



**Professional  
Institute of**  
MANAGEMENT & TECHNOLOGY

**STUDENT  
HANDBOOK**

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## **MISSION STATEMENT**

The Professional Institute of Management and Technology (PIMT) is dedicated to providing a pathway for individuals to develop the essential skills, knowledge, and attitudes necessary to excel as professionals. We uphold the highest standards in academic excellence, ethical conduct, and professional behaviour.

At PIMT, we are devoted to fostering a positive and supportive atmosphere that respects the dignity and integrity of all participants, while also celebrating the unique qualities of our staff and students.

Furthermore, PIMT is committed to laying a solid educational groundwork. This foundation empowers our students to accurately understand and apply the ever-growing body of knowledge in the realms of Business, Massage Therapy and Supply Chain Management.

## CAMPUS GUIDELINES

### COLLEGE CONTACTS

Campus Telephone Number  
College Email

(403) 247-4319  
[info@pimtcalgary.com](mailto:info@pimtcalgary.com)

### COLLEGE HOURS OF OPERATION

The Campus is open as follows:

Monday	8:00 AM – 4:00 PM
Tuesday	8:00 AM – 4:00 PM
Wednesday	8:00 AM – 4:00 PM
Thursday	8:00 AM – 4:00 PM
Friday	8:00 AM – 4:00 PM
Saturday	8:30 AM – 5:00 PM (Classes Only)
Sunday	8:30 AM – 5:00 PM (Classes Only)

Students are welcome to remain at the College for extra study and to complete assignments during outside-of-class hours.

### SCHOOL CLOSURES AND HOLIDAYS

PIMT is closed for the following Statutory Holidays:

Statutory Holiday	2026	2027
New Year's Day	January 1	January 1
Family Day	February 16	February 15
Good Friday	April 3	March 26
Victoria Day	May 18	May 24
Canada Day	July 1	July 1
Labour Day	September 7	September 6
Thanksgiving Day	October 12	October 11
Remembrance Day	November 11	November 11
Christmas Day	December 25	December 25

Note: Canada Day is usually July 1st. If July 1st falls on a Sunday, Monday, July 2nd replaces July 1st as the statutory holiday.

Note: The dates noted above are Statutory Holidays in Alberta. The Campus Administrator will post notices of other school closures.

# HEALTH AND SAFETY POLICY

## Intent

Professional Institute of Management and Technology recognizes its statutory duty to take all reasonable precautions to protect employees, contractors, volunteers, visitors, and all others on site. Protecting employees from injury or occupational illness caused by accidents or incidents remains an ongoing goal. We will strive to provide a safe and healthy work environment for everyone. We believe that all accidents can be prevented, and active engagement at all levels will help achieve this. Supervisors and workers must avoid any actions or activities that could jeopardize the health and safety of others and must work to minimize the risk of injury.

We are committed to promoting a safe and healthy workplace for all employees, contractors, volunteers, and visitors. In pursuit of our commitment, we will develop, implement, and enforce policies and procedures that promote and provide a healthier, safer work environment. We understand the importance of safety to the well-being and productivity of our employees and strive to safeguard the workplace from injury and misconduct through proper procedures and oversight.

This policy outlines the responsibilities of all parties in maintaining a safe and healthy work environment. PIMT will act in compliance with all applicable workplace health and safety legislation.

## Guidelines:

### Communication

The Professional Institute of Management and Technology encourages open communication on health and safety issues. Open communication is crucial for maintaining an accident-free and productive work environment.

- Employees who voice or identify a health and safety concern will not be subject to reprisal or retaliation.
- Health and safety comments will be reviewed by human resources. They will initiate an investigation on each reported or potential hazard.
- Employees should inform their supervisor or human resources of any matter they perceive to be an actual or potential workplace hazard.
- Communication can be written or verbal, and may be anonymous, if so desired.

## Responsibilities

### Employers will:

- Supply an effective strategy to manage the occupational health and safety concerns of the company.
- Allocate and govern resources properly to achieve the health and safety requirements of employees, and those policies comply with the company's legal obligations.
- Foster a workplace culture of safety with appropriate leadership.
- Review policies annually for compliance and efficiency, and revise where necessary.
- Provide all relevant parties with a copy of all orders or reports issued to the employer by a Ministry of Labor inspector and inform the committee of any work-related incidents involving injury, death, or occupational illness.

### Managers and supervisors will:

- Help develop, implement, and enforce company policies and procedures.
- Continually promote health and safety awareness with instruction, information, training, and supervision to ensure the safe performance of employees.
- Use the process of hazard identification, risk management, and incident investigation.
- Perform occupational health and safety inspections of the workplace to identify and control all hazards to employees.
- Be accountable for the health and safety of employees under their supervision.
- Ensure that machinery and equipment are safe and that employees work in compliance with established safe work practices and procedures.
- Ensure that employees receive adequate training in their specific work tasks to protect their health and safety.
- Conduct health and safety meetings.

Human resources will:

- Liaise with government agencies to ensure workplace health and safety compliance.
- Advise management on safety and health policy issues.
- Coordinate health and safety inspections and follow up to ensure the completion of necessary corrective actions.
- Develop best practices that support a strong health and safety program.
- Design and develop accident and incident reports and investigation procedures.
- Maintain an up-to-date knowledge of applicable health and safety regulations as mandated locally, provincially, or federally.
- Design and develop company policies and procedures related to workplace safety and health issues.
- Review injury and illness trends and identify problem areas and solutions.

All staff and students will:

- Perform duties in a manner conducive to a safe workplace, following all safety practices and procedures.
- Report any incident, injury, or hazard as outlined in company procedures.
- Report any acts of violence or harassment in the workplace.
- Promote a hazard-free workplace.
- Learn the posted emergency plan detailing the facility's procedures pertaining to fire, weather, or medical emergencies.
- Promote and monitor compliance with health and safety regulations.
- Monitor the effectiveness of existing health and safety programs and policies and assist with the implementation of improvements.
- Attend regular committee meetings.

### **Reporting Structures**

Any concerns or near misses should be reported to the health and safety committee or representative and the appropriate manager. Employees who voice or identify a health and safety concern will not be subject to reprisal or retaliation.

If an emergency occurs, employees must immediately report the incident to the Director. Appropriate responses will be dictated by the severity of the event and its effect on the health and safety of employees, visitors, and property.

### **PERSONAL SAFETY**

Within the classrooms on this campus, you will find emergency exit maps indicating the closest exit to each classroom. If you have concerns about your personal safety while attending classes, please speak with the College Administrator and/or the College Director.

If you notice any areas of the campus that you feel are unsafe, please contact the College Administrator and/ or College Director.

The following tips and suggestions may help in ensuring your safety.

At home:

- Change the locks when you move into a new apartment.
- Use a deadbolt rather than just a safety chain.
- Know who is at your door before you open it.
- Ask for identification before letting someone into your house.
- Never let strangers into your house to use the phone. Offer to make the call for them and have them wait outside.
- If you receive a wrong number phone call, don't give out your name or phone number.
- If you receive an obscene phone call, hang up and call the police.
- In an apartment building, NEVER be alone in the laundry room.
- If you think someone is in your home, do not go in. Go to a neighbour's or public area and call the police.
- If you see or hear anything suspicious, call the police.

#### While you are out:

- Always tell someone where you are going and when you expect to return home.
- If you are going on a first date or out with someone you don't know well, plan with someone you trust to check in once you are home.
- Travel with a friend if possible. Try to avoid going out alone.
- Carry only small amounts of cash and take only the credit cards you plan to use.
- Keep your purse closed and carry it across your body or keep an arm on it.
- Make sure to zip all pockets on your backpack. When in crowded places, on public transportation, or on busy street corners, bring your backpack to the front and hold it securely.
- Pay attention to your surroundings and stay alert.
- If you are using earbuds, keep the music volume low so you can hear what is happening around you.
- Keep in mind that when you are using your phone in public, other people can hear your conversation. Be cautious about the information you provide.
- Try NOT to go out alone at night.
- Avoid unfamiliar areas if possible.
- Don't walk near dark doorways or shrubbery. Don't use alleys or shortcuts.
- If you are driving, try to park only in lighted areas. Have your keys in your hand when returning to your car.
- Never leave your keys in the car. Never leave valuables in plain sight; lock them in the trunk.
- Always check your back seat before getting into your car.
- Always lock your door while driving or when parked.
- Keep your car in gear at stoplights or when stopped in traffic.
- Don't hitchhike or accept rides from strangers.
- Do NOT respond to comments from strangers on the street.
- If someone is following you, cross the street and walk into a business or other area where people are gathered.
- If you meet a new friend, exchange phone numbers but NOT addresses. Always meet in a public place and consider a daytime meeting rather than a nighttime one.
- Do not allow alcohol or drugs to impair your judgment. Always use in moderation. Be particularly careful of street drugs. They may not be what you have been told.
- Always prearrange meeting times so you do not have to sit and wait alone.
- When walking, always keep a distance between you and other walkers. Don't let anyone get too close.
- When walking, if a car follows you, do NOT approach it. Turn around and walk in the opposite direction. Don't be afraid to yell for help.

#### Using Public Transit:

- Have your fare ready. Don't open your purse or wallet at a bus stop.
- During off hours, sit as near to the driver as possible.
- Keep your possessions in your lap.
- Pay attention. Don't sleep, clean out your pockets, or play on your phone. If you are reading or listening to music, look up and around periodically.
- If someone is bothering you, don't be afraid to tell the driver and move seats.
- If you are going to be out late, make sure you have cab fare.

#### Computer and Internet Safety

- Do not post anything defamatory about another student or bully others online
- When working on a project, save your work often
- Try not to pass along viruses or other malware. Be careful about what you share on Facebook
- Use virus detection programs and scan your computer for viruses often

# ACCIDENT/INCIDENT INVESTIGATION STANDARD OPERATING PROCEDURE (SOP)

## Purpose

This Standard Operating Procedure (SOP) outlines the steps for investigating accidents and incidents at PIMT. It ensures that investigations are conducted systematically and effectively to identify causes, implement corrective actions, and prevent future occurrences.

## Scope

This SOP applies to all employees, students, volunteers, visitors, and contractors involved in accidents or incidents at the PIMT premises or during college-sponsored activities.

## RESPONSIBILITIES

### Investigation Team

Investigation team members may include representatives from the Health and Safety Committee, Human Resources, Compliance and Regulatory Affairs Department and other relevant departments. The Lead Investigator is designated by the Campus Director and/or Joint Health and Safety Committee and is responsible for overseeing the investigation process.

### Reporting Party

Any manager or Health and Safety Committee Member on duty at the time of the occurrence is responsible for ensuring that the accident or incident is reported promptly. Employees/ Students are responsible for reporting accidents or incidents as soon as they occur.

## PROCEDURES

### Initial Response

Staff members are required to provide first aid and medical attention as needed and ensure that the area is safe and secure to prevent further incidents. They must also inform Security Services (if needed), the Campus Director, a Health and Safety Committee member, or management of the accident or incident and contact emergency services if necessary.

### Accident/Incident Reporting

The Campus Director, Joint Health and Safety Committee member or Manager will complete the Accident/Incident Report Form as soon as possible after the event. The report includes all relevant details such as date, time, location, individuals involved, and a description of the event. The report must be submitted to the Joint Health and Safety Committee within 24 hours of the accident or incident. The *Investigation Details* section (section 4) of the report must be completed by the Lead Investigator within 10 business days of the investigation's initiation. The Accident/Incident Report Form can be obtained from the reception desk or the designated Health and Safety area.

### Investigation Process

The Lead Investigator will review the report and initiate the investigation. The investigation should start as soon as possible after the event to gather accurate information. The Lead Investigator will gather evidence related to the accident or incident. This may include:

- Witness statements
- Photographs or video footage
- Physical evidence (e.g., damaged equipment)
- Relevant documentation (e.g., maintenance records)

The Lead Investigator will also conduct interviews with individuals involved and any witnesses to obtain detailed accounts of the accident or incident.

### Analysis

The investigation should include the analysis of the collected data to identify the root causes of the accident or incident. Contributing factors must be considered, such as equipment failure, human error, and environmental conditions. Any underlying issues that may have contributed to the event must be determined, such as a lack of training or procedural shortcomings.

## **Documentation**

The Lead Investigator will fill out section 4. *Investigation Details* of the Accident/Incident Report outlining the findings, including the root causes, contributing factors, and recommendations for corrective actions. The report should also include recommendations for corrective actions to address identified causes and prevent recurrence, such as changes to procedures, additional training, or equipment upgrades. Section 4. *Investigation Details* of the Accident/Incident Report must be completed within 10 business days of the investigation's initiation.

## **Follow-Up**

The action plan must be developed to implement the recommended corrective actions, set deadlines for completion and assign responsibilities. HSC is responsible for monitoring the effectiveness of the corrective actions, adjusting them as necessary, and conducting follow-up reviews to ensure that issues have been addressed.

## **Roles and Responsibilities**

### **Employer**

- Ensure that the Accident/Incident Investigation SOP is implemented and followed.
- Provide necessary resources and support for investigations.
- Review investigation reports and ensure corrective actions are implemented.

### **Leaders/Supervisors/Managers**

- Ensure that accidents and incidents are reported and investigated according to this SOP.
- Cooperate with the investigation team and provide information and support as needed.

### **Employees/Students**

- Report accidents and incidents promptly and accurately.
- Cooperate with the investigation team and provide information as requested.

## **Policy Revision**

The Compliance and Regulatory Affairs Team, in conjunction with the Human Resources and Health and Safety Committee, will review this SOP annually. The SOP will be posted on the college's website and made available in accessible formats upon request.

## **CODE OF CONDUCT**

The College community is composed of individuals with varied interests and diverse opinions. A student, by voluntarily joining the College, assumes responsibility for abiding by the standards that have been instituted according to our mission, processes, functions, and goals. To function properly, members must exhibit respect for the individual and collective rights of all those within the community.

Students who violate these principles or the rights of others are subject to disciplinary action in accordance with the Disciplinary Process. The College reserves the right to discipline any student it deems necessary to protect the safety and/or the integrity of the learning environment of the College.

## **CONSIDERATION FOR OTHERS**

PIMT aims to provide the best possible learning environment for our students. We ask for cooperation in this endeavour. Please be considerate of fellow students to maintain a quiet learning environment and do not disturb other students. Please be especially considerate of students writing exams. Keep conversations to the social areas designated by the college.

## **PROFESSIONAL COMMUNICATION**

PIMT students are expected to demonstrate professionalism in all forms of communication, including written, verbal, and digital correspondence.

In addition to academic writing and classroom dialogue, students are expected to use professional tone and discretion in digital formats such as email, messaging apps, and social media. Content shared online—even from personal accounts—may impact one's standing in the college or professional community.

## **BREAKS AND BREAK AREA**

Our campus has a Break Area. This designated area is there for students to utilize and enjoy. The Break Area provides an opportunity to enjoy refreshments, review notes and take a break from the workstation. Spill-proof beverage containers, as well as re-sealable water bottles, may be permitted at the workstation. If equipment is damaged due to a spill, the student to whom the beverage belongs will be held responsible for replacement and/or repair.

Please remember to take short breaks to maintain consistency in the learning process and prepare for the work environment. Please speak quietly so that other students will not be disturbed. Please keep the Break Area neat and tidy and throw out all personal refuse.

## **RECYCLING**

Please place garbage and recycling in the proper bins that are provided. We are committed to reducing the amount of waste being sent to landfills. Your cooperation in this will be greatly appreciated.

## **CANCELLATION OF CLASSES**

In-person classes are cancelled only in cases of public emergencies or extremely poor weather conditions, as these conditions are deemed to impact the safety of staff and students. In the event of early closure, the campus will make every effort to contact all students.

## **EMERGENCIES**

In case of fire, the alarm will sound continuously. Students must obey all college and other officials during emergencies. Please check the Evacuation Procedures posted at your campus for specific details. Students must leave the premises immediately and in an orderly fashion.

Report any hazards, accidents or injuries immediately to a college official. Help us keep the college healthy and safe for all users by reporting concerns immediately. We will make every reasonable effort to address the concern in a timely fashion.

## ILLNESS

During the winter months, it is tough to avoid coughs, colds and flu. If you are unable to attend your program, please contact the college early in the morning. Absenteeism due to sickness will require a doctor's note. A doctor's note must be submitted to your college for those being sponsored or through the Student Loans program.

## PERSONAL PROPERTY

Please note that PIMT and its staff are not responsible for lost or stolen items. Please always keep an eye on your personal belongings and do not leave them unattended.

## SCENT-FREE ENVIRONMENT

The college is a scent-free environment. We have students and staff members who are sensitive to certain scents, causing them physical discomfort. We ask that all students and staff refrain from using perfume, cologne, scented hair products, scented deodorant, and heavily scented laundry detergent or fabric softener. Students may be asked to leave the campus, change or wash off the scent. Repeated offences will result in disciplinary action.

## CELL PHONES AND PERSONAL DATA DEVICES

Cell phones and all other electronic devices must be turned off or set to vibrate mode while on campus. If there is an anticipated emergency, please advise the office before the start of class. All cell phones must be kept silent and should not be used for texting, calculators, etc. Any student who disrupts or interferes with a class, lab, or activity will be asked to turn off their device and may be asked to leave the class, lab, or activity.

Vibrating/noise-making cell phones and in-class texting are distractions to other students and staff if the phone is on the workstation or you are texting and/or receiving texts continuously. Please respect classmates and keep your cell phone from disturbing others. All conversations must take place outside the classroom. Repeated offences will result in disciplinary action up to and including expulsion.

## DIGITAL CAMERAS AND CELL PHONE CAMERAS

The use of digital or cell phone cameras in the lab or classroom is not permitted. Please respect others' privacy. Also, screenshots are not allowed as all material is protected by copyright. If you are having trouble with an examination, please alert your instructor, who will direct you on how to create a proper screenshot should a Help Desk inquiry be needed.

## INTERNET USE

Your college has provided you with internet access to help you complete your course assignments. Please refrain from using these tools for your own personal use.

## MINIMAL TECHNICAL REQUIREMENTS

Before starting your studies, it is important to understand the minimal technical requirements necessary to participate effectively. These requirements are as follows:

- A desktop or laptop computer that meets the minimum system requirements:
- Processor: Intel Core i3 / AMD Ryzen 3 or equivalent
- Memory (RAM): 4 GB or higher
- Hard drive: 128 GB or higher (SSD recommended)
- Screen resolution: 1024 x 768 or higher
- Graphics card: Integrated graphics or a dedicated graphics card with 1 GB VRAM or higher
- Operating system: Windows 10, macOS, or Linux
- Up-to-date web browser (Google Chrome, Mozilla Firefox, Safari, etc.)
- Internet connection: A reliable internet connection with a minimum speed of 10 Mbps for downloads and 5 Mbps for uploads
- Webcam (built-in or external) for video conferencing
- Microphone and speakers (built-in or external) for audio communication.

It is your responsibility as a student to ensure that you have access to the necessary equipment and resources to complete your studies online. This includes acquiring the appropriate hardware and software needed to participate in the online learning environment.

## **WORKSTATION GUIDELINES**

With regard to your workstation, please follow these guidelines:

- All media presentation material is copyrighted material and, as such, cannot be removed from the classroom.
- Leave workstations clean and tidy. Allow sufficient time to tidy up and vacate the workstation for the next student.
- Please obtain permission to remain at the workstation beyond your scheduled time. Requests for extra time are usually accommodated; however, relocation to another workstation may be necessary.
- Please do not leave personal belongings at the workstation.
- For the health and safety of our staff and students, please put all outerwear in the designated location and not on the back of a chair, as this poses a trip and fall hazard for everyone. Also, please put all purses, backpacks, etc., under the desk to keep the aisles clear.

We cannot guarantee specific workstations for any student.

## **SMOKING**

The college does not provide a smoking area or facility. Please ensure you follow the building requirements regarding designated smoking areas.

## **STUDENT DRESS CODE**

The College seeks to prepare students for the business world and professional practice in their respective fields, including Massage Therapy. While casual dress is acceptable in most classroom settings, students in the Massage Therapy program may also be required to follow additional attire expectations for practical and clinical components, as outlined by their program. In all cases, students are encouraged to wear appropriate attire that reflects a professional learning environment.

Unacceptable attire includes, but is not limited to, ripped clothing, tank tops, midriff-baring clothing, flip-flops, loungewear, and clothing displaying offensive slogans. The College reserves the right to request any student wearing inappropriate attire to leave the premises. Students may return once they are properly attired.

## **TELEPHONE CALLS**

The College will only relay a message in cases of extreme emergency. Please inform the office at the college about any situation where we may be required to relay a message (e.g. serious illness in the family, daycare, etc.).

## **GUEST VISITATION AND RESPONSIBILITY**

Guests are welcome on the PIMT campus during regular administrative hours: Monday to Friday, 8:00 a.m. to 4:00 p.m. Students must accompany their guests at all times while on campus and are responsible for their conduct. All guests must check in at the front desk upon arrival and wear a visitor badge while on campus. Guests should not remain unattended or stay for extended periods unless part of an approved event or scheduled meeting.

## **WASHROOM FACILITIES**

The College will have on-site washroom facilities or access to a common washroom area in a general place of business (e.g. an office tower or mall). Please keep the washroom area tidy. Don't forget any personal belongings when leaving the washroom area.

## **RESPECTFUL AND FAIR TREATMENT**

The College recognizes its students as responsible and dedicated individuals who are preparing for career employment. An integral part of their career and professional development is the expectation that they conduct themselves during the education process in the same manner as will be expected in all employment situations. As members of the College, students have responsibilities and duties commensurate with their rights and privileges. Any student who is found to have violated the Student Conduct Policy is subject to disciplinary sanctions up to and including suspension or permanent dismissal, as described in the Disciplinary Process. The College applies the principles of procedural fairness in the application of these policies.

## **FITNESS TO ATTEND**

All College students are expected to maintain an appropriate level of emotional stability and overall health to participate effectively in their studies.

If a concern arises regarding a student's fitness to attend classes:

- A written record of the concern will be prepared, and a follow-up will occur before the student is permitted to return to class.
- A meeting will be scheduled with the Campus Designate.
- The student must meet any additional requirements determined necessary to continue attending classes.

## **STUDENT MISCONDUCT AND PROHIBITED CONDUCT**

Students are expected to uphold standards of conduct that contribute to a safe, respectful, and academically honest learning environment. Misconduct that endangers the health, safety, or educational environment of the College may result in immediate dismissal without access to the formal disciplinary process outlined in this handbook. Other forms of misconduct—including those related to integrity, financial obligations, and compliance with college rules—may result in disciplinary action depending on the nature and severity of the offence.

Behaviours that violate the Student Code of Conduct include, but are not limited to:

- Cheating, plagiarism, or other dishonest academic conduct, including the unauthorized use of artificial intelligence (AI) to generate work submitted for academic credit, assisting others in such acts, or submitting assignments that are not one's own.
- Providing false or misleading information to PIMT staff or instructors at any point before or during enrolment or in the course of one's studies.
- Forgery, alteration, or unauthorized use of any college document, record, form, or identification, including transcripts, medical records, financial documents, or student IDs.
- Unauthorized access to PIMT systems or platforms, including using another individual's login credentials, accessing restricted files, or tampering with learning management systems, email accounts, or student records.
- Tampering with or disrupting computing systems, such as introducing malware, altering configurations, interfering with system operations, or engaging in unauthorized downloading, copying, or sharing of copyrighted or college-owned materials.
- Improper use of PIMT's technology and internet resources, including for commercial activity, political advocacy, or viewing/distributing obscene, pornographic, or sexually explicit materials while on campus or using college equipment.
- Theft, attempted theft, vandalism, or destruction of property belonging to PIMT, its staff, students, or guests.
- Unauthorized possession, duplication, or use of keys, access cards, or credentials to enter PIMT spaces or facilities.
- Unauthorized entry into classrooms, labs, offices, or restricted areas outside of scheduled or approved times.
- Physical violence or assault, including hitting, pushing, or threatening bodily harm to any student, staff member, or visitor.
- Verbal abuse, yelling, or making degrading, threatening, or intimidating remarks toward any individual on campus.
- Bullying, intimidation, coercion, or stalking, including repeated unwanted contact or interfering with someone's ability to study or work.
- Harassment of any kind, including sexual, physical, verbal, visual, or electronic conduct, as well as inappropriate jokes, gestures, or comments.
- Discriminatory or exclusionary behaviour, including racism, xenophobia, homophobia, sexism, or other expressions of bias, whether direct or implied.
- Use of language or humour based on negative stereotypes, even if not intended to offend, where reasonably considered inappropriate in a professional academic environment.
- Being under the influence of alcohol, cannabis, or illegal substances while on campus or participating in any PIMT activity.
- Possession, use, sale, or distribution of illegal drugs, drug paraphernalia, unauthorized prescription medication, or

cannabis-based products on PIMT premises or during college-sponsored activities.

- Failure to obtain approval for the use of medical cannabis on campus, or the use of such substances in a way that compromises safety or learning.
- Smoking or vaping in areas not designated for such activity.
- Possession or use of weapons, replicas, explosives, hazardous chemicals, or other dangerous items on PIMT property.
- Engaging in or facilitating hazing or initiation rituals that demean or endanger individuals physically or mentally.
- Self-endangering behaviour, including threats or attempts of self-harm that disrupt the campus environment or compromise community safety.
- Disruption of academic or administrative functions, including classes, exams, workshops, or college operations through noise, behaviour, or interference.
- Unauthorized use of electronic devices, such as phones, smart watches, or recording equipment, during classes or evaluations without instructor consent.
- Disorderly conduct, including loud behaviour, fighting, horseplay, or inciting others to engage in disruptive activities on campus.
- Participation in or promotion of activities that undermine the safety, order, or public image of PIMT, whether on or off campus.
- Failure to comply with a reasonable directive from PIMT personnel acting within the scope of their responsibilities.
- Insubordination or overt defiance toward instructors, administrators, or other members of the college.
- Refusal or failure to verify one's identity when requested by PIMT staff in the course of official business.
- Failure to pay tuition or resolve other financial obligations within the timeframes outlined by the college after receiving formal notice.
- Abuse or manipulation of the student disciplinary process, including providing false testimony, withholding information, or attempting to influence an investigation.
- Retaliation, intimidation, or harassment of individuals involved in disciplinary proceedings or complaint processes.
- Interference with any student conduct hearing, investigation, or official meeting, including disruptive behaviour or refusal to participate when required.
- Failure to comply with disciplinary sanctions or conditions imposed by the College.
- Assisting, encouraging, or enabling others to violate the Student Code of Conduct.
- Bringing unauthorized visitors into classrooms, labs, or other academic settings without prior staff approval.
- Allowing a guest to engage in misconduct while on PIMT premises; students are responsible for the conduct of their visitors.
- Use of profane, aggressive, or offensive language, whether directed at an individual or disruptive to the campus environment.
- Wearing inappropriate attire, including clothing with obscene, suggestive, or offensive language or imagery.
- Posting or distributing materials on campus without approval, including content that is defamatory, misleading, or otherwise objectionable.
- Engaging in extortion, blackmail, or coercion for personal gain or to pressure others.
- Tampering with emergency equipment, including fire alarms, extinguishers, exits, or failing to evacuate during drills or emergencies.
- Making bomb threats, false emergency reports, or other conduct intended to cause panic or disruption.
- Violating federal, provincial, or municipal laws while on PIMT premises or during college-sponsored activities.
- Any other conduct, whether explicitly stated or not, that compromises the safety, operations, academic integrity, or reputation of PIMT.
- The possible consequences of any misconduct will depend on the nature and severity of the misconduct. If provincial or federal laws have been broken, charges will be laid.

## **CONSEQUENCES OF MISCONDUCT**

Except where noted above, one or more of the following sanctions may be imposed on any student found to have violated the Student Code of Conduct or any of the policies, rules or regulations of the College.

1. Warning – a notice in writing to the student that the student is violating or has violated the College regulations.
2. Loss of Privileges – denial of specific privileges on a permanent basis or for a designated period of time.
3. Probation – a written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the College. Probation is set for a designated period and includes the possibility of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation.
4. Suspension – Separation of the student from the College for a designated period of time, after which the student is eligible to return. Conditions for re-admission may be specified.
5. College or Campus Expulsion – Termination and withdrawal from the student's program of study with loss of all campus privileges.

The above list is not intended to be progressive, and we reserve the right to impose the penalty we deem appropriate. Documentation of any disciplinary action will form part of the student's confidential administrative file. If deemed appropriate, and depending on the situation, sponsoring agencies and the student loans department will be informed.

## **ACADEMIC GUIDELINES**

### **ADMISSIONS POLICY**

PIMT is committed to enrolling students who meet clearly defined program admission criteria, including all academic standards and regulatory requirements. The College is dedicated to supporting students in achieving their educational and career goals.

Suitability for training is determined based on the admission requirements approved by the Private Career College Compliance Branch, as well as through a structured admissions process designed to assess readiness for the demands of the program.

#### **Procedure:**

1. The Admissions Representative will meet with the prospective student in an interview, either in person, by telephone or through an online video meeting to discuss the program of interest.
2. Once a prospective student has decided on a program of study, the Admissions Representative will review the admission criteria for the selected program of study with the student and gather all pertinent and required documentation evidencing that the student has met all requirements. A copy of each document will be placed in the student's file.
3. Once it is established that the student has met all admission requirements:
  - a. The Admissions Representative will prepare and review the enrolment contract and all relevant policies with the student.
  - b. The Admissions Representative will discuss financial arrangements for payment of tuition and other fees.
  - c. The student may be asked to pay a non-refundable registration fee.
4. Once the enrolment contract has been properly executed, the student will receive the following:
  - a. A fully signed copy of the enrolment contract, including a copy of:
  - b. Program Outline.
  - c. Graduate Report
  - d. Student Handbook containing all pertinent policies and procedures.

## **ADMISSION REQUIREMENTS**

### **Advanced Massage Therapy**

**Standard Admission** - Students must meet ALL of the following criteria to enter Year One:

- Alberta high school diploma or equivalent, verified by transcript, with 50% or better in a Grade 12 Biology or Sports Science course and
- Successful interview with school administration

**Mature Admission** - Student must meet all of the following criteria

- Successful completion of the General Equivalency Diploma (G.E.D.)
- 21 years of age or older
- Successful interview with school administration

### **Advanced Credit Admission**

Students will be required to meet the following standard for Advanced Credit Admission

- Successful completion of a 1,000-hour or greater massage therapy diploma program will be given advanced credit, and students can enter Year Two.

### **Business Administration and Global Supply Chain Management**

**Standard Admission** - Students must meet ONE of the following criteria:

1. Alberta High School Diploma (verified by transcript) or non-Alberta equivalent.

In order to enroll in the program, you need the following admission requirements or equivalents:

1. At least 50% in Math AND
2. At least 50% in English

**OR**

2. High school diplomas from outside Canada must be verified by IQAS or the World Education Services Gateway Program.

**OR**

3. Successful completion of the General Equivalency Diploma (GED).
4. Successful interview with a school advisor.

**Mature Admission** Student

- At least 18 years of age.
- Wonderlic SLE minimum score: 20.
- Successful interview with a school advisor.

### **Additional Requirements for International Students or Students Whose First Language is Not English**

In addition to the admission requirements listed above (for both Standard and Mature admission), the student must achieve Canadian Language Benchmark (CLB) 7 through one or more of the following:

- TOEFL internet-based test overall score of 83.
- Duolingo minimum required score of 105.
- The International English Language Testing System (IELTS) , 6 band each in reading, listening, writing and speaking.
- Canada English Index Proficiency Program (CELPPIP) General 7 bands each in reading, listening, writing, and speaking.
- Pearson Test English (PTE) Minimum score of 64 each in reading, listening, writing and speaking.

## CREDIT FOR PRIOR LEARNING (CPL) TRANSFER POLICY

This policy outlines the criteria and procedures under which students may receive academic credit for previously completed formal education at recognized institutions. It is intended to support a transparent and consistent process aligned with post-secondary academic standards.

This policy applies to students seeking credit for formal, transcript-supported learning completed at PIMT or other recognized post-secondary institutions. It applies to individuals who previously withdrew from a program—whether at PIMT or another recognized institution—provided that the relevant courses were successfully completed, as well as to graduates who wish to apply previously completed coursework toward the requirements of a different program. PIMT does not recognize or grant credit for experiential or non-formal learning.

Students may be granted **Credit for Prior Learning (CPL)** where it is demonstrated that the previously completed course is equivalent in content and level to a PIMT course. Only formal, accredited coursework is considered. All credit must be documented by official transcripts and supported by course outlines or institutional catalogues.

### Policy Provisions

- Applications for CPL must be submitted at the time of initial enrolment in a PIMT program.
- Approved credits will be noted on the student's PIMT transcript, and the program duration and tuition will be adjusted accordingly.
- Applicants must provide an official transcript verifying successful completion of the relevant course(s), along with a catalogue description or course outline that demonstrates equivalency in content to a PIMT course.
- Only full subject credits are granted. Partial course credit is not awarded under any circumstances. All credit transfers must correspond to full academic courses that meet the content, instructional hours, and assessment requirements outlined in this policy.
- The assessment criteria require that each course considered for credit must have been completed with a minimum **final grade of 75%** and must closely align with the corresponding PIMT course in both content and learning outcomes.
- Credit transfer may not exceed **50% of the total program hours**
- Courses must have been completed within the **past two (2) years** to be considered for credit.

### Exceptions and Appeals

- In exceptional circumstances, the Campus Designate may approve credit outside of standard provisions. Where applicable, students may be required to complete a challenge exam to demonstrate that their prior coursework meets the learning outcomes of the corresponding PIMT course.
- Students may appeal denied applications or decisions regarding credit through the regular PIMT student dispute resolution process.

### Responsibility, Review, and Distribution

The Designate is responsible for the implementation and ongoing administration of this policy. The policy shall be reviewed periodically and revised as necessary to ensure alignment with academic standards, regulatory requirements, and institutional needs. It must be communicated clearly to all prospective and current students at the time of admission and made publicly available through appropriate institutional materials.

## **ATTENDANCE POLICY**

PIMT expects students to attend classes regularly and to be punctual throughout their program of study. This includes participation in all scheduled lectures, clinic, classroom activities, quizzes, tests, and examinations.

### **Attendance Expectations**

Students are required to attend all scheduled classes, arrive on time and notify the College prior to class start time if they expect to be late or absent.

Maintaining satisfactory academic progress requires consistent attendance and timely completion of coursework, assessments, and program milestones.

### **Documentation Requirements**

All absences are recorded, regardless of reason.

Students may be required to provide documentation to support absences, including but not limited to:

- a physician's note for illness
- documentation of a personal or family emergency
- The College may, at its discretion, waive documentation requirements when circumstances reasonably prevent submission.
- Documentation may be required for assessment of "reasonable excuse" under StudentAid Alberta withdrawal policies.

### **Minimum Attendance Requirements**

Students must meet the minimum weekly attendance requirements regardless of funding source; all students are required to attend at least 20 hours per week to remain in compliance.

A student will be withdrawn from the College if they:

- A student has missed five consecutive class days without contacting the institution, before or during the absence, to provide a reasonable excuse. In this case, the effective date of the student's withdrawal is the first of the five days that the student was absent.
- A student with a reasonable excuse is absent more than 30 consecutive days. In this case, the effective date of the withdrawal is the first day during this period that the student was absent.
- A student has excessive absences that will prevent them from successfully completing their program within the scheduled study period. In this case, the effective date of the student's withdrawal is the last day that the student was in attendance.

### **Attendance Probation**

- A student may be placed on attendance probation if:
  - there is a recurring pattern of absenteeism or lateness, or
  - poor attendance is combined with unsatisfactory academic progress.
- Conditions of probation will be documented and provided to the student in writing.
- Failure to meet probation requirements may result in dismissal.

The College is required to report attendance irregularities, excessive absences, changes in enrolment status, and withdrawals to funding agencies. Funding agencies may impose additional attendance or reporting requirements beyond those contained in this policy.

### **Return After Dismissal or Withdrawal**

- A student dismissed due to attendance or classified as withdrawn may not return under the same enrolment contract.
- Students seeking to re-enroll must sign a new student contract.
- Students requiring additional funding must reapply to StudentAid Alberta or any other applicable funder.

## ACTIVE PARTICIPATION & ACADEMIC STANDING

To succeed in your program and remain eligible for Alberta Student Aid funding, you must stay actively involved in your studies and maintain satisfactory academic progress. This section explains what that means and what is expected of you as a student at PIIMT.

### Satisfactory Academic Standing

You are expected to:

- Complete all courses and program requirements within your contracted study period.
- Attend classes regularly and participate in all scheduled learning activities.
- Submit assignments, write exams, and meet all course deadlines.
- Maintain steady progress through your program according to your Program Schedule.

If you fail or miss a course, you will be required to repeat it.

### Active Participation Requirements

Active participation means taking part in your program every week. You must:

- Attend **at least 80%** of all scheduled instructional hours.
- Not be absent for **15 consecutive calendar days**.
- Participate in a minimum of **12 hours per week** in online or blended-learning programs.
- Attend all required labs and clinicals.
- Stay on track with course readings, assignments, and assessments.

If you are unable to attend class, you must inform the Campus Administrator or your instructor as soon as possible (within 24 hours) and provide documentation when requested.

### Monitoring Attendance & Online Activity

Your attendance and online activity are monitored to ensure you are participating consistently. This includes:

- Daily attendance taken by instructors.
- Tracking your activity on the Canvas Learning Management System (LMS) when applicable.

Activity that appears irregular—such as multiple logins from different locations, unusually fast completion of coursework, or signs that someone else may be completing your work—may result in a review and possible disciplinary action.

You may be asked to confirm your identity during assessments using ID checks or proctored exams. Refusal to participate may lead to removal from the program.

### Alberta Student Aid Requirements (if applicable)

To keep your Alberta Student Aid funding, you must:

- Stay enrolled full-time.
- Meet the College's attendance and academic progress requirements.
- Let both the College and Alberta Student Aid know if you:
  - withdraw or change programs,
  - reduce your course load,
  - experience changes in income, family status, or contact information.

If you stop participating, funding may be cancelled, and you will be required to repay the money you received.

### Consequences of Not Meeting Requirements

If you do not meet attendance or academic requirements, the College may:

1. Issue a warning
2. Place you on academic or participation probation
3. Restrict access to online systems or practicum placements
4. Dismiss you from your program

The College is also required to report loss of participation or withdrawal to Alberta Student Aid.

## **Withdrawal & Last Day of Attendance**

You are considered withdrawn if:

- A student has missed five consecutive class days without contacting the institution, before or during the absence, to provide a reasonable excuse. In this case, the effective date of the student's withdrawal is the first of the five days that the student was absent.
- A student with a reasonable excuse is absent more than 30 consecutive days. In this case, the effective date of the withdrawal is the first day during this period that the student was absent.
- A student has excessive absences that will prevent them from successfully completing their program within the scheduled study period. In this case, the effective date of the student's withdrawal is the last day that the student was in attendance.
- You submit written notice of withdrawal, or
- You are dismissed by the College.

Your **Last Day of Attendance (LDA)** is the last day you were actively involved in your studies and is used to determine tuition refunds and funding eligibility.

## **Your Responsibilities as a Student**

You must:

- Communicate with the College about any issues that affect attendance or coursework.
- Stay up to date on emails and messages from the College and Alberta Student Aid (if applicable).
- Ensure your contact information is always current.
- Provide documentation (e.g., medical notes) when required.
- Take responsibility for any funding you receive, including repayment if eligibility changes.

## **ACADEMIC INTEGRITY AND MISCONDUCT POLICY**

### **Commitment to Academic Integrity**

PIMT is committed to the highest standards of academic honesty. Students are expected to complete all academic work with integrity, ensuring that assignments, projects, examinations, and other submissions are entirely their own unless collaboration is expressly permitted.

Academic misconduct undermines the learning process and the credibility of our programs. Any student found to have engaged in such misconduct is subject to disciplinary action under the College's Disciplinary Process.

### **Roles and Responsibilities**

- Instructors must inform students of academic integrity expectations on the first day of classes and provide guidance on proper citation, referencing, and use of sources.
- Students are responsible for understanding and following academic integrity requirements. If unclear, students must seek clarification from their instructor or Faculty Advisor before submitting work.

### **Academic Misconduct – Definitions**

#### **Cheating**

Cheating is any act intended to gain an unfair academic advantage. Examples include, but are not limited to:

- Using unauthorized aids during exams, tests, or projects (e.g., calculators, phones, notes, books, electronic devices, photocopied or AI-generated materials) without explicit permission.
- Copying or attempting to copy from another student's work, or allowing another student to copy from yours.
- Submitting another person's work as your own, or providing your work for someone else to submit as theirs.
- Unauthorized communication with another student during an examination.
- Presenting yourself as another student for a class or examination.
- Submitting the same work, or part of the same work, for credit in more than one course without prior written permission from the instructors involved.
- Gaining, or attempting to gain, unauthorized access to an examination or test.
- Falsifying, altering, or misrepresenting academic records or information on college forms.

## **Plagiarism**

Plagiarism is the act of presenting someone else's work, ideas, or expressions as your own without proper acknowledgment. This includes:

- Copying text, images, data, designs, software, or any other work—published or unpublished—with proper citation.
- Failing to use quotation marks and reference sources for directly quoted material.
- Paraphrasing another's ideas without acknowledging the source.
- Using another person's style, manner of expression, or structure of work without attribution.
- Submitting AI-generated materials without disclosure, where such use has not been expressly permitted.

Plagiarism ranges from copying an entire assignment to using specific passages without acknowledgment.

## **Other Academic Misconduct**

Other examples include, but are not limited to:

- Collaborating on an assignment or project without the instructor's permission.
- Changing or falsifying an examination score or academic record.
- Acting as, or using, an accessory to commit academic dishonesty (e.g., writing an assignment for another student).
- Knowingly assisting another person to commit any act of academic misconduct.

## **Group Work**

When group projects are assigned, all students must participate equally, and contributions should be documented. All group members share responsibility for the integrity of the submitted work.

## **Reporting and Investigation**

### **Initial Action**

If an instructor suspects academic misconduct, including plagiarism:

1. The instructor will take all reasonable steps to prevent academic misconduct in their courses and, if observing suspicious behaviour (e.g., copying, collusion) during an examination, will immediately warn the student(s).
2. The instructor will meet privately with the student to explain the concern and confirm it in **writing within 30 days** of discovery, maintaining complete confidentiality and ensuring no other students are made aware of the incident.
3. The instructor will advise the student not to submit any further work until the matter has been reviewed.
4. The instructor will clearly identify in writing which part(s) of the student's work are being reviewed, attaching or referring to relevant materials as evidence.
5. The Director of Academic Programs will be notified immediately.

### **Investigation Outcome**

- If the allegation cannot be substantiated:
  - The work will be returned with a Pass or Fail grade as appropriate, and the student may continue in the course.
- If misconduct is confirmed:
  - The student will be notified in writing, with supporting evidence. The student will have one week to rewrite the assignment independently. At the instructor's discretion, this may be for partial credit, or the student may receive a grade of zero for the original work.
- First offence:
  - The student will be notified in writing, with supporting evidence. The student will have one week to rewrite the assignment independently. At the instructor's discretion, this may be for partial credit, or the student may receive a grade of zero for the original work.
- Serious first offence or second offence:
  - The student will receive a failing grade for the course and may be dismissed from further study at PIMT, pending a review of the facts.

## **Sanctions for Academic Misconduct**

Depending on severity, one or more of the following may be applied:

- Written warning.
- Grade of zero for the specific work.
- Failing grade for the course.
- Academic probation.
- Suspension.
- Expulsion.

These sanctions are in addition to, and applied in the same manner as, the sanctions outlined in the **Student Code of Conduct**. All disciplinary actions are documented in the student's confidential file.

## **Instructor Responsibilities in Misconduct Cases**

An instructor who knowingly ignores cheating or plagiarism will be referred to the Campus Designate for review and may be subject to disciplinary action.

## **PRIVACY AND STUDENT RECORDS POLICY**

PIMT is committed to protecting the privacy, confidentiality, and security of all personal information collected, used, and maintained in the course of its educational and administrative operations. This policy describes how PIMT collects, uses, discloses, and safeguards personal information in accordance with Alberta's *Freedom of Information and Protection of Privacy Act (FOIP)* and other applicable legislation.

### **Collection of Personal Information**

#### **Information Collected Through the Website**

PIMT may collect personal information when individuals complete online forms or request information. This may include a name, email address, mailing address, or telephone number. Any information collected online is safeguarded using industry-standard security practices and used only for the purposes for which it was provided.

#### **Information Collected for Student Records**

For applicants, enrolled students, alumni, and former students, PIMT maintains an official student academic record. This record may include personal identification details, admission and application documentation, registration and enrolment history, course results, narrative evaluations, medical information provided with consent when relevant, criminal record checks where required, petitions and appeal outcomes, and letters of reference, including those provided in confidence. Only information necessary to support academic and administrative requirements is collected.

#### **Use of Personal Information**

Personal information is used to respond to inquiries, administer admissions and registration activities, support academic progress, maintain accurate records, and communicate important updates relating to programs or institutional requirements.

Information provided for email communication will only be used to send relevant updates, and individuals may unsubscribe at any time.

#### **Protection of Personal Information**

PIMT protects personal information through a variety of physical, administrative, and technological safeguards. Electronic records are encrypted, physical records are stored securely, and access is limited to authorized personnel who require the information to perform their duties. All records are retained and disposed of securely in accordance with approved retention schedules.

#### **Disclosure of Personal Information**

PIMT does not sell, trade, or otherwise share personal information with external parties except where permitted or required by law.

Personal information may be disclosed to:

- Authorized PIMT employees or committees who require access to perform their duties
- Government bodies or regulatory agencies where disclosure is mandated
- Third-party agencies responsible for collecting outstanding debts
- Executors of deceased students, alumni, or former students under the same terms permitted to the individual
- Recognized internal College organizations for limited, approved purposes, provided information is not shared externally or used commercially

Non-identifying statistical information may also be released for approved research or reporting.

By registering at PIMT, students provide implicit consent for PIMT to confirm basic information such as program(s) of study, registration sessions, credentials earned, and graduation dates.

#### **Access to Student Records**

## **Access by Students**

Students may review and request copies of their academic record, excluding confidential reference letters submitted with an expectation of privacy. Requests must be made in writing and will be fulfilled within a reasonable timeframe.

Students may request corrections to their records or add comments within thirty days after graduation. Comments do not appear on transcripts or statements of results.

## **Access by Alumni and Former Students**

Alumni and former students may also request access to their records. Written requests will be fulfilled within a reasonable timeframe.

## **Refusal of Access**

PIMT may withhold transcripts, statements of results, diplomas, certifications, or confirmations of academic standing if a student, alumnus, or former student has outstanding financial or administrative obligations to the institution.

## **Custody and Retention of Records**

Student academic records are securely maintained under the responsibility of the College Administrator. Records are retained only for as long as necessary to meet academic, administrative, and legal requirements and are stored in secure physical or electronic systems.

## **Online Privacy**

This policy applies to personal information collected through PIMT's website. Information collected offline, such as during in-person admissions or registration processes, is covered under PIMT's broader privacy and student records practices.

## **PHOTOGRAPHY AND MEDIA CONSENT POLICY**

PIMT reserves the right to photograph, video, or audio record students and staff for educational, promotional, or institutional purposes. Attendance at PIMT facilities, events, or classrooms constitutes consent for such use.

Suppose a student or faculty member prefers not to be included in promotional materials. In that case, a written opt-out request must be submitted to the Campus Designate not later than **10 business days** in advance to the Campus Designate and marketing representative for a specific event.

## **STUDENT DISPUTE RESOLUTION POLICY**

PIMT is committed to providing a fair, transparent, and respectful environment where students can raise concerns without fear of retaliation. This policy outlines the process for addressing student complaints in accordance with the Private Vocational Training Act and the Private Vocational Training Regulation of Alberta.

Students may submit concerns at any time. All complaints will be handled promptly, professionally, and without fees to the student.

## **SUBMISSION OF COMPLAINTS**

All student complaints must be submitted **in writing** and may be delivered:

- By email
- In person
- By registered mail

Students may be accompanied or represented by a **support person, agent, or lawyer** at any stage of the internal process.

**Anonymous complaints** will be reviewed to identify potential systemic issues; however, only complaints submitted by a named individual can be formally investigated under this policy.

Students will not face **any form of reprisal or retaliation** for submitting a complaint.

## INFORMAL RESOLUTION

Before initiating a formal complaint, students are encouraged to attempt informal resolution by:

1. Discussing the concern directly with the person most closely involved (e.g., instructor, staff member).
2. If not resolved, escalating the matter to the relevant Program Administrator or Supervisor.

If the matter remains unresolved, the student may proceed with the formal complaint process.

## FORMAL COMPLAINT PROCESS

If informal steps do not resolve the issue, the student may submit a formal written complaint to:

### Campus Contact:

Verica Kikanovic

Email: [verica@pimtcalgary.com](mailto:verica@pimtcalgary.com)

A written complaint must include:

- A clear description of the concern
- Date(s) of occurrence
- Names of relevant individuals
- Supporting documentation (if any)
- The outcome or resolution being sought

Within **five (5) business days** of receiving the complaint, the **Campus Designate** will acknowledge receipt and arrange a meeting with the student.

### Investigation & Decision

Following the meeting, the **Campus Designate** will investigate the concern, which may include speaking with staff or others involved. A **formal written response** will be provided within **fifteen (15) business days** of the initial complaint submission.

If the complaint is **not substantiated**, the response will include a clear explanation.

If the complaint is **substantiated**, the institution will outline the resolution steps to be taken.

A copy of the complaint, decision, and all supporting documentation will be retained in the student file for **at least three (3) years**, as required under the PVTR.

## APPEAL

If dissatisfied with the outcome, the student may submit a **written appeal** within **five (5) business days** of receiving the decision.

Appeals must be directed to the **Campus Administrator** and must:

- State the reason(s) for disagreement
- Include any additional documentation the student wishes considered

The **Campus Administrator** will review the appeal and issue a **final written decision within five (5) business days** of receiving the appeal.

A copy of the final decision will be placed in:

- The student's file, and
- The institutional Student Conduct File (if applicable)

The institution will make every reasonable effort to complete the **entire internal complaint and appeal process within thirty (30) calendar days**, in accordance with Alberta requirements.

## EXTERNAL COMPLAINT PROCESS (ALBERTA)

If the student is dissatisfied after completing the internal process, and believes they were:

- misled about a significant aspect of the program,
- misled about institutional policies or operations, or
- treated unfairly in relation to the Private Vocational Training Act,

they may submit a complaint to: **Alberta Advanced Education – Private Career Colleges** [www.alberta.ca/private-career-colleges.aspx](http://www.alberta.ca/private-career-colleges.aspx)

## **GRADE APPEAL POLICY**

PIMT provides an opportunity for students to appeal grades in a fair and equitable manner. The policy applies to all College students who are currently enrolled or were enrolled 30 days prior to submitting a notice of grade appeal to his/her instructor.

### **Procedure for Grade Appeal:**

1. If a student is not satisfied with a grade assessed on an assignment or test, the student must provide a written statement of their concerns to the instructor who assessed the grade within 5 days of the grade assessment. The statement should set out the reasons for disputing the grade and include copies of any relevant evidence the student wishes to submit and have considered. Please note, grades will not be adjusted for compassionate reasons or unexcused absences.
2. The instructor will reconsider or remark the assignment/test based on the criteria of the assignment/test and will provide the student with a written determination, setting out the reasons which led to both the original grade and any re-marked grade, if applicable. Instructors are to provide students with their determination within 3 business days of receipt of the student's grade appeal statement.
3. If the student is still not satisfied with the instructor's determination, the student should submit a formal written grade appeal, together with all relevant supporting documents to the Campus Designate within 3 business days.
4. Upon receipt of the written grade appeal, the Campus Designate will meet with the student to review the original assignment/test and all relevant supporting documentation (including the written determination of the instructor). The Campus Designate may also meet with the instructor to conduct a re-marking of the assignment/test.
5. The decision of the Campus Designate will be provided to the student in writing within 3 business days of receipt of the written complaint by the Designate. All decisions of the Campus Designate with respect to the grade appeal will be considered final.

## **DISMISSAL POLICY**

PIMT expects students to meet and adhere to the rules and regulations of the College and its Code of Conduct while completing a program of study. Failure to adhere to the College's rules, regulations and/or code of conduct may result in dismissal or disciplinary actions.

### **Procedure for dismissal or disciplinary measures:**

1. All concerns relating to a student's conduct/misconduct shall be directed in writing to the Campus Administrator. Concerns may be brought by staff, students, instructors, or the public.
2. The Campus Administrator will arrange to meet with the student to discuss the complaint within 5 business days of receiving notice of the complaint. If the alleged conduct is so serious that immediate dismissal may be warranted, the Campus Administrator will meet with the student as soon as possible.
3. Following the meeting with the student, the Campus Administrator will conduct any further investigations deemed necessary to determine whether the complaint is substantiated, in whole or in part.
4. Any necessary inquiries or investigations shall be completed within 5 business days of the initial meeting with the student.
5. Upon completion of all inquiries and investigations, the Campus Administrator will provide the student with a written determination with respect to the complaint. In the event a student wishes to dispute a written determination, the dispute shall be resolved in accordance with the College's Dispute Resolution Policy.
6. In the event the complaint has been substantiated, the Campus Administrator and/or Campus Designate may:
  - a. Give the student a written warning, a copy of which will be signed and acknowledged by the student and placed on the student's file.
  - b. Set a probationary period with conditions which must be fulfilled or demonstrated. During a probationary period, a student's conduct will be monitored by the Campus Administrator and/or Campus Designate. Any notice of a probationary period will be signed and acknowledged by the student and placed in the student's file.
  - c. Relocate the student to another class.

- d. Dismiss the student from the program of study. In the event of a dismissal, the Campus Administrator and/or Campus Designate will provide the student with a written notice of dismissal, which will include a calculation of any refund that may be due under the Tuition Refund Policy. Any refund deemed to be owed under the Tuition Refund Policy shall be delivered to the student within 30 days of the date of the notice of dismissal. In the event the student owes tuition or other fees to the College at the time of the dismissal, the Campus Administrator and/or Campus Designate may undertake collection of the amount owed, forthwith upon dismissal.
- e. Request immediate payment or compensation in the event of any physical damage caused by the student to the College's equipment or facility.

## **STUDENT WITHDRAWAL POLICY**

Program withdrawal and refunds will be applied as per the student contract and in accordance with the Private Vocational Schools Regulations.

1. If the student decides to withdraw, they must complete the Student Withdrawal form.
2. The last day of attendance will be used to determine if the student is eligible for any refund or if any fees are owed to the College.
3. The administrator will review the request, and the paperwork will be processed in a timely manner.
4. The student will receive a letter with a response to the request.
5. If funded by Alberta Student Aid, we will notify them that you are no longer a student.
6. If a refund is owing (to the student or to the funder, this will be issued within 30 days as per the enrollment contract the student has signed.

## **GRADUATION REQUIREMENTS**

Diplomas are awarded once the following criteria are met:

### **Advanced Massage Therapy**

- Completion of ALL required coursework with a minimum average of 60%
- Compliance with all rules and regulations of the institute, including the maintenance of professional standards of conduct.
- Meeting the 90% attendance requirement
- Payment in full for all tuition and fees according to your enrollment contract

### **Business Administration Diploma**

- Completion of ALL required coursework with a minimum grade of 70% in each course.
- Compliance with all rules and regulations of the institute, including the maintenance of professional standards of conduct.
- Meeting the 90% attendance requirement
- Payment in full for all tuition and fees according to your enrollment contract

### **Global Supply Chain Management Diploma**

- Completion of ALL required coursework with a minimum grade of 70% in each course.
- Compliance with all rules and regulations of the institute, including the maintenance of professional standards of conduct.
- Meeting the 90% attendance requirement
- Payment in full for all tuition and fees according to your enrollment contract

Please note – 1<sup>st</sup> copy of your credential is free

Any replacements are as follows:

- Diploma - \$50.00
- Transcript - \$ 30.00

## **FINANCES**

### **TUITION REFUND POLICY**

Students are provided with a clear overview of all program fees during their initial meeting with the institution, ensuring they can make an informed decision before enrolling. Once enrolled, students are expected to follow the terms of their enrolment contract, including the agreed-upon payment plan.

If a student is considering withdrawing from their program or has concerns about their enrolment, they are encouraged to speak with the designated Campus representative as early as possible. Doing so allows the College to offer guidance, explore available options, and support the student in determining the best path forward.

If a student withdraws or is dismissed, the College is required to notify the appropriate parties and process any applicable tuition refunds in accordance with the institution's refund policy and relevant provincial legislation.

To remain in good standing, students must either pay their tuition and other fees on time or arrange an approved payment plan. Students who do not meet their financial obligations and do not make satisfactory arrangements may be suspended or dismissed; however, the College will make every effort to work collaboratively with students to find solutions before taking any action.

#### **Refund Policy**

Refund entitlement is calculated on the total fees due under the contract as described below.

#### **Registration fee**

14(1) Subject to subsection (2), a licensee may require a student to pay a registration fee of not more than \$500 before that person's vocational training begins.

(2) A licensee must not require or accept payment of

- (a) a registration fee in respect of a prospective student until that person has signed a student contract, or
- (b) any other tuition fee or any incidental fee in respect of a student or a prospective student before that person's vocational training begins.

(2.1) Despite subsection (2)(b), a licensee may accept a tuition fee referred to in that clause in respect of a student before that person's vocational training begins if the fee is paid by a third party approved by the Director.

(3) a licensee who receives a registration fee must credit the fee to unpaid tuition fees if the student commences the vocational training.

#### **Cooling off period**

15 Notwithstanding anything in this Regulation, if a student terminates a student contract on or before the 4th business day after signing the contract, the licensee must refund all tuition fees paid by or on behalf of the student.

Refund and retention of fees before training begins

16(1) If a student terminates a student contract before the vocational training begins, the licensee is entitled to retain any registration fee that has been paid, regardless of who paid it.

(2) The licensee shall refund any registration fees that have been paid if

- (a) a licensee terminates a student contract before the vocational training begins, or
- (b) subject to subsection (1), the vocational training does not begin on the commencement date set out in the student contract.

(3) The licensee shall refund any tuition fee that it has accepted pursuant to section 14(2.1) if the student contract is terminated before the vocational training begins.

### **Refund of tuition - after training begins**

17(1) If a student contract is terminated after the vocational training begins, the licensee is entitled to the following amounts of the tuition fees:

- (a) when 10% or less of the vocational training has been provided, 25% of the tuition fees;
- (b) when more than 10% but 50% or less of the vocational training has been provided, 60% of the tuition fees;
- (c) when more than 50% of the vocational training has been provided, 100% of the tuition fees.

(2) If a licensee has received tuition fees in excess of the amount that the licensee is entitled to under subsection (1), the licensee must refund the excess amount.

(3) For the purpose of this section, vocational training provided by correspondence is provided as lessons are supplied, marked and returned to the student.

### **Abandoning provision of vocational training**

18(1) A licensee abandons the provision of vocational training under its licence if the licensee stops providing the vocational training before it is complete and

- (a) there are student contracts for the vocational training that have not been terminated, or
- (b) all student contracts for the vocational training have been terminated but one or more of the contracts were, in the Director's opinion, terminated by the licensee so that the licensee would not be required to provide the vocational training.

(2) Notwithstanding sections 16 and 17, if a licensee abandons the provision of vocational training under its licence,

- (a) subject to subsection (5), the licensee must refund all tuition fees that have been paid in respect of the vocational training, and
- (b) section 11 applies if the licensee is unable or refuses to make the refund.

(3) A licensee is deemed to have abandoned the provisions of vocational training by correspondence if lessons cease to be supplied, marked and returned to the student.

(4) A licensee is not considered to have abandoned the provision of vocational training if the Director is of the opinion that the licensee is providing a means to enable a student to complete the vocational training without any disadvantage.

(5) This section does not require the refund of any tuition fees in respect of a student whose student contract is terminated

- (a) by the student before the licensee abandons the provision of vocational training, or
- (b) by the licensee before the licensee abandons the provision of vocational training where the termination was made because the student was expelled or for non-payment of fees.

### **Payment of refunds**

21(1) Subject to subsection (2), a refund of a student's tuition fees or incidental fees must be paid

- (a) to the student, or
- (b) in the case of a student who has an outstanding student loan in respect of the vocational training for which the refund is being provided, to the lender that made the student loan.

(2) If a licensee received payment of a student's tuition fees from a government, agency or person other than the student, any refund of those tuition fees must be paid to the government, agency or other person.

(2.1) A refund under section 16(2)(a) must be paid to the third party referred to in section 14(2.1) to the extent that that party paid the tuition fees.

(3) If a licensee is required to refund any tuition fee or incidental fee, the refund must be paid not later than the earlier of the following:

- (a) 30 days from the day the student contract is terminated;
- (b) the time period specified in an order of the Director.

(4) Where a licensee is required by or under the Act or this Regulation to refund any tuition fee, the Director may in writing order a refund by the licensee of any incidental fee within the time specified in the order.

# SEXUAL MISCONDUCT POLICY

## Purpose and Commitment

PIMT is committed to providing a safe, respectful, and supportive environment for all students, instructors, and staff. Sexual misconduct in any form will not be tolerated. This policy addresses both prevention and response to sexual misconduct, and it applies to all members of the institutional community.

The institution is committed to:

- Preventing sexual misconduct through awareness, education, and clear rules of conduct.
- Responding promptly, fairly, and effectively to all complaints and reports of sexual misconduct.
- Ensuring that complainants are supported and that respondents are treated with fairness.

This policy will be provided to all students prior to the start of their program. It will be posted prominently on the institution's website, displayed in campus reception areas, and included in student materials.

## Definitions

Sexual misconduct includes, but is not limited to:

- Sexual assault
- Sexual exploitation
- Sexual harassment
- Stalking
- Indecent exposure
- Voyeurism
- the distribution of a sexually explicit photograph or video of a person to one or more persons
- other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video
- The attempt to commit an act of sexual misconduct
- The threats to commit an act of sexual misconduct

## Employee sexual misconduct also includes:

- Any sexual relations, touching, or remarks of a sexual nature by an employee toward a student, or by a student toward an employee, where it constitutes a criminal offence, a violation of the Human Rights Code, or a breach of institutional policy.
- Reprisals or threats of reprisals for rejecting sexual advances.

## Prevention Measures

The institution will:

- Provide students and employees with education and training on sexual misconduct prevention and response.
- Require instructors, staff, and administrators to maintain professional boundaries with students.
- Require external organizations hosting students (e.g., practicum sites) to confirm compliance with applicable human rights and workplace safety legislation. This policy ensures compliance with the Private Vocational Training Act (Alberta).

## Distinction Between Complaint and Report

**Complaint:** A disclosure of sexual misconduct where the individual seeks support, resolution, or accommodation, but does not request a formal investigation.

**Report:** A formal notification requesting that the institution take action, which may include investigation and disciplinary measures.

A student may make a complaint without being required or pressured to file a report.

## Process and Timelines

The institution will follow the process and timelines set out in its Dispute Resolution Policy to ensure that all complaints and reports of sexual misconduct are addressed promptly, fairly, and within established timeframes.

## **Complaint Procedure (Informal)**

Any student may submit a complaint in writing to the designated campus contact (see Section 11 – Contact Information). Complaints may also be received by a Designate if the primary contact is unavailable.

Complainants will be provided with:

- Options for resolution.
- Access to academic or safety accommodations (e.g., class changes, extensions, alternative study methods).
- Referrals to counselling and community supports.

## **Report Procedure (Formal)**

Any student or employee may file a report in writing with the designated contact. Upon receipt of a report, the institution will:

1. Determine whether an investigation should proceed and if the complainant wishes to participate.
2. Decide who will conduct the investigation, based on the seriousness and parties involved.
3. Consider whether immediate referral to the police is required.
4. Implement interim measures as appropriate (e.g., suspension, schedule changes, restricted access).

## **Investigation Process**

If an investigation is initiated:

- The complainant and respondent may have a support person present.
- The investigator will:
  - Interview the complainant to document the full allegation.
  - Inform and interview the respondent, providing a full opportunity to respond.
  - Interview witnesses and review relevant evidence.
- Both parties will receive reasonable updates during the process.
- At conclusion, the decision-maker (Campus Designate or Designate) will review all evidence, determine whether sexual misconduct occurred, and decide on disciplinary measures.

## **Disciplinary Measures**

If misconduct is found, the institution may impose:

- Verbal or written warnings
- Suspension of an employee or student
- Expulsion of a student
- Termination of employment (mandatory for serious employee misconduct)
- Restrictions on access to premises or services
- Referral to law enforcement where applicable

For employees terminated due to sexual misconduct, re-employment at the institution is strictly prohibited.

## **Confidentiality**

All information related to complaints and reports will remain confidential except where:

- There is an imminent risk of self-harm or harm to others.
- Legal reporting obligations apply.
- Procedural fairness requires disclosure.

## **Protection from Reprisal**

It is a violation of this policy to retaliate against, or threaten retaliation against, anyone who makes a complaint, files a report, provides evidence, or participates in an investigation.

False complaints made in bad faith may also result in disciplinary action.

## Contact Information

Designated Contact(s):

Name: Kristine Leyesa

Email: [kristine@pimtcalgary.com](mailto:kristine@pimtcalgary.com)

Address: 103 – 1422 Kensington Rd. Calgary, AB T2N 3P9

Name: Jessica Dennie

Email: [jessica.dennie@aoltoronto.com](mailto:jessica.dennie@aoltoronto.com)

Phone number: (416) 969-8845

External supports are listed below.

- In case of immediate danger, call 911.
- Health advice (non-emergency): 811 (toll-free in Alberta)
- Mental Health support (24/7): 1-877-303-2642
- Addiction support (24/7): 1-866-332-2322
- Suicide or severe crisis: 9-8-8 (call or text)
- Indigenous-specific support (24/7): 1-844-944-4744
- Community & social service referrals: 211
- Family violence/abuse concerns (call or text): 1-780-310-1818
- Child/youth protection: 1-800-387-5437

## Policy Review

This policy will be reviewed annually to ensure compliance with relevant legislation and to maintain its effectiveness in protecting students. This policy ensures compliance with the Private Vocational Training Act (Alberta).

# HUMAN RIGHTS AND HARASSMENT REPORTING AND COMPLAINT POLICY

At PIMT every student and member of our learning community has the right to dignity, respect, and equality. This policy provides a clear framework for reporting, investigating, and resolving incidents of harassment and discrimination, in alignment with the Alberta Human Rights Act and Private Vocational Training Act (Alberta) and Regulation-regulated student policies.

## Scope

This policy applies to all students, employees, faculty, contractors, and visitors at PIMT.

## Definitions

- **Discrimination:** Differential or unfair treatment based on protected grounds under the Alberta Human Rights Act, including race, religious beliefs, colour, gender, gender identity, gender expression, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status, and sexual orientation.
- **Harassment:** Unwelcome verbal, physical, written, or visual conduct that demeans, humiliates, intimidates, or creates a hostile or unsafe environment. Harassment is prohibited as a form of discrimination under Section 4 and Section 7 of the Alberta Human Rights Act, depending on context (goods, services, tenancy, employment, etc.).
- **Retaliation:** Any adverse treatment or reprisal against a person for filing a complaint, participating in an investigation, or asserting their rights. Retaliation is expressly prohibited under Section 10 of the Alberta Human Rights Act.

## Reporting and Complaint Procedures

- **Informal Resolution:** Students are encouraged to speak with an instructor or administrator for direct resolution, if comfortable.
- **Formal Complaint:** Written complaints should be submitted to the Campus Director at the contact information below:

### Professional Institute of Management & Technology

**Address:** 103, 1422 Kensington Rd NW, Calgary, AB T2N

3P9

**Phone:** [\(403\) 247-4319](tel:(403)247-4319)

The submission must include:

- A clear description of the incident(s)
- Dates, times, and locations
- Names of individuals involved
- Any supporting evidence or documentation

The complainant will receive an acknowledgment within five (3) business days, along with a summary of the next steps and the estimated timeline for resolution.

Please consult the college's full Student Dispute Resolution Policy for comprehensive procedures, timelines, and form templates.

- Complaints must include a description of the incident, involved parties, dates, and any evidence. The college will respond within five business days, outlining next steps consistent with Private Vocational Training Act (Alberta) and Regulation dispute resolution requirements.

## Investigation and Resolution

- All formal complaints will be investigated by impartial personnel trained in procedural fairness, in accordance with Private Vocational Training Act (Alberta) and Regulation and Alberta Human Rights Commission guidelines.
- Interim protective measures may be implemented where safety is a concern.
- Written findings will be provided to both the complainant and respondent. Should results be unsatisfactory, guidance will be provided on escalating matters to the British Columbia Human Rights Tribunal.

## Accountability and Enforcement

- Violations of this policy may result in disciplinary action including verbal/written warning, suspension, or expulsion for students; and termination for staff or contractors—per Private Vocational Training Act (Alberta) and Regulation standards for student and employee policies.
- Individuals can file complaints with the Alberta Human Rights Commission within one year of the alleged incident.

## Training and Awareness

- Mandatory training will be provided to all new students and staff as part of onboarding. Refresher sessions will be scheduled regularly as required by Private Vocational Training Act (Alberta) and Regulation best practices.

## STUDENT EMERGENCY & MEDICAL INFORMATION

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

**Student Program:** \_\_\_\_\_

**Student Phone Number:** \_\_\_\_\_ **Student Email Address:** \_\_\_\_\_

**Student Mailing Address:** \_\_\_\_\_

## EMERGENCY CONTACT

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Relationship: \_\_\_\_\_

## EMERGENCY CONTACT

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Relationship: \_\_\_\_\_

## MEDICAL CONDITIONS

Do you have any medical conditions? (I.E., should the College be aware of allergies?)

Yes

Please specify:

No

Are you currently taking any medications?

Yes

Please specify:

No

## NOTES:

## STUDENT ACKNOWLEDGMENT OF ATTENDANCE AND HANDBOOK POLICIES

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As a student of PIMT, it is your responsibility to review, understand, and comply with all policies, procedures, and expectations outlined in the Student Handbook, including the College's Attendance Policy. These policies are designed to support a respectful, professional, and successful learning environment and to ensure compliance with the requirements of Alberta's Private Vocational Training legislation and StudentAid Alberta. The Student Handbook and associated policies outline your responsibilities regarding attendance, including:

- Maintaining regular attendance and satisfactory academic progress;
- Following procedures for reporting absences or lateness before the start of class;
- Providing documentation when absences occur;
- Understanding that excessive or consecutive absences may affect your enrolment status or eligibility for funding; and
- Recognizing that the College is required to report attendance irregularities or withdrawals to StudentAid Alberta and other funding agencies.

The policies, procedures, rules, and regulations in this Handbook are those in effect at the time of publication. PIMT reserves the right to revise or update policies at any time when such changes are deemed necessary. Students will be notified of revisions through campus postings or other official communication channels. All revisions supersede previous versions contained in this Handbook.

By signing this agreement, you acknowledge that:

- You have received, read, and reviewed the PIMT Student Handbook in full, including the Attendance Policy.
- You understand and agree to comply with all policies, guidelines, and expectations contained within the Handbook.
- You understand that failure to follow these policies may result in disciplinary action, up to and including probation, suspension, withdrawal, or dismissal from the program.
- You understand that attendance requirements may impact your eligibility for StudentAid Alberta funding or other third-party sponsorship.
- You agree to seek clarification from a PIMT staff member if you have any questions regarding these policies or your responsibilities as a student.

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### STUDENT ACKNOWLEDGMENT

I hereby confirm that I have received and reviewed the PIMT Student Handbook, including the Attendance Policy. I understand the contents of the Handbook and agree to abide by all policies and procedures outlined. I acknowledge the importance of maintaining professional conduct, regular attendance, and a respectful learning environment at all times.

**Student Name (Printed):** \_\_\_\_\_

**Student Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**College Staff Name (Printed):** \_\_\_\_\_

**College Staff Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## APPENDIX 1- STUDENT WITHDRAWAL FORM

### STUDENT INFORMATION

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Student ID: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Program Name: \_\_\_\_\_ Email Address: \_\_\_\_\_

### WITHDRAWAL DETAILS

I am requesting to be withdrawn from my program, my last date of attendance is: \_\_\_\_\_

### REASON FOR WITHDRAWAL:

Personal Reasons \_\_\_\_\_

Transferring Programs \_\_\_\_\_

Medical Reasons \_\_\_\_\_

Employment \_\_\_\_\_

Financial Reasons \_\_\_\_\_

Other: \_\_\_\_\_

### REFUND AND FINANCIAL ACKNOWLEDGEMENT

By signing below, I acknowledge the following:

I understand that my eligibility for a tuition refund will be determined in accordance with the  
Private Vocational Training Regulation (AR 341/2003) and the refund policy outlined in the PIMT  
Student Enrolment Contract.

Initial: \_\_\_\_\_

I understand that withdrawal may impact my student loans, grants, or sponsorship funding, and  
that it is my responsibility to inform Alberta Student Aid or my funding agency.

Initial: \_\_\_\_\_

I understand that any outstanding fees or balances must be paid prior to the release of transcripts  
or completion documents.

Initial: \_\_\_\_\_

### STUDENT CONFIRMATION

I hereby request to withdraw as indicated above. The information provided is accurate to the best of my knowledge.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Office Use Only	
Received By: _____	Refund Calculation Required: <input type="checkbox"/> Yes <input type="checkbox"/> No
Date Received: _____	Refund Processed: <input type="checkbox"/> Yes <input type="checkbox"/> No
Method of Notice: <input type="checkbox"/> In person <input type="checkbox"/> Email <input type="checkbox"/> Phone <input type="checkbox"/> Written letter	Amount Refunded / Amount Owing: _____
Official Last Date of Attendance Confirmed: _____	Notification Sent To: <input type="checkbox"/> Admissions <input type="checkbox"/> Finance <input type="checkbox"/> ASA / Funding Agency <input type="checkbox"/> Instructor(s)
	Processed By: _____
	Date Processed: _____

## **APPENDIX 2 - STUDENT COMPLAINT FORM**

**Date:** \_\_\_\_\_

**Name of Student:** \_\_\_\_\_ **Student Number:** \_\_\_\_\_

Program: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Telephone: \_\_\_\_\_ Cellphone: \_\_\_\_\_ Email: \_\_\_\_\_

**Student Complaint: (If more space is required, attach a separate sheet.)**

**Student Name:** \_\_\_\_\_ **Student Signature:** \_\_\_\_\_