



PRAIRIE WESTERN COLLEGE
INTERNATIONAL STUDENT HANDBOOK

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1 Preface

Prairie Western College (PWC) is committed to excellence in teaching, learning, intellectual inquiry, advancement of knowledge, personal & professional development and good citizenship. Our goal is to provide quality and affordable education to our students and develop them as responsible individuals and members of the society with all rights and responsibilities. Our programs are designed to give students on-the-job experience that employers are looking for.

Our students are expected to abide by and promote PWC's core values of honesty, trust, respect, empathy, compassion, fairness and personal accountability in all aspect of college life - be in academic or non-academic activities. These core values are intended to enlighten students and guide their behavior so as to foster mutual respect for the dignity, property, right and well-being of others.

We value integrity, inclusiveness and teamwork. For this our college is committed to provide developmental and educational opportunities to student on behavioral issues when appropriate. We believe college is a place for our students to grow and develop themselves. To this end, non-academic misconduct system at PWC's is also part of that boarder learning environment.

2 Why Study in Canada?

Canada is recognized worldwide for outstanding quality of education and ranked among the top 3 countries in the world for studying abroad. Every year students from different corners of the world migrate to Canada for their higher education.

There are countless benefits for international students studying in Canada. Canada has been consistently ranked as one of the safest nations in the world. As international student, you will enjoy the same rights as any other Canadian. Canada also gives you the opportunity to work for up to 20 hours every week during semesters and full-time during the summer and winter breaks. Study permit is enough to help you find a part time job (no additional work permit is required). Canada's Post-Graduation Work Permit Program (PWPP) allows students to stay and work in Canada for up to three years after completion of their graduation.

Whether you choose to study in one of our large, vibrant cities or settle down in a small campus in a warm, welcoming community, your experience will be one that will shape your life. It may lead to a career and a future in Canada, or better career prospects at home.

3 Why Study in Prairie Western College (PWC)?

Prairie Western College is a modern and progressive institution that creates pathway to university for international students. Life at PWC is more than an academic experience. You will benefit from our innovative learning environment. PWC offers a variety of services and advantages-

- You will learn skills that enable you to take a leading role in your future profession. Leadership skills will help you negotiate with colleagues, and clients, manage a team, make decisions, communicate your ideas and ultimately progress your career.
- All of PWC programs provide the students with the opportunity to focus in on the development of particular skills in keeping with needs and interests.
- Employers want graduates who can understand and respond to complex problems. PWC offers units of study, programs and experiences within the classroom and beyond, that give you the space to explore your interests and pursue your goals, enabling you to take a leading role in your future profession.
- PWC education will help you not just to learn, but to apply your knowledge to real-life situations.
- PWC provides you with the skills sought after by employers, and connects you to a truly global network, so you can choose the one that best suits your aspirations.
- PWC programs and education environment prepare you for work, as well as for success into the future, reshaping every aspect of your life including long lasting career success.

4 Program offered by PWC

4.1 Accounting and Payroll Administration Diploma

Accounting is the ultimate language of business. Without proper knowledge in this language, it is quite impossible for anyone to count the cost effectively and efficiently. There is no such business be it in private or in public sector – can be run smoothly without Accounting & Payroll Administration professionals. That is why it is regarded as the gem of employment opportunities for graduates in any industry. Our Accounting & Payroll Administration program is designed to prepare students with comprehensive knowledge in full cycle accounting with required understanding of Canadian payroll and tax system to address any business challenge.

Upon successful completion of this highly demanding program candidates will be eligible for the following job opportunities:

- Payroll Clerk
- Real Estate Clerk
- Insurance Agent/Clerk
- Account Receivable /Payable Clerk
- Accounting Technician and Bookkeeper

4.2 Business Administration 1 - Year Diploma

Business Administration is the largest discipline of all the areas of business services academia. Its presence is visible in every sector of an economy be it in defense, healthcare, food services, retail, agriculture, forestry or in mining industry. Everyone needs Business Administration graduates. Therefore, there is always a demand and there will always be a demand for Business Administration graduates in any country. Our business program is designed to prepare students with essential and required knowledge in Accounting, Finance, Marketing, Management, Business Law and Customer Care services to be successful in their professional career. Based on student's differing needs, we offer both one and two-year business diploma.

Upon successful completion, a graduate of this program will be eligible for the following job opportunities:

- Bank Teller
- Finance Clerk
- Travel Counsellors
- Administrative Assistant
- Customer Services Representative

4.3 Business Administration 2 - Years Diploma

Business Administration is the largest discipline of all the areas of business services academia. Its presence is visible in every sector of an economy - be it in defense, healthcare, food services, retail, agriculture, forestry or in mining industry. Everyone needs Business Administration graduates. Therefore, there is always a demand and there will always be a demand for Business Administration graduates in any country. Our business program is designed to prepare students with essential and required knowledge in Accounting, Finance, Marketing, Management, Business Law and Customer Care services to be successful in their professional career. Based on student's differing needs, we offer both one and two-year business diploma.

Upon successful completion, a graduate of this program will be eligible for the following job opportunities:

- Cost Administrator
- Accountant/Financial Analyst
- Administrative Services Manager
- Financial Services Representative
- Accounts Receivable Administrator

4.4 Medical Office Assistant Diploma

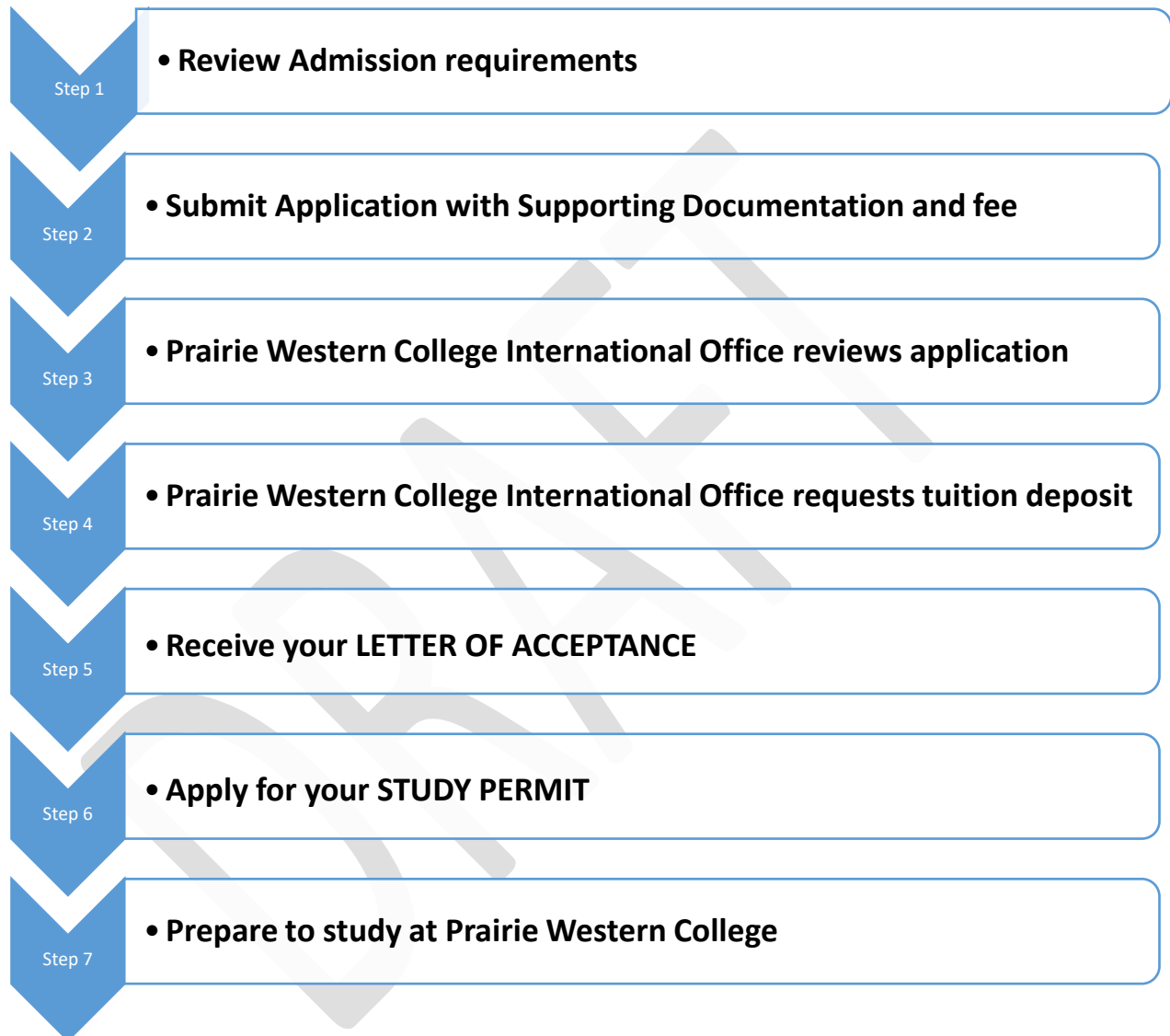
Healthcare industry is the 2nd biggest industry in the world in terms of budget, expenses and job opportunities. For any healthcare providing institutions such as medical clinics, hospitals, urgent cares, emergency departments or any doctor's office we need Medical Office Assistant graduates. They are the frontline employees who directly deal with the patients in scheduling & booking the appointments, preparing reports & invoices as well as maintaining patient's medical records. Medical Office Assistant and Unit Clerk program at PWC is very unique in providing the necessary hands-on and theoretical expertise required for those who want to pursue a career in this field.

Upon successful completion, a graduate of this program will be eligible for the following job opportunities:

- Unit Clerk
- Medical Secretary
- Medical Billing Clerk
- Medical Office Assistant
- Medical Transcriptionist

5 International Admission Process: In View

Prairie Western College welcomes international student. For the students interested to study at Prairie Western College, the flowchart below shows steps of International Admission process at PWC.



6 International Admission Process: Details

6.1 Step 1. Review admission requirements

To be admitted into the post-secondary program at Prairie Western College, you must meet the admission requirements, as well as meet the following criteria before you begin your application. The criteria include-

- Admission Requirements for International Students
- English Language Requirements
- Foreign Credentials Assessment

6.1.1 Admission Requirements for International Students

International students are required to provide the transcripts (directly from the candidate's previous institution). Official English language translations should be provided in cases where the transcripts/result are not in English

International students from countries where the language of instruction is not English will need to provide proof of English Language Proficiency (ELP). However, the ELP is waived for International students who are from a country where English is the official language of instruction. For the list of ELP Waived Countries, please contact the international office of Prairie Western College via international@prairiewestern.ca

If an applicant is in Calgary, he or she will be required to take the Wonderlic Basic Skills Test and must score a minimum of 60% in order to qualify for admission.

6.1.2 English Language Requirements

Students interested to apply at Prairie International College must have sufficient proficiency in English language.

The following requirement for English Proficiency will apply to programs at Prairie Western College

1. International English Language Testing System (IELTS)

- Academic Score: 6.0 (no section/band score below 5.5)

2. Test of English as a Foreign Language Internet-Based Testing (TOEFL)

- TOEFL Internet Based Test (iBT): 79-80

- TOEFL Computer Based Test (CBT): 213
- TOEFL Paper Based Test (PBT): 550

3. Canadian Language Benchmarks/Milestone Test

- 7 in each strand, not an average of 7.

4. Canadian English Language Proficiency Index Program (CELPIP) General: 7

- (With no section score below 6)

5. Canadian English Language Proficiency Index Program (CELPIP) Test-

- General: 7 (With no section score below 6)

(Any other test?)

Duolingo?

Test results are valid for two years from the day of testing. If a result is set to expire before the start date of the program, the result may not be accepted.

6.1.3 Foreign Credentials Assessment

All foreign credentials need be translated into English and an equivalency to Canadian Grade 12 level must be determined. International Students can use the services of the following credentials evaluation services to evaluate their credentials

6.1.3.1 *International Credential Assessment Service of Canada (ICAS)*

ICAS is a Canadian company with over 20 years of experience in the assessment of international credentials. ICAS are committed to helping people achieve their personal, career and education goals by providing accurate and reliable credential assessment services. ICAS reports help employers, education institutions, immigration officials and community agencies understand the education you have completed outside Canada.

<https://www.icascanada.ca/about/default.aspx>

6.1.3.2 *The International Qualifications Assessment Service (IQAS)*

IQAS is an Alberta government service. It does assessments and issues certificates that compare educational credentials from other countries to educational standards in Canada.

<https://www.alberta.ca/iqas-employment-education-licensure.aspx>

6.1.3.3 *World Education Services (WES)*

World Education Services Inc. is a non-profit social enterprise dedicated to helping international students, immigrants, and refugees achieve their educational and workplace goals

in the United States and Canada. WES evaluates and advocates for the recognition of international education qualifications, supports the integration of immigrants into the workforce, and provides philanthropic funding to immigrant-serving organizations.

<https://www.wes.org/ca/ca-about-wes/>

<https://www.wes.org/about-wes-credential-evaluation/>

6.1.3.4 *International Qualifications Assessment Service (IQAS)*

The International Qualifications Assessment Service (IQAS) is an Alberta government service. It does assessments and issues certificates that compare educational credentials from other countries to educational standards in Canada. In Canada, some occupations are regulated. Regulated occupations have legal requirements or restrictions in place to protect the public. To work in these occupations, you must register with the appropriate professional regulatory organization. You can get this type of assessment if you have a formal academic or technical degree, diploma or certificate earned outside Canada. For more information on your foreign qualifications assessment please visit:

<https://www.alberta.ca/iqas-employment-education-licensure.aspx>

6.1.3.5 *World Education Service (WES)*

A credential evaluation is a comparison of your academic accomplishments to standards in Canada. This report helps institutions like schools, employers, licensing boards, or immigration authorities better understand your educational background. World Education Service (WES) evaluates credentials per year and report from WES helps to:

- Identifies and describes your credentials
- Verifies that your credentials are authentic
- May include a grade point average (GPA) equivalency
- Includes an evaluation of the authenticity of your documents

For more information on assessment by WES please visit:

<https://www.wes.org/about-wes-credential-evaluation/>

6.2 Step 2. Submit online application with supporting documentation and fee

Once you reviewed the admission requirement and confident that you have the necessary credentials, applying to Prairie Western College as an international student is easy. You have to download the International application form, complete it and submit your application with scanned copies of necessary supporting documents and **pay CAD 100** non-refundable international application fee to Prairie Western College International Office email address international@prairiewestern.ca

You can also post the documents the following address
 Prairie Western College International Office
 915 33 ST NE
 Calgary AB T2A6T2
 Canada

(Banking information may be included) (ATB, Credit card, etc) (Need to talk to Beryl)

You can find more information about what supporting documents are required in the Admission Requirements section.

6.3 Step 3. Prairie Western College International Office reviews application

After the International Office receives your completed application, it will be reviewed by admissions officers. If additional information is required to support your application, this will be communicated to you via email.

6.4 Step 4. Prairie Western College International Office requests tuition deposit

If all required documents are in order, we will send you an email to pay up to 50% of the tuition fee (see Tuition Collection section for details)

Fee Structure

Program Name	Duration	International Student Tuition Fee
Accounting and Payroll Administration Diploma	56 Weeks	CAD 16,200
Business Administration (1 year) Diploma	56 Weeks	CAD 16,200
Business Administration (2 year) Diploma	94 Weeks	CAD 24,400
Medical Office Assistant Diploma	40 Weeks	CAD 11,000

Prairie Western College will request tuition fees from international students for the program in which the student is accepted and enrolled according to the following conditions and schedule:

Student's Enrollment /Program completed	Amount Requested
During Enrollment And Admission Complete	50%
Between 0% and 10% of total course	25%
Between 11% and 25% of total course	25%

6.5 Step 5. Receive your LETTER OF ACCEPTANCE

After the International Office receive your tuition payment, Prairie Western College International Office will send you a Letter of Acceptance (LOA).

6.6 Step 6. Apply for your STUDY PERMIT

After you receive your “Letter of Acceptance”, apply for your Study Permit (visa) application to the Canadian Immigration Office at the Canadian Embassy or Consulate. Visit the [Government of Canada’s website](#) for more information on the study permit application process

6.7 Step 7. Prepare to study at Prairie Western College

Congratulations! You are now ready to become an international student at PWC.

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7 Withdrawal and Refund Policy

7.1 Withdrawal Policy

For some serious issues (see list below) the student may intend to withdraw from college. In such cases, following steps have to be taken:

- a) Student will notify decision to withdrawal to the College in writing.
- b) Student has to mention the reason for which he/she is unable to complete the studies/training/practicum etc.
- c) College will inform the appropriate agency
- d) College will refund the student based on the refund policy

List of serious issues

- a) Medical Issue
- b) Emotional Issue
- c) Serious personal or family problems (with proof).
- d) Other serious issue with solid proof.

These issues will make it impossible for the student to continue studies/training/practicum etc.

7.2 Refund Policy

Prairie Western College will accept and collect tuition fees from international students for the program in which the student is accepted and enrolled according to the following conditions and schedule*:

Student's Enrollment /Program completed	Refund to Student	Collection by Prairie Western College
10% or less	75%	25%
Between 11% and 50%	40%	60%
51% or more	0%	100%

*This follows the “educational-institution-procedures-guide” provided by private career college, Advanced Education, Govt. of Alberta.

(link needed:

8 International Student Services:

Prairie Western College International Office will assist the International Students to plan their move to Calgary. PWC office encourages the students to utilize the following resources and information. For any question, the perspective International Student can contact the PWC International Office.

Prairie Western College International Office

Address: 915 33 ST NE Calgary AB T2A6T2

Phone: 403-454-0948

Email: international@prairiewestern.ca

Web: <http://www.prairiewestern.ca/>



For international students, it is, indeed, hard to adjust to a new environment and culture. Sometimes, it may feel daunting and overwhelming. In this section, we'll discuss a few support services available to international students living in Canada.

8.1 COVID-19 Info for Students:

PWC has taken measures health actions to reduce transmission and protect health care system. All students must provide proof of a Covid-19 test result to enter Canada. If you're flying to Canada, you must take a test within 72 hours of the scheduled departure time of your flight to Canada. Airlines will refuse boarding to travelers who are unable to provide a valid molecular test result.

As of August 9, 2021, passengers who are fully vaccinated and are permitted into Canada will not need to quarantine when arriving from an international destination or take a COVID-19 test on arrival.

All students must:

- provide one of the accepted types of tests, **not an antigen test**
- keep proof of your test results for the 14-day period that begins on the day you enter Canada

Fully vaccinated travelers who meet the requirements will be exempt from quarantine; however, all travelers must still provide a quarantine plan and be prepared to quarantine, in case it is determined at the border that they do not meet the necessary requirements.

8.2 Pre-Arrival Support Guide

PWC offers a pre-arrival support guide that includes details of medical insurance available, accommodation options, strategies to budget living expenses and other necessary details to settle in.

8.3 Campus Support System

PWC arranges various orientations and programs including supportive and educational workshops, cultural celebrations, academic support to prepare the international students adjust in the new environment.

8.4 Orientation programs

The first few weeks of being an international student are likely to be the most obviously overwhelming. There's so much to take in, so many new places and people, and it can take a while to find your feet. The international students are invited to the orientation program, which designed to provide practical support and information, and also to encourage international students to get to know one another.

Common elements of international student orientation programs include being picked up from the airport, tours of the campus and local area, social events and activities, and introductory lectures and talks.

8.5 Counselling Support Services

There are many government and non-government agencies in Canada that provide free counselling, relationship support, crisis support, mental health, domestic violence, and suicide prevention services. International students can access these services through phone, email, webchat, online forums, and other information sources.

8.5.1 Counselling services

PWC offers qualified and experienced counsellors who can give international students free and confidential advice on personal, social and academic matters such as:

- culture shock
- depression, stress and anxiety
- relationship/family problems

- accommodation problems
- academic difficulties.

8.6 Other Services

PWC has arrangement of Computer Rooms, Student Library and Student Lounge, workshops. Offers academic counselling, provides free Wi-Fi throughout the entire campus, career counselling and field work that give you job experience.

8.7 Health Insurance Coverage

Student life can be stressful. At PWC, we ensure to provide aid that you need during critical time. If you have further queries, contact the office. Students must ensure that he/she possess own private medical or travel insurance that covers medical expenses in Canada before arriving and start of the class.

Government of Alberta administers the Alberta Health Care Insurance is a basic health care coverage. All eligible recipients are required by law to be covered by this insurance plan. A student must enroll him/herself for Alberta Health Care Insurance when he/she arrives and establishes a residence in Alberta, registration is not automatic. For specific details on Alberta Health Care Insurance benefits and how to register please refer to the website health.alberta.ca

“Healthlink Alberta” is a great resource for health advice, information, and finding healthcare. They can be reached by dialing 811 within Alberta. For ESL and international students, you can request service in your native language. If you require immediate assistance and believe it is an emergency, please dial 911.

8.7.1 Alberta Health Care Insurance Plan (AHCIP)

Medical expenses can be expensive in Canada. All international students at Prairie Western College are required to obtain personal health insurance while studying in Canada. International students are eligible for AHCIP coverage if they fulfil the following requirements:

- Students who have a 12-month study permit (valid for an Alberta educational institute) and who will reside in Alberta for 12 months or more are eligible for AHCIP coverage and should apply.

- Students with study permit valid for more than 3 months, but less than 12 months, may be eligible for AHCIP coverage if their application is accompanied by a letter from the student confirming their intent to reside in Alberta for at least 12 months.
- Students under 18 years of age must be added to the AHCIP account of a custodian. Students who are ineligible to obtain coverage under AHCIP must purchase a private plan through an insurance company or agent, in their home country or on arrival in Canada.

8.8 Student Mental Health Service

If you are in distress and need immediate help, call the Distress Centre 24-hour support line at (403) 226-Help (4357).

8.9 Housing

Prairie Western College does not offer on or off-campus housing. The College bears no responsibility to find or assist a student in finding and obtaining housing. However, Prairie Western College International Office provides list of a variety of housing options, including, homestay, rentals, hotels to the students which they can make use of. For those students looking for a place to stay while they study in Calgary, here re some helpful local resources-

8.9.1 Rental Options*-

Students can use the following rental options:

- Capreit- <https://www.caprent.com/>
- Rent Seeker- <https://www.rentseeker.ca/marketing-solutionsMainstreet>
- Mainstreet Apartments- <https://www.mainst.biz/>

8.9.2 Pick Homestay*:-

It allows international students to live with a host family.

<http://www.pickhomestay.com/>

8.9.3 Hotels*

Students can use the following hotels* [List of hotels in NE Calgary](#)

*Prairie Western College is not affiliated with any of these companies.

8.10 Important Local Phone Numbers:

311- For city of Calgary information or to request a service within city limits, such as, excessive snow or ice on roadways, back lanes, or sidewalks, reporting noise complaints, non-working streetlamps.

311 offers language translation services for more than 200 languages, if you state the name of your language in English a translator will be provided.

211- For information about community or social resources available in Calgary. This includes financial, social, food and mental health support. Free and confidential translation services are available.

811- For physical or mental information and advice provided by a registered nurse. The nurse will be able to diagnose your illness, but will tell you if you should seek medical treatment or try treatment at home. Translation services are available.

9 Student Information and Student Record

Students commit themselves to evaluate by college faculty and administration as they pursue post-secondary education in Prairie Western College. They are required to provide with documentation to support their admission. Student records encompass all records, files, documents, and other materials that contain information directly related to the student and are maintained by the Prairie Western College or its authorized individuals. With such personal and academic data in its possession, the Prairie Western College has the obligation to protect an individual right to privacy as described in the PIPA (The **PROTECT IP Act Preventing Real Online Threats to Economic Creativity and Theft of Intellectual Property Act**, or **PIPA**) thus, it must regard each student record as a unique, private document to which access is strictly controlled and governed essentially by the student's wishes and the college's responsibility. PWC considers student record as privileged information.

Student information may be disclosed to properly identified representatives of federal, provincial or local government agencies, including local police, and R.C.M.P. Upon written request, a student may access his or her file from PRAIRIE WESTERN COLLEGE.

10 Student Attendance Policy:

- Attending class regularly and on time is must for any student to be successful in any program that we offer at PWC. We believe that this is one of the ways to ensure optimal learning environment for students at PWC. *Tardiness is highly discouraged.*
- Instructors will take daily attendance. A student remain absent for more than two consecutive days must provide a valid reason (medical or family emergency) with proper documentation (doctor's note). Inability to provide a valid reason or documentation may result in student dismissal from the program.
- Section 6(c) of the AIDA states educational institutions are required to consider a student with student loans as withdrawn if they have not attended class for five consecutive days without an excused absence. The school must consider the student as withdrawn (for the purpose of student funding) on the first day of their absence and notify AET of the withdrawal. The institute may continue to allow withdrawn students to remain in their program, but the students will no longer be eligible for student funding.
- If there is a justifying circumstance concerning a student's absence, the instructor or student affair office of PWC must be notified as soon as possible.

11 Student Conduct, Behavior and Discipline:

The college is responsible for maintaining peaceful, amicable and possible learning environment and students are expected to conduct themselves appropriately at all times. Inappropriate student behavior within a college and disturbing the college rules and environment may result in disciplinary action. Hence, upon registering into one of Prairie Wester College courses or programs of study, a student enters into a contractual relationship with PWC whereby-

- a. A student acknowledges the right of the college to set standards of conduct;
- b. A student accepts and agrees to be subject to the college's rules, policies, and procedures, including this Code of Conduct;
- c. A student accepts the right of the college to impose sanctions for conduct found to have violated those standards, policies, rules or procedures.
- d. Students are encouraged to promote a positive environment.
- e. Students are expected to respect all confidential and privileged information concerning the sensitive matters of the academy and fellow students.
- f. Students are expected to follow the organization's policies and regulations when they are on practicum experiences.

Students Must Also Follow the Following Protocols (If Not Strict Steps Will Also Be Taken)-

- Smoking is prohibited in undesignated areas.
- No stealing of personal property of students, staff or college.
- Unauthorized accessing of computer accounts, files or violence websites.
- No rude and noisy behavior
- Students must keep the classroom clean, neat and tidy.
- Students are not allowed to keep illicit or nonmedical drugs and weapons.

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12 Student Academy Policy:

- Instructors will provide a detail course outline of the course he/she will be teaching at the very first day of the class.
- It is the responsibility of the students to collect books and supplies for the particular course they are taking at PWC at their own expense. PWC will not provide any financial assistance on this.
- Students must review the course material prior to attending a class to develop a basic understanding of course curriculum. For any missed material due to absence, students will be held accountable for learning with or without the help of the instructors.
- Students are expected to complete assignments on time. Dead-lines will be strictly maintained.
- PWC has a zero-tolerance policy on plagiarism and academic dishonesty. Academic dishonesty or plagiarism will result in an automatic zero in the assignment or exam and may be dismissal from the college.

13 Student Dismissal Policy:

PWC has a zero-tolerance policy regarding academic dishonesty, non-payment of tuition fees, alcohol & drug use, damages of college property, harassment and discrimination of any form.

Academic dishonesty/misconduct: is defined as any type of cheating that occurs in relation to a formal academic exercise. This can include the following:

- Cheating, plagiarism, or unapproved collaboration while writing exams and preparing assignments.
- Falsification of information.
- Use of aids that have not been expressly permitted by instructors.
- Theft or solicitation of another student's assignments, paperwork, tests, or personal belongings.
- Intentionally attempting to assist another student to commit any act of academic dishonesty.

Academic Failure: A Student will be dismissed from a program or even from the college after a repeated failure in a course vis-a-vis a program. However, a student may try and rejoin another program if he/she is repeatedly unsuccessful in a particular program.

Alcohol & drug use: Consumption and possession alcohol and drug (including cannabis) are strictly prohibited within the PWC premises. Students are not allowed to attend the class under the influence of drug and alcohol as it may result in dismissal from the college.

Misuse and damage of college property: Students who damage, misuse, steal or otherwise use the property in a manner prohibited by common sense may be dismissed and will be required to make restitution to the College.

Harassment & discrimination: PWC is a multi-cultural institution and we strongly believe in diversity. At PWC we consider any form of harassment and discrimination as a serious offense. Students are expected to be respectful to their instructors, college staff, peers and fellow students. Any student contributing or partaking in harassment or discriminatory activities will be subject to suspension under pending investigation. Founding guilty upon investigation, a student will be dismissed from the college.

14 Privacy Policy:

PWC we are bound by federal laws when comes protecting the private information of our students and graduates. We are vigilant and caring to protect personal information of our students and graduates and determined in safeguarding them. Under no circumstances PWC will disclose a student's private information without a prior written consent of the student.

14.1 Photographic and Media Consent Policy:

PWC will not seek student consents when comes collecting and using student's personal images by photography or video recording for use in PWC newsletters, brochures, publications and on the PWC website for promotional purpose. If there is an objection to it a student must submit a written statement mentioning not to use his/her personal image for any PWC promotional activities. Under this circumstance PWC will not be using student's image.

14.2 Student's Rights:

At PWC Students have the following rights

- Be heard
- Contest allegations of academic misconduct
- Be advised of all evidence collected by the instructor and witnesses
- Submit evidence and bring forth witnesses with direct knowledge of the case
- Decline or refuse to respond to questioning or to make a statement
- Be free of the assumption of "in violation" because of declining or refusing to speak

- Decline to appear at the hearing, which will be heard in the student's absence
- Bring a person of support to the hearing

Be allowed to admit responsibility for all allegations.

15 Student Complaint Resolution

Life in a community can sometimes throw up challenges that are difficult to manage. Students might have a problem with a fellow student or a staff member, with academic work or any other situation, with administration or some aspects of rules and processes. Prairie Western College is committed to creating a positive environment for all students. The institution has established policies and procedures to foster such an environment.

If students come across some difficulty, they are encouraged to raise it with Prairie Western College administration

15.1 Informal Complaint Process

Many issues can be resolved through open and honest communication between the involved parties. Any student who experiences a problem should first try to resolve the issue informally with the individual(s) or office(s) most directly connected with the issue at hand.

15.2 Formal Complaint Process

If Informal Complaint Process does not resolve the problem, students should refer to the following policies to determine the appropriate steps for filing a formal complaint. The Student Dispute Resolutions Committee may become involved at any point during these processes to assist and provide advice as is necessary and/or as requested by students and employees.

A complaint can allege such things as (but will not be limited to):

- a) an error in grading an assignment or assessing a performance
- b) an error or injustice on grounds other than grading - for example:
 - i) the method of evaluation was not fair and reasonable
 - ii) the decision maker was biased on non-human rights grounds
 - iii) the instructor deviated significantly from the course outline

15.2.1 Stage 1-Dialogue/Informal Complaint Process

Step 1. The student attempts to resolve the issue with the concerned party (or parties) normally within ten (10) business days of the grade, decision, or action pertaining to the complaint.

Step 2. In the event that the issue is not resolved in Step 1, or if the concerned party (or parties) has/have not responded within five (5) business days of the student's initial contact, the student is normally expected to, within the next five (5) business days, notify the concerned party (or parties), in writing, that the issue will be brought forward to the College Director. If the concerned party is the College Director, the student is normally expected to, within the next five (5) business days, notify the concerned party, in writing, that the issue will be brought forward to the Student Dispute Resolutions Committee.

Step 3. A representative from the Student Dispute Resolutions Committee will meet with the student and concerned party together, if appropriate, to discuss the complaint.

**If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Career College Branch*

15.2.2 Stage 2 – Decision/Formal Complaint Process

Step 1. If the issue is not resolved as per Stage 1, or if the concerned party has not responded, the student should, within the next five (5) business days, discuss the matter further with the College Director and present the written complaint, including details, signaling the student's intent to further escalate their complaint by filing a Formal Complaint. The student should suggest a remedy. A copy of the formal complaint will be provided to the concerned party.

Step 2. The College Director, or the Student Dispute Resolutions Committee if the complaint is against the College Director, will provide a written response to the student within 45 days after the date on which the complaint was made. This response will describe and conclude the outcome of the complaint process. A copy will be retained by the College Director and the Student Dispute Resolutions Committee, and a copy will be retained in the student's record.

15.3 Appealing the Decision

If the student feels that the issue is still not resolved and wishes to appeal the decision, the student must file an appeal within ten (10) business days after receiving the final decision as described in Stage 2 of the original complaint.

If the student is not satisfied he/she can refer the complaint to the Director:

Private Career College,
8th Floor, Commerce Place
10155 - 102 Street
Edmonton AB T5J 4L5
Canada

DRAFT