



Student Handbook

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Welcome to The Learning Company

Welcome to The Learning Company! We are pleased you have chosen us to pursue your education. The Learning Company offers you the opportunity to earn a diploma, train for a new career, or update your current job skills.

Embraced throughout The Learning Company community, our commitment is for you to leave your program confident and experienced in the skills introduced throughout your program. We plan to meet this goal by offering you the following:

- Educational programs that align with in-demand careers
- Instructor-led programs with qualified faculty
- Engaging learning experiences that support industry expectations
- A dedicated team to provide guidance and support

The Learning Company can put you on the fast track to in-demand careers in the fields of business and healthcare. It is our goal to provide you with challenging content, the opportunity to develop in-depth understanding, and the tools necessary for you to begin your career. Your commitment and dedication will ensure your success in the program you have chosen.

*The Learning Company reserves the right to change the information in this guide at any time.

About The Learning Company

The Learning Company's Approach to Education

We pride ourselves on offering students an inclusive community that respects the diversity and uniqueness of our students. At the heart of our philosophy is the pursuit of knowledge and personal growth and development. The Learning Company will provide you with the opportunity to expand your horizons and prepare you for the next stage of your personal journey. Meaningful, challenging, industry-reviewed programs taught by highly qualified, dedicated instructors are at the core of The Learning Company operations.

Regulatory Information

The Learning Company is a recognized private vocational institution according to The Private Vocational Institutions Act, Manitoba Regulation 237/02.

The Learning Company is accountable to the Registration and Accountability Office of the Department of Economic Development and Training.

Campus Safety

The Learning Company is committed to providing a safe environment for students, faculty, staff, and visitors. Knowing what to do is the best protection and your responsibility. In the event of a health, safety or environmental emergency, please contact campus administration immediately. Students should be familiar with the fire safety procedures, evacuation routes, and the locations of emergency equipment for their campus location. Students are expected to understand and follow The Learning Company's Health and Safety protocols and policies including, but not limited to:

- Students should immediately report any hazard or unsafe situation to their instructor or campus administration.
- Students are required to report an accident, an injury, a "near miss," or any equipment damage to their instructor or campus administration immediately. Reporting includes completing written documentation related to the incident.
- Students must cooperate with responding emergency personnel and comply with all directions and/or instructions they give.
- The Learning Company adheres to all public health orders and will communicate changes in policy, programs, or safety in accordance with those orders.

Course Schedules

The Learning Company will make every reasonable effort to ensure that students have the optimum student experience. Schedules are made in advance for all students and students

are pre-registered in all classes. The Learning Company reserves the right to adjust course schedules and to cancel and/or merge courses or programs.

Holidays

The Learning Company is closed on provincial, civic, and national holidays:

HOLIDAY	DAY OBSERVED
Canada Day	July 1
Civic Holiday	1 st Monday in August
Labour Day	1 st Monday in September
National Day for T&R	September 30
Thanksgiving Day	2 nd Monday in October
Remembrance Day	November 11
Christmas Day	December 25
Boxing Day	December 26
New Year's Day	January 1
Louis Riel Day	3 rd Monday in February
Good Friday	Friday before Easter Sunday
Victoria Day	Monday preceding May 25

Emergency Closures

The Learning Company College will make every effort to communicate emergency closure details to students via media or electronic communication.

Textbooks/Course Materials

Course instructional materials are in the form of physical textbooks, eBooks, or other electronic materials, software, and/or media which will be provided to students by The Learning Company. Distribution and prices of these resources varies by campus.

Graduation Requirements

Diplomas and certificates are awarded to students who have met the following graduation requirements:

- Successful completion of each course in the program.
- Successful completion of the program with an overall average of 70% or higher.
- Successful completion of the program's practicum (if required).
- Financial account is in good standing.
- Return or purchase of all The Learning Company property, including but not limited to textbooks, laptops, and other course materials.

Diplomas and transcripts are available to students on their last day of their program provided that the student has successfully met all graduation requirements and given that the student is in good standing with The Learning Company.

Additional copies of transcripts and diplomas may be requested for a fee of \$20 per document + GST.

Academic Honours

Upon meeting the graduation requirements, those students who have displayed academic excellence will be awarded the designation "With Honours." To be eligible for academic honours, a student must have (1) a minimum overall average percentage of 90%, and (2) no individual course grade under 80%.

Graduation Ceremonies

The Learning Company holds periodic graduation ceremonies during the year. Eligible graduates will be invited to participate.

Learning At The Learning Company

Responsibility for Learning

Instructors and students have important roles to play in teaching and learning at The Learning Company. Instructors, who are industry experts, provide guidance, tools, and academic support in all programs. As a student, you also have a role to play in shaping your experiences in your program. Your instructor should always be the first point of contact for any questions you have regarding your courses. If there are other questions about your program or The Learning Company in general, you can reach out to administration. When you do reach out, it is beneficial to be specific and clear about what your question is. There are a number of other ways that you can take responsibility for your learning including:

- Reading the course outlines and schedules for your courses, noting important due dates on your calendar, and asking questions about the course outline at the beginning of the course.

- Reading assignment instructions and asking questions about the assignment prior to the due date.
- Asking for clarification of concepts, terminology, activities as needed. This might mean emailing your instructor or asking a question in class. There is a chance that other students have the same questions and asking them in class might be beneficial for the whole class.
- Engaging in your learning by asking your instructors questions during class or during office hours. This might mean clarifying a concept, or asking for another demonstration, of the concept at hand.
- If the concept needs further clarification, you could contribute to the class by providing your own demonstration or explanation to your instructor; explaining or teaching a concept is a wonderful way of learning.

Classroom Expectations

The Learning Company is dedicated to providing a positive learning environment for all students; these policies were developed to ensure a distraction free environment for both students and instructors.

- Students have an obligation to act in a fair and reasonable manner toward their peers, the faculty, staff, administration, and the physical property of The Learning Company.
- Academic integrity and personal conduct, both on and off campus, are critical elements in establishing a positive learning environment.
- All cell phones must be turned off during school hours.
- Please inform friends/family to direct any emergency calls to the front desk. Only messages of an urgent nature will be delivered directly to the student.
- The Learning Company will maintain a semi-casual dress code. In certain circumstances, students may be required to wear campus approved clothing (e.g. - scrubs, uniforms, lab coats, etc.).
- No perfume/scent due to allergies.

Communication with Instructors

All communications with instructors should be through The Learning Company email accounts. Administration and instructors will use email for communication about course or operational matters. Students should check their email daily. Students are asked to contact their instructor directly if they have any questions related to their courses. Instructors will also post news, information and updates for students on their classroom web page.

Course Evaluations

Instructor and course evaluation forms will be distributed on a regular basis. These evaluations are meant to improve the quality of the course by inviting students' mature and responsible views on the instructor's effectiveness and course content, structure, and delivery.

Netiquette

Students, faculty, and staff of The Learning Company are expected to respect the general rules of network etiquette when utilizing The Learning Company network connection for Internet, email, online courses, and/or other forms of internet usage. In doing so, users are expected to:

- Use positive, professional language when communicating on online platforms
- Avoid sharing your username/password with others.
- Cite sources when using materials from the internet, books, magazines, journals, and other forms of media
- Avoid sharing The Learning Company curriculum and information with others.
- Avoid using the college's network for unauthorized conduct such as harassing, spamming, copying information, storing obscene/offensive materials, accessing others' accounts, damaging other users' files or other forms of network abuse.

Attendance

Punctuality and regular attendance are expected from all students. Students should treat their program as they would a job. Students are required to notify the school, in advance of classes, if they are ill or otherwise unable to attend.

Class attendance and participation are essential to student success at The Learning Company. All absences, late arrivals, and early departures will be recorded and factual information will be provided to funding agents, sponsors or any potential employers. Attendance records will also be kept in student files.

A student will be marked present or absent for each scheduled class day. On a present day, all minutes late or left early will be recorded and deducted from that day.

A student will be notified if they miss 5% or 8% of their total class hours. At 8%, a student will be required to meet with administration, be put on attendance probation and begin make up time outside of regular class hours. If more than 10% of an individual course is missed, it will be at the discretion of administration if a student may retake the course at a later date at their own expense.

Important:

- Five (5) consecutive class days absence without notification to the school will result in immediate withdrawal and notification to funding agencies as required.

- Ten (10) consecutive class days absence from school, even with notification, will be considered a withdrawal from the program.

A student who misses more than 10% of their total program hours may be withdrawn from the program. Instructors will not be available for tutoring if a student has high absenteeism. Instructors can, at their discretion, deny a late student entrance to a classroom. The student may be refused entry to minimize disruption, and only allowed in at the first break.

The above guidelines apply only to theory hours at the college. 100% attendance is expected on practicum, although the 10% absence policy is in effect. Being absent or late on practicum may result in the practicum host canceling the student's placement without warning. An administrative fee will be applied if a second practicum placement is required. Late arrivals by any student participating in a hospital/nursing home practicum placement will not be tolerated. Students arriving late may be sent home for the day. Practicum time lost due to absence may need to be completed before a student can graduate from the program.

Dispute Resolution

A student is encouraged to attempt an informal resolution before proceeding with the formal dispute resolution procedure. The Learning Company is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of all parties involved. The Dispute Resolution Procedure is designed to provide students with both an informal and formal process for student concerns if satisfactory resolution cannot be reached by way of the daily problem-solving activities between staff and students, which in most cases, results in immediate resolution.

A student is encouraged to address any concerns immediately. Please do not let a minor problem develop into a major one. Should you have any problems or concerns during your program, we encourage you to discuss them promptly and professionally with the staff member or student directly involved. Should the resolution to your issue require further involvement, contact campus management so we can help. Tactics of aggressive behavior, bullying, harassment, profanity and intimidation will not be tolerated at any time.

Procedure

In the case where a student is unable to achieve a satisfactory resolution using the informal, direct discussion approach recommended above, the student can initiate a formal written complaint by following the steps outlined below:

1. Complete and sign a ***Student Dispute Resolution Form PART A***. To request a copy of the form please contact campus management. On this form, the student is asked to state his or her complaint in writing, provide justification, attach any supporting documentation, and document his or her proposed resolution. Once signed, the form is submitted to the Program Coordinator at which time it will be co-signed by the Director. A copy will be returned to the student and a copy will be placed in the student's academic file. **All written**

and/or verbal complaints are kept confidential and only discussed with the parties concerned and The Learning Company Management.

2. A meeting will be arranged between the Program Coordinator and the student to further discuss the written complaint and allow for the student to voice their concerns. The student may have another individual present to speak on their behalf (oral presentation). If further investigation is required because a resolution was not realized during the initial meeting, a secondary meeting will be scheduled with the student within one week. The Learning Company will endeavor to resolve problems as quickly as possible; however, dependent on the circumstance and investigation involved, it could take up to three weeks. If, as a result of these meetings the student and the Program Coordinator decide on a mutually agreed upon resolution, this will be documented on the ***Student Dispute Resolution Form PART B.***

3. If the student and the Program Coordinator reach a mutually agreed upon resolution, the action plan will be implemented and a follow up will occur within 30 days to ensure the resolution plan satisfactorily resolved the concern. At this time, the Program Coordinator will meet briefly with the student to close the file.

4. All documentation, along with forms and signed minutes of meetings will be kept in a Complaints folder for a period of three years. As well, all copies of the documented process will be kept in the student's academic file.

5. If a resolution was not achieved during the meeting between the Program Coordinator and the student, the matter will be brought forth to the Director for further investigation and resolution. Campus management will meet with the student and all parties involved. All meetings will have minutes taken and signed by the student and campus management; no complaint will go unanswered and outcomes will be received by the student in person or in writing within two weeks of the meeting with the management. All findings and decisions will be recorded and filed in the complaints folder or office filing cabinet for a minimum of three years, and a written copy will be given to the student.

Review/Appeal Process

If a student concern could not be resolved through the formal procedure outlined above, the student may initiate an appeal to the Campus Director. The student can initiate an appeal by following the steps outlined below:

1. The student must complete and sign the ***Student Dispute Resolution Form PART C - Request to Review.*** Justification must be provided. A copy will be given to the student, a copy will be kept by The Learning Company, and a copy will be placed in the student's academic file. This request for review will be forwarded to the Campus Director.
2. Upon receiving the formal "Request to Review," the Campus Director will arrange a meeting with the student within 14 days of receipt of the written request and the report

from the Program Coordinator outlining recommended solutions and the student's objections or comments regarding these proposed solutions.

3. The student will have an opportunity to make an oral presentation at this meeting. They can have another person present at this meeting or arrange for another person to make the oral presentation on their behalf. Minutes will be taken of this meeting and signed by all parties.

4. The Campus Director will provide a written response to the student (including meeting minutes) outlining the discussion and any proposed and/or agreed upon solution(s) (**PART D**) within 14 days of the meeting. All findings and decisions will be recorded and filed in the Complaints folder or office filing cabinet for a minimum of three years and kept in the student's academic file.

The Learning Company's Student Dispute Resolution plan was developed to appropriately handle all student concerns with the expectation of a mutually beneficial outcome. If at any point during the above process the student accepts the college's resolution, the complaint is deemed resolved.

If the entire process listed above has been exhausted and the parties have not managed to reach a resolution, the student may wish to pursue external mediation.

Academic Integrity

Students are expected to uphold academic integrity and to act honestly, respectfully, and ethically. The Learning Company will not tolerate academic dishonesty including but not limited to:

Cheating – including but not limited to copying another student's work, cheating on an assessment, utilization of unauthorized assistance, use of one assignment for multiple submissions without prior approval, and/or assisting another student with cheating.

Falsification – including but not limited to sharing your password with other individuals, using another student's login information, allowing another individual access to the online course, and/or allowing another individual to complete online assessments.

The consequences for cheating and/or falsification may include but are not limited to: written warning, rewrite assessment or complete new assessment, failing course grade, withdrawal from the program.

Plagiarism – including but not limited to using material without proper citation of sources, misrepresentation, and/or claiming another's work as your own.

The consequences for plagiarizing are as follows:

- (1) 1st instance - Warning from the instructor and the assignment must be re-submitted or a grade of zero will be assigned.
- (2) 2nd instance - Repeated warning from the instructor and a grade of zero for that assignment will be assigned with no opportunity to re-submit the assignment.

- (3) 3rd instance - A grade of zero on the course and possible withdrawal from the program. If the student is allowed to remain in their program, they must pay to repeat the course. However, if the failure due to plagiarism is on their second attempt at a course, they will be withdrawn from their program.

Late Assignments

Assignments are due on the dates indicated by instructors. Exceptions will only be made under unforeseeable and extenuating circumstances. Evidence of such circumstances may be required by the instructor and administration in the form of supporting documentation from an appropriate source e.g., doctor's note, funeral notice, or court summons. In the absence of an extenuating circumstance, late deductions will apply to assignments submitted beyond the due date of 10% per day late and after three days late a 0 will be given.

Missed Tests and Exams

To be eligible for full marks, students must call the college in advance of their class start and provide documentation to support their absence before consideration will be given for writing a scheduled missed test/exam. If a test/exam is missed but no documentation is provided, the student must obtain approval to write the missed test/exam. If approval is given, this may be considered to be a rewrite and the student can only receive up to the maximum mark of 70%.

Rewrites

Students who fail to achieve a mark of 70% on a final module, oral practical midterm or oral practical final exam may be permitted to rewrite. The following guidelines apply:

- Students who are rewriting an exam may not attend the class review of the exam questions.
- Students that achieve a mark of 70% or higher on a rewrite will receive a maximum mark of 70%. Students that achieve a mark of less than 70% will receive the mark achieved.
- All exam re-writes will be scheduled outside of class hours and within two weeks of the original exam date.
- Students may rewrite individual tests and exams one time.
- Limits: Over the duration of a program, there is no limit to the number of individual exams, tests, or assignment rewrites. There is a limit of one rewrite for each individual test, exam or assignment.

Failure of a Course

Should a student fail a module, which could affect current and/or future funding, the student will be academically withdrawn from the program and required to reapply to a subsequent

start date for the same program should they want to continue with their studies. During the lag time between the withdrawal date and the new start date students are encouraged to develop an action plan to help ensure a successful retake of the course.

Academic Appeal

A student may appeal a grade if they feel that:

- A clerical error has resulted in a miscalculation of the grade
- The grade awarded does not fairly reflect their academic performance and/or the stated requirements of the course
- The nature and standard of evaluation was too onerous

Withdrawals

The Learning Company, as a recognized Private Vocational Institute according to The Private Vocational Institutions Act: Manitoba Regulation 237/02 will withdraw students and refund tuition based on the regulations outlined in these acts.

Students may be administratively withdrawn from the program for:

- Failure to submit required documents (such as Criminal Record Check).
- Failure to adhere to the Attendance Policy.
- Failure to achieve a passing grade in one of their modules.
- Cheating, falsification, and/or plagiarism.
- Gross misconduct and/or any form of harassment.

A student can appeal their withdrawal within one week of the date of withdrawal.

Student-initiated withdrawals must be submitted in writing to campus management. Upon administrative or voluntary withdrawal, the student may need to commence the immediate repayment of any provincial or Canada student loans. Grants may be converted to loans at the discretion of Student Aid. Withdrawals may also affect student funding and eligibility for future funding.

Re-enrolment

Students who wish to re-enter a program after a withdrawal will need to be approved through campus management.

Accessibility & Accommodation

The Accessibility and Accommodation Policy outlines The Learning Company's commitment to creating an accessible, welcoming, barrier-free, and inclusive learning environment that accommodates students with disabilities and protected characteristics.

This Policy applies to all students and applies to all on campus environments and learning contexts including classes, labs, online, practicum.

Please see administration or thelearningcompany.ca for the complete policy.

Student Code of Conduct

The Student Code of Conduct Policy outlines student rights and responsibilities related to academic and non-academic conduct. This Policy creates a framework for ethical, moral and professional student conduct.

This Policy applies to all students and applies to all on campus environments and learning contexts including classes, labs, online, practicum experience, and research activities.

Please see administration or thelearningcompany.ca for the complete policy.

Respectful Environment

The Respectful Environment Policy is designed to support a respectful teaching and learning environment that is free from discrimination or harassment.

This Policy applies to all members of The Learning Company community including applicants, students, employees and external partners. This Policy applies to all College-related activities and interactions that occur in classes, labs, online, practicum experience, and research activities.

Freedom from discrimination and harassment is a basic right under the Manitoba Human Rights Code. The Learning Company is committed to a working and learning environment that is free from discrimination and harassment. Discrimination and harassment within The Learning Company Community is prohibited and will not be tolerated.

The Learning Company will deal with allegations of harassment and/or discrimination in a procedurally fair, unbiased and timely manner.

Discrimination is the intentional or unintentional differential treatment, unwelcome conduct, or comment to individuals based on, but not limited to;

- membership with a group of persons
- political belief
- income
- physical or mental disability
- ancestry

- nationality
- ethnic background
- religion
- religious belief
- age
- sex
- pregnancy
- gender identity
- sexual orientation
- family status, or
- social disadvantage

Please see administration or thelearningcompany.ca for the complete policy.

Sexual Violence Policy

This Policy applies to all members of The Learning Company community including students, staff, faculty, administrators, contract service providers, contractors, officers, directors and individuals who are directly connected to any of its student initiatives, volunteers, and visitors.

All members of The Learning Company community have a right to study and work in an environment free of sexual violence and sexual harassment.

The Learning Company recognizes that certain populations are at greater risk of sexual violence in Canada, including:

- Young women and girls
- Indigenous women
- Women living with cognitive or physical disabilities
- Individuals within the LGBT2SQ+ community
- Newcomer women and women from ethno cultural and racialized communities

We recognize that many of our students attending Private Institutions fall within these populations and we want to emphasize that it is our intent to assure a positive learning environment for all our students, regardless of what population they may belong to. To address this, we have called upon members from all populations in the development of this policy.

The purpose of this policy is to articulate The Learning Company's position with respect to sexual violence and establish a formal response protocol for disclosures of incidents of sexual violence.

This document sets out our policy on sexual violence and sexual harassment, defines the prohibited behaviours, and outlines our inquiry processes for sexual violence and sexual

harassment. The policy further outlines the procedures the institution will undertake to educate its community on avenues to prevent sexual harassment.

The Policy applies to complaints of sexual violence or sexual harassment that have occurred to members of the College community. The College wishes to offer support to any member of the College community that have been victimized by such actions.

Please see administration or thelearningcompany.ca for the complete policy.

Intellectual Property and Copyright

The Intellectual Property and Copyright Policy ensures compliance with the Copyright Act and provides a framework for recognizing ownership in relation to works created within The Learning Company. The Learning Company is responsible for ensuring compliance with the Copyright Act as it relates to the use, reproduction, and distribution of copyright-protected works while respecting the rights of individuals. This Policy applies to all members of The Learning Company community including applicants, students, graduates, employees and external partners.

Copyright is the exclusive legal right to produce, reproduce, publish or perform an original literary, artistic, dramatic or musical work as set out in the Copyright Act. Intellectual Property includes intangible owned and protected by an individual or company such as but not limited to patents, ideas, trademarks, forms of expression, and inventions.

The Learning Company recognizes that students own the Copyright and Moral Rights of materials they produce as part of their program of study. The Learning Company may claim joint or sole Copyright ownership of Works created by Students if compensation is provided, or if extensive College support is provided. The Learning Company owns the copyright to audio, video, and photographic recordings of classroom activities, and may use these recordings for teaching and learning purposes without the consent of participants.

Please see administration or thelearningcompany.ca for the complete policy.

Student Complaints

We aim to resolve all student concerns regarding policies or procedures fairly and equitably. Complaints will be resolved either formally or informally.

Students who wish to voice a complaint are to complete and submit the Complaint Form. The complaint will be handled by the appropriate team member.

Confidentiality of Records and Information

The Confidentiality of Student Information and Records Policy describes how The Learning Company uses and protects individual's personal information, in compliance with the Freedom and Protection of Privacy Act (FIPPA) and the General Data Protection Regulation (GDPR) legislation.

This Policy applies to all personal information collected around students enrolled in The Learning Company classes and programs.

The protection, security and confidentiality of personal information are an essential task of The Learning Company. The Personal Information and Student Records which The Learning Company will collect, use and disclose will be aligned with law and the policies set out in this document.

Student academic records are kept confidential unless the student provides written permission to disclose this information by completing the Student Personal Information Release Form. The form can be obtained from administration.

Please see administration or thelearningcompany.ca for the complete policy.

Privacy Policy

The Learning Company collects personal information from our students in the regular course of doing business. This information is kept and protected via current industry-standard information security methods.

Please see administration or thelearningcompany.ca for the complete policy.

Practicum Guidelines

Practicums must be started immediately after classes end in order to complete the program by the scheduled end date. Any delay in practicum will affect funding agencies. As a result of industry requirements, each student is responsible for providing all industry required background check documentation (criminal record check/vulnerable sector search [CRC/VSS], child abuse registry check [CARC], and adult abuse registry check [AARC]), as well as immunizations, prior to the start of practicum. Specific practicum requirements will be provided by the campus.

Practicums are not required in all programs, but in those programs that do require a practicum, they will be assigned by The Learning Company based on suitability and availability. Placements are not assigned based on any personal preference, location, or potential for employment opportunity. While students' input will be considered, once a practicum is assigned, the decision is final.

Practicums will only be available to students who have achieved a "Complete" status or passing mark in each required course and who are current with tuition payments.

The student is responsible to have all required documentation in their academic file prior to their scheduled practicum start date. Failure to provide this documentation will result in being withheld from a practicum assignment until all required documents are satisfactorily completed and submitted. Students will be assigned and notified of their practicum placement by the Program Coordinator. All efforts will be made to give as much notice as possible.

Additional Practicum guidelines:

- Practicum hours are full time and facility-dictated. The student may be required to work days, evenings and weekends.
- Attendance policies extend to practicum as well as regular classes.
- In case of absence, students must contact the Instructor/Practicum Coordinator and the practicum facility one hour prior to the start of their scheduled shift.
- You may be required to follow the schedule of your preceptor. It is the student's responsibility to make all necessary arrangements for child care, existing work schedules, transportation, etc. Failure to make these arrangements may result in being withheld from practicum until arrangements can be made.
- During practicum, students must dress in appropriate facility attire or uniform, including a name tag as required.
- Out of respect, communication on location should be in English only.
- Cell phone usage is not permitted at any time outside of scheduled breaks while on the practicum site.
- If a student requires a second practicum to be assigned for any reason, an extra charge may be applied.
- Practicum evaluation and confirmation of completed hours must be received in order for The Learning Company to print your diploma.
- Any exceptions to the above stated guidelines will be at the discretion of The Learning Company administration.

Student Guidance and Support Financial Services

Tuition

Tuition payments are due according to the payment schedule arranged with the Student Admissions Department at the beginning of the program. The student acknowledges and understands the conditions/criteria of available sources of funding, bursaries and loans that have been explained to them by The Learning Company. By signing The Learning Company contract, the student agrees to adhere to the criteria required from their funding agents, to the conditions of their bursaries and to the repayment of loans specified in their contract. Additionally, the following may apply:

- Failure to keep the student account current may result in withdrawal from the program.
- A practicum placement may not be arranged, or participation in an arranged practicum may be delayed or canceled, if the student account is not current.
- Payment due dates that fall on a weekend or holiday are due on the business day after the due date.
- A late fee of 1.5% per month may be charged for any late payments according to the student contract.
- Cheques returned NSF will be subject to a \$30.00 service charge.
- Refunds will be processed according to the Private Vocational Training Act and Private Vocational Institutions Act as it relates to the Province of Manitoba.

Student Aid

Student aid may be available to eligible students. For further information, or to apply online, please refer to the institutions below. Please allow approximately two months to complete the application process. Our admissions team is available to assist with the application process.

The Learning Company will cancel the contract of a student who has been inactive in classes or is non-communicative with support teams during the first 2 weeks of classes (days 1-14). The student will be responsible for the registration fee (\$225) plus prorated tuition (with or without logged attendance)

Detailed information on the student loan lifecycle, including eligibility criteria, application steps, repayment information and accessing additional resources are available for your province of residence below:

British Columbia: <https://studentaidbc.ca/apply/how-to-apply>

Alberta: <http://studentaid.alberta.ca/applying-for-funding>

Saskatchewan:

<http://www.saskatchewan.ca/residents/education-and-learning/student-loans/apply-for-a-studentloan>

Manitoba: www.manitobastudentaid.ca

Ontario: <https://osap.gov.on.ca/OSAPSecurityWeb/public/login.xhtml?lang=en>

Newfoundland and Labrador: <http://www.aesl.gov.nl.ca/studentaid/>

Prince Edward Island: <https://lae.novascotia.ca/sapei/StudentPortal/login.aspx>

Nova Scotia: <http://novascotia.ca/studentassistance/Apply/>

New Brunswick: <https://www.studentaid.gnb.ca/English/Default.asp?app=loans>

Yukon: <http://www.education.gov.yk.ca/student-funding-application.html>

Nunavut:

<http://gov.nu.ca/family-services/programs-services/financial-assistance-nunavut-students-fans>

Northwest Territories:

<https://www.ece.gov.nt.ca/income-security/student-financial-assistance-sfa/online-application>

Canada Student Loans: <http://www.canlearn.ca/eng/index.shtml>

Loan Repayment

When you complete your studies by your contract end date, your provincial student loans will remain interest-free and payment-free for six months. These six months give you some breathing room before you start making loan payments. However, interest will start to accumulate on your Canada student loans as soon as you finish full-time studies.

Many people move after leaving school. Register for online loan services, and you can easily update your personal information with the Student Aid Service Centre and the National Student Loans Service Centre, or contact them directly. They'll be sending you important information to get you started on the path to repayment.

What type of student loan do you have?

Use the links below to help navigate to the correct provincial or territorial site.

Canada Student Loans: National Student Loans Service Centre - Online Services

<https://csnpe-nslsc.cibletudes-canlearn.ca/Eng/SignOn.aspx>

British Columbia: <https://studentaidbc.ca/repay/understand-loan-repayment>

Alberta: <http://studentaid.alberta.ca/repaying-your-loan/>

Saskatchewan:

<http://www.saskatchewan.ca/residents/education-and-learning/student-loans/after-you-apply/repay-your-student-loan>

Manitoba: <http://www.edu.gov.mb.ca/msa/repaying-student-loans/index.html>

New Brunswick:

http://www2.gnb.ca/content/gnb/en/departments/post-secondary_education_training_and_labour/Skills/content/FinancialSupport/StudentFinancialServices.html

Nova Scotia: <http://novascotia.ca/studentassistance/Repayment/>

Ontario: <https://www.ontario.ca/page/pay-back-osap>

Prince Edward Island: <http://www.princeedwardisland.ca/en/topic/student-loan-repayment>

Newfoundland and Labrador:

<http://www.aesl.gov.nl.ca/studentaid/fullyime/repay/index.html>

Yukon: <http://www.education.gov.yk.ca/student-funding.html>

Nunavut:

<http://gov.nu.ca/family-services/programs-services/financial-assistance-nunavut-students-fans>

Northwest Territories: <http://www.ece.gov.nt.ca/en/services/student-financial-assistance>

Consequences of not paying

Ignoring your student loan is a poor choice with major consequences that can follow you for many years to come. This is the process that starts when you stop paying (default) your student loan payments:

- The Government of Canada, your provincial government, and/or your lending institution will take steps to recover the debt.
- These steps may include using collection agencies and/or taking legal action.
- All defaulted loans are reported to credit reporting agencies and will negatively affect your credit rating.
- Any GST credit or income tax refund that you may be eligible to receive will be redirected to repay your loan.
- You will lose your eligibility for further student loans until you bring your loans into good standing.

Get help! If you are having difficulty making your loan payments, you may be eligible for repayment options designed to help you through a rough spot.

Student Services

The staff and management at The Learning Company are committed to student success and are available to help students with non-academic related questions. We aim to improve our Student's experience through predictable, anticipated, measured processes and responses to our student's needs and expectations.

The student administration support team can assist you with:

- Textbooks
- Uniforms (specific programs)
- CPR, NVCI, PHIA certificates
- Diplomas and transcripts
- Access to mental health support contacts

Student ID Cards

All full-time students will receive a student ID card as well as a practicum ID card.

Letter and Transcript Requests

Letters or documents, such as confirmation of registration and transcript requests, will be provided upon request. Any change in the student's name, address or telephone number must be communicated to The Learning Company. Documentation will be required as proof of a name change. This information is considered confidential and is used for The Learning Company purpose only.

Career Services

The Learning Company provides students with career development training throughout their program as well as career services. Students are expected to pursue employment opportunities on their own initiative and are encouraged to access The Learning Company's career services early and often throughout their program. The Learning Company cannot guarantee employment; however, lifetime career services support is available to all our alumni.

Referral Program

Students or graduates of The Learning Company who refer a friend, family member, co-worker, or other acquaintance to The Learning Company may receive a finder's fee. A finder's fee is payable to the student when:

- A written referral form is completed by the student that referred another person.
- The referred person has completed their program.
- The referred person's account is paid in full or the referred person's account AND the student that referred another person's account is current.

The referred person must be new to The Learning Company; i.e. not in The Learning Company database of potential students or current students at the time the referral is received. It is best if the student that referred another person hands in the completed form as soon as possible to The Learning Company.