulary. B1+ learners can comprehend a significant portion of television programs on familiar subjects, effectively summarize and offer opinions on short stories, articles, or discussions, and engage in exchanges of information on both routine and non-routine topics.</p>
College/University Pathway	<p>Upon reaching the Intermediate Level, students gain access to academic upgrading courses and open studies, offering pathways to both college and university pursuits. This pivotal achievement opens doors to a diverse array of educational opportunities aligned with students' academic and career goals. Whether pursuing a college diploma or a university degree, the Intermediate Level serves as a stepping stone towards higher education, empowering students with essential skills and knowledge for success. Similarly, the Global Scale of English (GSE) delineates proficiency levels, with C1 (GSE 76–84) indicating fluency in comprehending demanding texts and producing detailed writing, while C2 (GSE 85–90) signifies near-native proficiency, enabling learners to understand complex content and express themselves with precision. The GSE Assessment Framework further enhances assessment processes for adult learners, ensuring effective evaluation of their language proficiency levels.</p>

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PROSPECTIVE STUDENTS

3.1 Admission Requirements

1) Complete the pre-arrival assessment through the link sent to you via email. This required to classify you level of English so that we can place you with the best suitable group and class for your best learning experience.

Pre-arrival assessment Link:

2) One time and non-refundable application processing fee of \$250.00 CAD is required.

Your application will be processed until we receive the fee.

Here are your payment options:

Directly pay through our website using the following link

<https://glenbowcollege.ca/make-payment/>

You will require a credit card that will accept Canadian Dollar currency.

Wire transfer – Note if you choose this method you will need to include an additional \$50.00 for the wire transfer processing fee.

Wire Transfer info:

Bank Transfer Information

Beneficiary Name: Glenbow Educational Services Ltd

Beneficiary Bank: Royal Bank of Canada

Bank Account Number: 1039148

Bank No. : 003

Transit No: 09219

Swift Code/Routing/ABA Number (if from US): 021000021

Swift Code (from any other Country): Royccat2

Bank Address: 130 Country Village Rd. NE - Unit 100, Calgary, AB, T3K 6B8 Branch Tel: +1 403 509 2710, Branch Fax: +1 403 509 2711

Email transfer: This can ONLY be done from a Canadian bank. Send your transfer to the following address and make sure to note your full name and the purpose of the transfer.

payments@glenbowcollege.ca

Send a form of prove, bank receipt and or online transaction screen capture, showing your payment(s). This will allow us to confirm that you have processed the payment and check on our end which will prevent any delay in your application process.

No application will be processed without the applicable fees.



3.2 Admission- Continuing Students

Revised registration deadlines can be found on the English Language Program website. Additionally, registration deadlines are communicated in class at the conclusion of each term. For inquiries regarding registration, please feel free to visit or contact the English Language Program office. Upon enrollment, students have the option to defer their admission for one term, and placement test results remain valid for two terms. However, if a student is absent for more than two terms, they must undergo another placement test (a fee applies).

General English has intake dates every Monday, excluding public holidays. For specific module start dates and seat availability, kindly reach out to the school.

3.3 Tuition Fees and Financials

Glenbow College is here to provide quality education with competitive tuition fees when compared with other ESL program offerings. Our finance staff will outline a financial plan once you are enrolled to a program. For more information please contact isadmissions@glenbowcollege.ca

General English	Tuition Fees (Per Week)			
	1-10 weeks	11-20 weeks	21-30 weeks	31+ weeks
20 Lessons (GE20)	\$340	\$325	\$310	\$300
25 Lessons (GE25)	\$370	\$355	\$340	\$330

All tuition costs are calculated in Canadian Dollars. [See Tuition Collection and Refund Policy for further details.](#)

3.4 Studying in Canada

As most of Glenbow Colleges programs are more than 2 months, International students intending to start a program with us need a study permit. Study Permits are issued by Immigration, Refugees and Citizenship Canada (IRCC) and you can apply online or visit your local visa application center.

Glenbow College's Designated Learning Institution (DLI) number is 000000000 (the first character is the letter 'O'). It is the responsibility of the students to know and understand the International Student Immigration Regulations. For more information, visit the IRCC website:

<https://www.canada.ca/en/services/immigration-citizenship.html>

3.4.1 Applying for a study permit

At a minimum, these documents are needed to apply for a study permit:

- » A valid passport (with at least 6 months left before expiry)
- » Acceptance letter from Glenbow College with DLI number: 000000000
- » Proof of ability to pay for tuition and living costs for you and any family members coming to Canada
- » Applicable Visa processing fee
- » Educational documents (translated and notarized) & English proficiency

For more information about study permit applications, visit the IRCC website: <https://www.canada.ca/en/services/immigration-citizenship.html>

3.4.2 Arrival at the airport in Canada

When you arrive at Canadian Customs at the port of entry (eg. Calgary International Airport (YYC)), have the following documents ready:

- » Your passport
- » Study Permit or Letter of Introduction (issued by a Canada Visa Office to confirm that your study permit has been granted)
- » Acceptance letter from Glenbow College and proof of registration
- » Proof of funds to support yourself and family members (if any) during your stay in Canada

You will have to go through customs where a Canadian customs officer will ask you questions about the purpose of your visit and will verify your documents. Do not leave the airport or border without your study permit. Also, check the information on your study permit is accurate. It is much easier to correct any errors before entering Canada.

3.4.3 Living in Calgary

The City of Calgary is the fourth largest city in Canada with a population of over 1.4 million and the largest city in the province of Alberta. Located at the foothills of legendary Rocky Mountains, the city is a fun place to live. Its beautiful location and diverse identity close to mountains attracts residents and visitors from all over the world.

Calgary is highly ranked for its quality of living, cleanliness, and eco-friendliness. It has been consistently ranked among top 10 cities to live in list. Calgary was recently rated the 5th most livable city in the world by the Economist Intelligence Unit.

A thriving local economy and diversifying job market make Calgary the ideal place to pursue your education. Glenbow College is located at the core of Calgary Downtown and accessible via all means of public transportation.

Interesting Facts on Calgary Living:

- » Sunniest city in Canada with an average of 333 days of sunlight annually
- » Host city for the 1988 Winter Olympics
- » Over 1 million visitors attend the Calgary Stampede
- » A shared apartment can be anywhere from \$400 - \$800/month
- » Groceries are \$200 - \$400/month
- » A used bicycle is around \$50-\$100
- » A cup of coffee is \$1.50 to \$4
- » Lunch at a café/restaurant is \$10-20
- » A taxi from the airport to Glenbow College/ Downtown Calgary is about \$25

Below are some resources to help with transitioning to life in Alberta and City of Calgary:

<https://www.visitcalgary.com/things-to-do/stories-from-calgary/100-things-to-do-in-and-around-calgary>

<https://www.liveincalgary.com>

<https://www.calgary.ca>

3.4.4 Health & Medical Insurance

In general, health care and medical expenses in Canada or in Alberta can be expensive and a burden for international students. Therefore, all international students are required to obtain health insurance and medical coverage plan while studying in Canada through various means available to them.

Alberta Health Care Insurance Plan (AHCIP)

International students can apply for AHCIP within 3 months of their arrival date and if they are:

- Holder of a 12-month study permit associated with an Alberta educational institute and will reside in Alberta for 12 months or more. Students under 18 years of age can only be added to the AHCIP account of a custodian.
- If international students are holder of a study permit that is valid for more than 3 months but less than 12 months, they may be eligible for AHCIP coverage. For requirements visit:
<https://www.alberta.ca/ahcip-students.aspx>
<http://www.health.alberta.ca/AHCIP/temporary-residents.html>

AHCIP Coverage: <https://www.alberta.ca/ahcip-what-is-covered.aspx>;

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/>.

Private Health and Medical Care Insurance

International Students who are not entitled to AHCIP coverage are advised to buy private health Insurance prior to arrival in Canada. In the absence of a health care insurance plan, the student will have to pay on their own to the Hospitals, and Clinics for treatment and consultation, which could be very expensive. Glenbow College does not recommend a particular plan or agent for private health insurance, however can assist in researching available private health insurance companies that would suit the particular needs of a student.

3.4.5 Accommodation

Glenbow College does not provide any on campus or off campus housing. However, there are many accommodation options available for international students within Calgary. Available options are shared rental rooms (furnished and unfurnished), rental houses, basement suites, condos, apartments and homestay. International students are responsible of arranging their own accommodation prior to arrival in Calgary. Resources for locating available housing can be found online such as:

- » RentFaster.ca
- » Calgary.rentspot.com
- » calgary.craigslist.org
- » Kijiji.ca

Other than websites, rental rooms and homes are also available through private ads on bulletin boards of Community Centers.



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Policies & Academic Regulations

4.1 Tuition Refund Policy

A full refund, minus a \$250 administration fee, will be granted to students who withdraw in writing 30 days or more before the ESL course begins.

Withdrawals received in writing up until the first day of the ESL program will be eligible for a 70 percent refund of the tuition paid, minus a \$250 administration fee.

If students withdraw within 5 calendar days of the original start date of the ESL program, a 50 percent refund of the tuition paid, minus a \$250 administration fee, will be issued.

-No refunds are provided for withdrawals occurring when more than 5 days of the ESL program have been completed.

Visa Denials: In the event of a visa denial preventing the student from attending the ESL programs, tuition fees and deposits will be refunded, minus a \$250 administration fee. Written proof of denial must be submitted at least 7 calendar days before the ESL program begins.

Refund Payments: Approved refunds will be processed within 30 days of receiving notification from the student regarding cancellation, drop, or withdrawal. Refunds will be issued via the original payment method:

- Cash: Refunds will be made by cheque, Interac e-transfer, or wire transfer.
- Credit Card: Refunds will be credited back to the original credit card used for payment, with a 3% CC fee applied.
- Wire Transfer: Refunds will be credited back to the original bank account used for payment, with a \$50 fee applied per transaction.



The Refund Policy underscores our commitment to fairness and transparency in handling refund requests for tuition and visa denials. Students are encouraged to familiarize themselves with this policy to ensure understanding of the terms and conditions associated with each type of refund.

4.2 Academic Policies

Attendance

Glenbow College expects regular and punctual class attendance. Punctuality is as important as good attendance. As a student, you are expected to attend classes, including any make-up sessions, on a regular basis and notify the campus immediately of any absences or lateness in accordance with your contractual agreement. Student absences will be recorded from the first day the class meets.

Interruption of Studies

If for any reason a student interrupts his or her studies by being absent from scheduled classes for more than five (5) consecutive days or by missing a scheduled examination, he or she must meet with the Campus Director or Designee. Non-attendance does not constitute notice of withdrawal.

The College will consider only two reasons as valid for interruption of studies:

1. Medical Reasons - The student must provide a physician's note attesting to the illness and stating the dates that the student was required to be away from college.

2. Compassionate Reasons - The student must provide a letter explaining the circumstances surrounding the absence. A compassionate reason for absence must meet the definition "a suddenly-arising situation beyond the control of the student."

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Re-admission

Re-admission will be considered on a case-by-case basis. Students must submit a written letter to the Program Coordinator or designee requesting re-admission. The student will be responsible for payment of all fees relating to the College up to and including the date of termination in accordance with the Refund Policy. Students may not be able to resume their program where they left. The student's scheduling and/or completion dates may also be changed as a result.

Resumption of Studies

Students who have interrupted their studies by an absence of 5 or more consecutive days, or by missing a scheduled examination, must obtain permission to resume classes. Students should make an appointment for a formal interview with the Campus Director as soon as they are sure of their return date. Students must be in good financial and academic standing in order to be re-admitted. If proper notice was not given of the absence, a student may be re-admitted under probationary terms. An exception may be made if the student has a valid reason for the absence.

Cheating and Plagiarism

Cheating is the purposeful, willful, and concealed use of unauthorized sources for a test, exam, or other forms of academic work. Glenbow College enforces a zero-tolerance cheating and plagiarism policy. Any student who cheats or plagiarizes material for academic grading will be penalized. This generally means that they will be expelled from the College. Cheating is any act of academic dishonesty. 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:

1. Submitting the same work or part of the same work for credit in two different courses without the prior agreement of the instructor(s) involved
2. Bringing (and 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.)
3. Presenting oneself as another student for a class, test, or exam
4. Unauthorized sharing of material (copying, or allowing others to copy) during a test or exam
5. Unauthorized communication with another student in a test or exam
6. Submitting another person's work as your own or providing work for another person to submit as his or her own
7. Falsifying or misrepresenting academic records
8. Gaining or attempting to gain access to an examination or test, or a part thereof, without permission from the instructor
9. Plagiarism includes using another person's essential style and manner of expression. Any act of representing others' work as your own is a dishonest act. This includes, but is not limited to, homework, written papers, exams, lab assignments, published work, circuit design, software, etc. This includes copyrighted materials. Students should give credit explicitly and clearly, as well as provide appropriate

reference to ideas, thoughts, and writings of another, whether the source is oral, from a written source such as books or journal articles, or from the Internet. By not placing direct quotes in quotation marks and footnoting the source, and by not footnoting indirect reference to another's ideas, a student has disguised the fact that the ideas and thoughts, or even exact words, come from another source first.

When in doubt, consult with the Instructor for the course.

Violations that threaten the academic integrity of the College may be subject to disciplinary actions. Sanctions may include but are not limited to:

- Award of zero marks for the piece of work or examination
- Award of a fail grade for the whole course
- Academic Probation, Suspension or Expulsion

Student appeals can be made in writing in accordance with the Dispute Resolution Policy.

Copyright

Glenbow College comply with the copyright laws as applied to educational institutions. The use of and/or photocopying of copyrighted material in violation of the copyright laws by instructors, students, alumni, and staff is prohibited. This standard applies to printed, software, audio, video materials, and web-based information.

Canadian copyright legislation states that only the creator or rights-holder has the right to reproduce his or her own work. Copyrighted works include but are not limited to: Documents, graphics, sounds, video, software on company computer systems, or information from the Internet.

Course Repeat Procedure

It is important to note that each course/module within a program of study must be successfully completed in order to achieve graduation. For some students it may be necessary to repeat a course/module during their program. Not all programs allow students to repeat a course/module. Students may only fail one (1) course/modules over the duration of their studies unless otherwise stated. Should the student fail a course/module, he or she may receive one course/module repeat at no cost. Subsequent failed modules will be charged the full cost of the course/module, as well as any other incidental cost. The Campus Director will make a determination based on the circumstances.

Students may only repeat a course if class space is available. All repeated courses will appear on the student's academic transcript.

Organizational Student Communications

All students and instructors receive an organizational e-mail address. As part of class preparation, please ensure you have received your e-mail address. When communicating with other students or staff, please use the email address provided to you.

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 “Glenbowguest” and be capable of fulfilling all curriculum IT requirements.

Student devices must meet or exceed the corresponding specifications based on operating system. All devices must support Microsoft Office 365 or Microsoft Office 2016. If you are not using a Windows device, you are responsible for using a browser that can emulate a Windows device (i.e. Puffin or others). The specifications noted here are only a guide and may change without notice.

Grading

Glenbow College uses a letter and or percentage grade to indicate academic performance. Students are given a letter and or percentage grade for each course/module, work experience, practicum, or preceptorship completed or attempted. Grading may be based on classroom performance, assignments, projects, and examinations. All grades are available for student review by request; however, we strongly encourage students to keep track of the grades they receive in order to resolve any discrepancies that may arise. Some externally regulated programs have their own set of grading/academic criteria. Individual courses may have different passing requirements. Make sure you understand what is required for each course. Course outlines will describe the course assessment model and the grading criteria.

95-100	4.00	A+	Out Standing
90-94	4.00	A	Exceptional
85-89	3.67	A-	
80-84	3.33	B+	Excellent
75-79	3.00	B	Very Good
70-74	2.67	B-	Good
67-69	2.33	C+	Satisfactory
64-66	2.00	C	
60-63	1.67	C-	
57-59	1.33	D+	Unsatisfactory
50-56	1.00	D	Poor
0-49	0	F	Fail

Pass (P) A “Pass” grade is given for students who successfully complete a course that is designated by only a pass or fail mark (i.e. Practicum). A “P” grade counts toward graduation.

Withdrawal (W) Students who withdraw before 33% of the course has elapsed will receive a grade of “W” (Withdrawal).

Fail (F) Students who do not complete all required components of a course, or who receive a cumulative score of less than 60% in a course will receive a fail. Students who withdraw beyond 33% of a course or who do not complete all of the required assignments in any course will be given an “F” or an “I” at the discretion of the Instructor.

Incomplete (I) An “Incomplete” grade does not remain on the student transcript provided all required assignments are satisfactorily completed within 30 days after the course has ended. Should an “Incomplete” be left unresolved past 30 days, it will automatically become an “F” and remain on the transcript.

All final grades must be submitted by the instructor 5 business days after the last day of class.

Please note that externally regulated programs may have their own grading scale.

Grade Disputes

A student in disagreement on an academic/education matter should attempt to resolve the issue first with their instructor. If a satisfactory resolution cannot be found with the instructor, the student can seek a resolution with the Campus Director. Students who feel they have received an erroneous grade must appeal that grade to their instructor and/or Campus Director a maximum of five (5) business days after the start of the following module/course or term. (Externally regulated programs may have their own policy. Check with your Campus Director.) Only final grades may be appealed. If the student and instructor do not reach a resolution, the student may appeal to the Campus Director of the College. The Campus Director, after consultation with the instructor and student, will make a determination. The student, if still dissatisfied, may appeal by following the Dispute Resolution Policy found in this manual.



Graduation

Graduation ceremonies are held annually. In order to receive an invitation to participate in the Graduation Ceremony, students must:

- » Complete all requirements of the academic program, as set out in the program outline, by the graduation cut-off date.
- » Ensure that all borrowed resources have been returned in good condition, or that payment has been made to the College for the replacement of the borrowed resources.
- » Ensure that all necessary tuition and other fees have been paid in full.

Recording in the Classroom

Students need the instructor's permission to record the lesson/lecture. Recording may be permitted solely if the student wishes to record the lesson and use it privately, i.e. not upload or share the recording. If the student has a disability and needs to record the lesson because of the said disability, he or she has the right to do so according to the regulations agreed upon regarding the disability.

Official Transcripts

Students will receive one official copy of their Diploma or Certificate upon graduation. This official copy is at no charge to the student. Additional copies of official College Diplomas or Certificates will be

provided upon request at a cost of \$25 per transcript. Diplomas and Certificates required for admission to other institutions will be sent directly to the admitting institution at a cost of \$25 per transcript. If it will be sent via courier the student is responsible for courier charges.

4.3 Dispute Resolution Policy

Due to the diversity of individuals operating in close proximity to one another, the College realizes there may be disputes and conflicts that arise from time to time. Glenbow College provides an opportunity for students to resolve disputes of a serious nature in a fair, reasonable and equitable manner. Glenbow College is committed to the prompt and equitable resolution of student concerns to the satisfaction of both the student and the College. It is understood that a student has an obligation to promptly bring concerns or complaints about their program. The College does not want minor problems to develop into major issues. This is to provide the student and the College the best opportunity to address, respond to, and if necessary, remediate the issue as soon as possible. In general, if a student has any problems or concerns during their training period, the College encourages students to discuss them promptly with the staff member directly involved. Should the concern require further investigation and involvement, the staff member will arrange a meeting with the appropriate personnel, up to and including the Campus Director.

A complaint must be filed with the Student Relations within ten (10) calendar days of the occurrence of the incident or from the date upon which the student should reasonably have known about the matter(s) they are complaining about. Anonymous complaints will not be accepted. At each level, complaints must be in writing; however, e-mail complaints may be accepted with telephone confirmation.

If a satisfactory resolution is not reached, the student will be asked to document, in a letter, their concern, the actions taken to date by the campus in an effort to resolve the issue, and the desired resolution. The Campus Director will investigate the student's concern and meet with the student to seek a resolution.

Procedures

Addressing issues can either follow an informal or formal process.

a- Informal Resolution Process

1. If a student has a concern about another student, the course/module, an assignment, an examination, or any other classroom related matter, the student should meet with the instructor. In most cases it is best to address the concern directly and with the person involved. If the matter cannot be resolved, the student is directed to the Campus Director.
2. If the concern involves an instructor, the College, the facilities, financial matters, a College employee, health related matters, or a concern of a serious nature, the student should meet with the Campus Director. The Campus Director may refer the student to a designee for further discussion or exploration

of the issue. The campus-based process involves meeting with the student, discussing the student's concern, and recording the concern and the student's desired resolution on the *Student Resolution Form*. Relevant parties may be contacted during this process.

3. A Student Resolution Form is completed and signed by both the student and the Campus Director or designee as a means of capturing the content of the conversation, concerns, agreements, and/or action to be taken, if any. The Student Resolution Form is given to the student and a copy is filed in the student's administrative file.

4. If the Campus Director or designee and the student come to a satisfactory resolution during the meeting, the resolution plan is implemented, and the Campus Director or designee will follow up to ensure the resolution plan satisfactorily resolves the concern.

b- Formal Resolution Process

In the event that a student's concern has not been resolved through the Informal Resolution Process, the student may initiate a formal complaint or expression of concern through the Formal Resolution Process. In order to facilitate a timely and accurate resolution, students must initiate the Formal Resolution Process within ten (10) days of the date the events that gave rise to the complaint. In order for the Formal Resolution Process to begin, the student must put his or her concern or complaint in writing in the form of a letter. The student must set out the areas of concern/complaint, their intention that they follow the formal dispute resolution process, their recommendation for resolution, and what steps they have taken to date to address or resolve the issue. This will initiate the Formal Resolution Process.

- » **Step 1:** The Campus Director or designee will investigate the student's concern/complaint and meet with the student to seek resolution and/or seek additional information around the concern/complaint from the student as soon as is practicable and normally within 5 business days.
- » **Step 2:** The Campus Director or the designee will investigate the student's concern/complaint and within 10 business days of receipt of the complaint letter will respond in writing stating the outcome of the investigation with recommendations.
- » **Step 3:** If the student accepts the conclusions/recommendations for resolution, the matter is deemed resolved and the agreement is set out in a Student Resolution Report signed by the student and the Campus Director. A copy of the student's complaint/letter, together with the response will be retained in the student's file. The student will receive a copy of this report. All correspondence regarding the dispute will ordinarily be under the Campus Director's signature.
- » If the concern cannot be resolved and the student wishes to take the matter further, the student and College agree that the complaint can only be advanced further by way of third party arbitration. Unless otherwise agreed, or decided by the arbitrator, each party will bear the equal cost for the arbitration.
- » If the student is not satisfied with the College's decision after the review process, he or she can file a complaint with Languages Canada.

4.4 Student Resources

4.4.1 Campus Life

Glenbow College Campus is located at the core of Calgary Downtown that is equipped with all amenities for a student's success. Our college community is diverse and offers activities and opportunities to make a new comer feel right at home.

Campus Location: Suite 100, 940 6th Ave. SW, Calgary, Alberta, T2P 3T1

International Student Orientation: All International Students must attend the Orientation program that provides students with important academic information and polices, covers cross cultural sessions and elaborates on all services that the college offers. Student Orientation takes place on the first of day of the programs.

4.4.2 Settlement and Career and Services

Settlement and Career and Services are available to all students while in school and as graduates. Career and Settlement Service unit provides:

- » Airport Pickup at a cost (\$50 per pick up from Calgary International Airport to Student's Residence (Hotel/Rental Accommodation etc.)
 - » Assistance with bank accounts, cell phones, etc.
 - » Guidance with International Student Medical Insurance on a need basis
 - » Information on employment regulations and social insurance
 - » Social Activities and Cross-Cultural Communication Skills
 - » International Student Counselling and Academic support
 - » Workshop on cover letter and resume writing
 - » Workshop on Interview tips, preparation and practices
 - » Workshop on Tips, strategies and tactics on effective job searching
 - » One-on-one sessions to identify skill strengths, review cover letter and resume, practice interviews
 - » Support on ensuring successful practicum placement to ensure student preparedness
- Resources are also available online. Visit our website: www.glenbowcollege.ca

4.4.3 GC International Office- Hours of Operations/Location

Contact us by email, phone, or visiting our office, and follow us on Social Media.

Hours of Operations

Glenbow College's International Office is open during the following office hours for general questions, for students to drop off official educational documents and for any request of educational documents, letters etc. If you have specific questions that you need to discuss with an international advisor, please visit the office during:

Daily Office Hours:

Monday to Friday: 9:00 a.m. - 4:30 pm(MST) except weekends, holidays and college closures

Drop-In Advising Hours: Monday to Friday: Between 1:30pm and 3:30pm (MST) or make an appointment.

Please note that the College will be closed on **weekends and statutory holidays**

Contact Us:

Email (Prospective Students): isadmissions@glenbowcollege.ca

Email (Currently Enrolled Students): admissions@glenbowcollege.ca

You must include your Student ID in your email.

Glenbow College Address and Phone Number:

GC International Education Office

Suite 100, 940 6th Ave. SW, Calgary, Alberta, T2P 3T1, CANADA

Tel: 1-403-264-4448

e-mail: info@glenbowcollege.ca

4.4.4 Extending Your Study Permit?

If you are currently a student in Canada with a permit, visit the IRCC website to learn how to extend your study permit.

4.4.5 International Student Record

The term “student record” refers to the collection of data dealing with an individual who is associated with a program or course of study at Glenbow College. Glenbow College maintains individual records and information about students for the purpose of providing educational, vocational, and personal services to its students. It is Glenbow College policy to comply fully with the Freedom of Information and Protection of Privacy Act. Most of the data is categorized as academic, personal and/or financial and is maintained by the Registrar’s Office. The Official College Record for each student is a permanent record consisting minimally of the student’s name, student number, personal data, achievement, and academic decisions and should be maintained for a minimum of 20 years.

By applying for admission to Glenbow College and by enrolling in a program at the College, students consent to the collection of their personal information by Glenbow College for educational, administrative and statistical purposes. The information is needed to process their admission application and their enrolment and registration in academic programs; to record and track their academic progress; to provide the basis for awards and for related recordkeeping purposes. Students agree that all information and documentation submitted to the College in support of an application for admission, counselling and disability services, or financial award, or any petition or appeal, becomes the property of the College.

Content of Student Records: While a student is in attendance at the college, the following documents comprise their record:

- Application form and its documentation and admissions correspondence;
- Cumulative record of grades;
- Receipt of payment of fees;
- Record of changes of status (i.e., name change, address change, grade change);
- Record of withdrawal;
- Accounts of faculty decisions on standing and promotion;
- Record of requests for transcripts;
- Transfer Credit forms;
- Any in-course documentation from college or third party sources which concern student's status (i.e., letters from sponsoring agencies, record of disciplinary actions, etc.);
- Anecdotal description of student progress in specific programs (i.e., nursing clinical experience);
- The computer record carries the codes or full account of the current status created by the documentation identified above.

5

WORK with PIPA

Personal Information Protection Act (PIPA) is consent based and allows organizations to collect personal information for reasonable purposes. Under PIPA, organizations must take reasonable measures to protect the personal information they hold. As a Private Career College, it is bound by follow Personal Information Protection Act (PIPA) in order to protect the privacy of the students. The college is legally bound not disclose a student's personal information without a prior written consent of the student and /or any of its employees. The College respects the right to privacy of its students and employees. It is committed to safeguarding the personal information of each student, graduate and employees.

5.1 Privacy

Privacy under PIPA Act has the greatest impact on day to day work of Glenbow College. Except for very limited circumstances, the college may not release any information about an identifiable individual without his or her permission. For example: A student's grade on an exam or essay is considered personal information that we may not disclose. Practices like posting marks on the wall or leaving piles of exam papers available for students to pick up, are not appropriate within PIPA.

5.2 Access

The Personal Information Protection Act (PIPA) is Alberta's private sector privacy law that requires Glenbow College to provide open access to information about:

- The institution (college)
- Glenbow College policies and procedures and other details as may be required
- Glenbow College students have the right to physically review their own education records in the presence of a designated college representative. Where necessary and reasonable, an explanation and interpretation of the record will be provided by qualified college personnel. Student access may include electronic means.
- Access and Review: The Student is required to submit all requests for access to his/her records in writing to the appropriate office and will be required to present appropriate identification.

- The appropriate office shall comply with the request within a reasonable amount of time, not to exceed 15 days after receipt of the request.
- Original records may not be removed from any office where they are maintained.
- Copies: Where circumstances effectively prevent the Student from exercising his/her right to inspect and review the record, Glenbow College will provide a copy of the records requested. Students may be required to pay a fee for copies of their records, including, but not limited to transcripts, certification of enrollment, certification of graduation, and enrollment letters. A Student may be denied a copy of his/her Student record (e.g., transcript, diploma, or certificate) in cases where an administrative hold has been placed on that Student's record. The Student may view such records, though will not be permitted to obtain a copy of said record until the hold has been properly removed.

Definitions:

- Academic Record: consists of academic activity (program/course registration, achievement, transfer credits and academic standing) at the College.
- Personal Record: consists of biographical data and may include previous educational achievements such as secondary school records. Please ensure that the address in the system is the correct one for mailing purposes. Contact the Registrar's Office to change your address or update other personal data on your Student Record.
- Financial Record: consists of financial transactions with the Glenbow College relating specifically to tuition and other fees.
- Accuracy of the Student Record: The student is personally responsible for the completeness and accuracy of their student record, which is maintained by the Registrar's Office. This includes mailing address, personal data and achievement.

5.3 Collecting personal information

PIPA requires that we collect information directly from an individual for reasons consistent with the purpose of the organization and necessary to operate the program. Taking the additional step of informing people of the personal information you will be collecting and how that information will be used is also necessary.

5.4 Disclosing personal information

The law also restricts disclosure of information about individuals without their permission.

5.5 PIPA Principles

There are five fundamental principles that will help you work and learn within the law:

- I. You have the right to access college information, subject only to limited and specific exceptions.
- II. We may collect your personal information only for specific reasons, must control the use of that information, and carefully control disclosure of that information.

- III. You have the right to access the records we have about you, subject to limited and specific exceptions.
- IV. You have the right to request corrections to the records we hold about you.
- V. If necessary, you may contact the Privacy Commissioner with any concerns.

5.6 PIPA for Students

As a student of Glenbow College PIPA will have little impact on your career. The College forms and policies generally carry a statement about PIPA. That is because Glenbow College is required to tell you why we are collecting information from you, and what we intend to do with the information. Policy of how student records are kept at Glenbow college is defined by standard and policies that are inline with PIPA.

