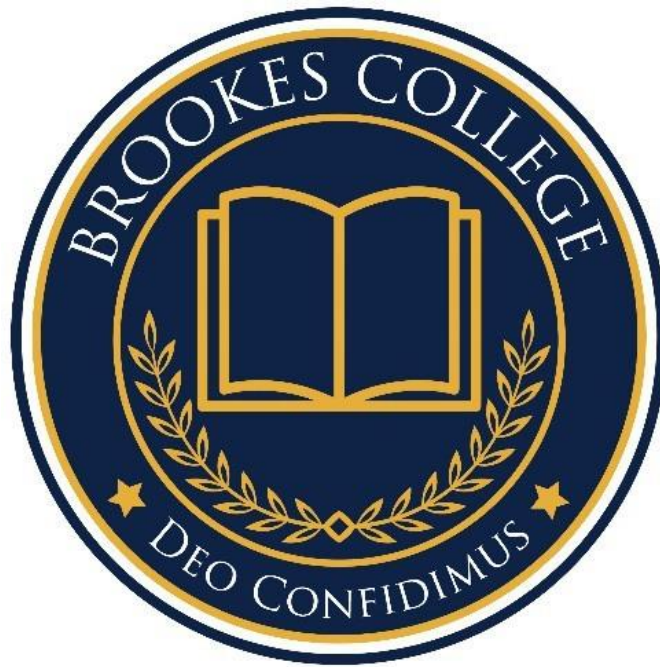


# Student Handbook



## 2023-2024

(Updated on August 31, 2023)

Version 4



# Table of Contents

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<b>VALUE PROPOSITION .....</b>	<b>6</b>
<b>DIVERSITY STATEMENT .....</b>	<b>6</b>
<b>PROGRAM INFORMATION .....</b>	<b>7</b>
BUSINESS ADMINISTRATION DIPLOMA – ACCOUNTING SPECIALIZATION .....	8
BUSINESS ADMINISTRATION DIPLOMA – RETAIL MANAGEMENT SPECIALIZATION.....	8
HUMAN SERVICES DIPLOMA .....	9
MEDICAL OFFICE ASSISTANTS AND UNIT CLERKS DIPLOMA .....	9
EDUCATION ASSISTANT DIPLOMA .....	9
PHARMACY ASSISTANT DIPLOMA.....	10
DIGITAL MARKETING DIPLOMA.....	10
<b>PROGRAM COURSES .....</b>	<b>11</b>
BUSINESS ADMINISTRATION DIPLOMA – ACCOUNTING SPECIALIZATION .....	11
BUSINESS ADMINISTRATION DIPLOMA – RETAIL MANAGEMENT SPECIALIZATION.....	12
HUMAN SERVICES DIPLOMA .....	13
MEDICAL OFFICE ASSISTANTS AND UNIT CLERKS DIPLOMA .....	14
EDUCATION ASSISTANT DIPLOMA .....	15
PHARMACY ASSISTANT DIPLOMA.....	16
DIGITAL MARKETING DIPLOMA.....	17
<b>ADMISSIONS.....</b>	<b>18</b>
STEPS IN THE ADMISSION PROCESS.....	18
ADMISSION REQUIREMENTS.....	19
STUDENTS WITH DISABILITIES .....	20
<b>PROGRAM FEES &amp; REFUND POLICY .....</b>	<b>20</b>



APPLICATION FEE (NON-REFUNDABLE) *	20
REGISTRATION FEE* (REFUNDABLE)	21
METHODS OF PAYMENT	22
REFUND POLICY	23
<b>PRIOR LEARNING ASSESSMENT AND RECOGNITION (PLAR)</b>	<b>24</b>
<b>TRANSFER OF CREDITS</b>	<b>25</b>
RECEIPTS – T2202A FOR TAX CREDIT	26
<b>FINANCIAL AID</b>	<b>26</b>
GOVERNMENT EDUCATION LOAN	26
STUDENT LINE OF CREDIT	26
BROOKES COLLEGE SCHOLARSHIP AWARDS	27
<b>THE MEDIUM OF INSTRUCTION AND ASSESSMENT</b>	<b>27</b>
<b>DURATION OF COURSES</b>	<b>27</b>
<b>STUDENT SERVICES</b>	<b>27</b>
<b>ATTENDANCE</b>	<b>29</b>
<b>COURSE/INSTRUCTOR EVALUATIONS</b>	<b>29</b>
<b>EXAMINATION/ASSESSMENT POLICY</b>	<b>30</b>
ASSESSMENT METHODS	30
EXAMINATION CONFLICTS	30
DEFERRED EXAMINATION	30
DEBARMENT	31
GRADING SYSTEM	31
CALCULATION OF GRADE POINT AVERAGE (GPA)	33
GRADE POSTINGS AND REPORTS	34
DIPLOMA REQUIREMENTS	34



APPEAL EXAMINATION FOR FAILED STUDENT .....	35
COURSE RE-ENROLMENT .....	35
IMPROVEMENT OF GRADES .....	35
TRANSCRIPT REQUESTS .....	36
GRADE APPEALS .....	37
GRADUATION .....	37
<b>ACADEMIC MISCONDUCT .....</b>	<b>38</b>
PENALTIES FOR ACADEMIC MISCONDUCT .....	38
ACADEMIC MISCONDUCT APPEALS .....	39
<b>ANTI-HARASSMENT AND NON-DISCRIMINATION POLICY.....</b>	<b>39</b>
<b>SAFETY .....</b>	<b>40</b>
<b>CONFIDENTIALITY .....</b>	<b>40</b>
STUDENT ACCESS TO INFORMATION .....	41
<b>MEDICAL SERVICES/HEALTH INSURANCE .....</b>	<b>41</b>
<b>COUNSELING SUPPORT .....</b>	<b>43</b>
<b>ACCOMMODATION (FOR INTERNATIONAL STUDENTS).....</b>	<b>43</b>
<b>STUDENTS CODE OF CONDUCT .....</b>	<b>44</b>
<b>STUDENTS' COMPLAINTS AND DISPUTE RESOLUTION.....</b>	<b>45</b>
<b>CAMPUS REGULATION.....</b>	<b>46</b>
OPERATIONAL TIMING .....	46
COURSE & SESSION SCHEDULE.....	46
FOOD & BEVERAGE .....	46
SMOKING .....	46
SECURITY.....	47



**STUDY PERMIT.....47**

**WORK PERMIT .....47**

**REFERRAL PROGRAM .....47**

**BROOKES COLLEGE ALUMNI ASSOCIATION .....48**

**POLICY CHANGES AND REVISION.....48**



## Value Proposition

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At Brookes College, we help busy professionals who want to be more successful in their careers by getting the qualifications they need to move up the career ladder, switch careers, or find a job in high demand professional fields. We do this by offering accelerated, practical, and flexible programs in professional areas that are experiencing high growth and high employee demand.

## Diversity Statement

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Brookes College welcomes, treats, values, and ensures participation of individuals from all races, ethnicity, gender, age, disability, sexual orientation, and religion. The college has a friendly atmosphere that provides a learning community that promotes the highest standard of civility and decency towards all.



## Program Information

Sl. No.	Programs	Duration	Nature
1	Business Administration Diploma – Accounting Specialization	2 Years (58 Weeks Accelerated Delivery)	23 courses 200 hours of practicum experience
2	Business Administration Diploma – Retail Management Specialization	2 Years (54 Weeks Accelerated Delivery)	21 courses 200 hours of practicum experience
3	Human Services Diploma	2 Years (53 Weeks Accelerated Delivery)	20 courses 200 hours of practicum experience First-Aid/CPR and CPI Training
4	Medical Office Assistants and Unit Clerks Diploma	2 Years (53 Weeks Accelerated Delivery)	14 courses 200 hours of practicum experience First-Aid/CPR and CPI Training
5	Education Assistant Diploma	2 Years (53 Weeks Accelerated Delivery)	16 courses 240 hours of practicum experience
6	Pharmacy Assistant Diploma	2 Years (53 Weeks Accelerated Delivery)	15 courses 200 hours of practicum experience
7	Digital Marketing Diploma	2 Years (66 Weeks Accelerated Delivery)	14 courses 240 hours of practicum experience



### **Business Administration Diploma – Accounting Specialization**

This program focuses on the career knowledge and skills that students will need to navigate today's ever-evolving business world. Courses are divided into Core, Technical and Applied Knowledge areas. The college also emphasizes the business application of knowledge gained – workplace skills, teamwork, and other professional skills. The Accounting Diploma program provides applied accounting and finance skills necessary to enhance career prospects in accounting and finance.

Business Administration – Accounting Specialization students will participate in a field-related 200-hour practicum to put their training into practice and graduate with experience, skills, and confidence.

### **Business Administration Diploma – Retail Management Specialization**

This program focuses on the career knowledge and skills that students will need to navigate today's ever-evolving business world. Courses include Retail Sales Management, Social Media Marketing, Logistics Management, Management Accounting, Consumer Behavior, Economics, Security and Loss Prevention, Business Communications, Payroll Compliance Legislation and much more.

Business Administration – Retail Management Specialization students will participate in a field-related 200-hour practicum to put their training into practice and graduate with essential workplace and professional skills, as well as formidable team spirit.





## **Human Services Diploma**

This program offers the necessary skills, knowledge, professionalism, and conduct required to be a competent human service worker in helping people. The program gives a human service worker hands-on experience through classroom and co-curricular activities such as practicum and field experiences.

Human Services students will be trained to help and support vulnerable populations and at-risk groups in achieving an optimum quality of life. Students will also gain valuable research skills, ethics, group work, interviewing, case management, and community development skills.

## **Medical Office Assistants and Unit Clerks Diploma**

This program prepares students for a career path in the recession-proof healthcare industry in various administrative fields such as Medical Office Administrator, Medical Record Specialist, Medical Transcriptionist, Unit clerk etc.

Medical Office Assistants and Unit Clerks Diploma students will graduate with essential knowledge and skills of computer, communication, billing, applied knowledge of human body functions and the Canadian healthcare industry, and documentation as a medical office assistant.

## **Education Assistant Diploma**

Brookes College's Education Assistant Diploma Program prepares students for a career path in the recession-proof education industry. All students in this program will be acquainted with the different theories and practices related to child development, children's learning processes, teaching techniques to a range of learning abilities, classroom management, support materials and activities development, lesson planning, curriculum development and instructional support strategies. Students will also develop essential skills to work in the classroom and support the teaching-learning process of diverse groups. Graduates with this diploma have opportunities in the



education sector to work as an educational assistant, teacher's aide, or related child educator support position in special care facilities.

## **Pharmacy Assistant Diploma**

Brookes College's Pharmacy Assistant Diploma Program presents an exciting career path for students in the pharmaceutical industry. Students will gain essential knowledge of pharmaceutical services in Canada and the operations of community and institutional pharmacy operations. They will develop skills for crucial mathematical calculations, compounding, pharmacy administration with different computer applications, including MS Office and Kroll software. This diploma opens the doors to career opportunities in retail pharmacy stores, institutional pharmaceutical set up, or Hospital Pharmacies (both Inpatient and outpatient settings.)

## **Digital Marketing Diploma**

The Digital Marketing program prepares students for a career path in today's fast-paced and highly competitive business environment. Students will gain a basic conceptual framework for digital marketing, its different strategies, and tools. They will develop essential skills for doing core digital marketing functions like developing optimised websites, creating engaging content, setting up marketing campaigns over social media and different search engines. They will also learn techniques to attract maximum organic traffic online, set up and maintain e-Commerce Platforms for Businesses, and handle Customer Relationship Management (CRM) Software. All the students in this program will be taught through theory classes and intensive hands-on training over various platforms of social media, search engines, marketing analytics, and CRM.



## Program Courses

### Business Administration Diploma – Accounting Specialization

S/N	Course Code	Title	Credit
<b>Core Courses</b>			
1	BCM101	Business Communication	3.0
2	BUS110	Introduction to Business Administration	3.0
3	ACC101	Introductory Financial Accounting	3.0
4	LAW110	Business Law	3.0
5	ACC115	Introductory Management Accounting	3.0
6	ACC151	Intermediate Financial Reporting I (Prerequisites Introductory Financial Accounting & Introductory Management Accounting)	3.0
7	ACC152	Intermediate Financial Reporting II (Prerequisite Intermediate Financial Reporting I)	3.0
8	MAT101	Introduction to Data Analysis	3.0
9	MIS121	Management of Information Analytics	3.0
<b>Technical Courses</b>			
10	FNC207	Corporate Finance (Pre-requisite – Introductory Financial Accounting and Introductory Management Accounting)	3.0
11	TAX201	Taxation (Pre-requisite – Introductory Management Accounting)	3.0
12	ACC251	Advanced Financial Reporting (Prerequisite Intermediate Financial Reporting II)	3.0
13	ACC255	Audit & Assurance	3.0
14	ACC215	Intermediate Management Accounting	3.0
<b>Workplace Applied Courses</b>			
15	MIS315	Accounting Software Application – Sage 50	3.0
16	BUS312	Ethics and Workplace Skills	3.0
17	BUS301	Business Applications	3.0
18	FNC307	Applied Corporate Finance	3.0
19	TAX311	Applied Corporate and Personal Taxation	3.0
20	PCP101	Payroll Compliance Legislation	3.0
21	PCP211	Payroll Fundamentals I	3.0
22	PCP212	Payroll Fundamentals II	3.0
23	ACC501	<b>Advanced Accounting and Finance Practicum I</b>	<b>6.0</b>
23	ACC511	<b>Advanced Accounting and Finance Practicum II</b>	<b>6.0</b>



**Business Administration Diploma – Retail Management Specialization**

S/N	Course Code	Title	Credit
<b>Core Courses</b>			
1	BCM101	Business Communication	3.0
2	BUS110	Introduction to Business Administration	3.0
3	ACC101	Introductory Financial Accounting	3.0
4	LAW110	Business Law	3.0
5	ACC115	Introductory Management Accounting	3.0
6	MAT101	Introduction to Marketing Data Analysis	3.0
7	PCP101	Payroll Compliance Legislation	3.0
8	MIS121	Management of Information Analytics	3.0
9	BUS111	Business Management and Organizational Behavior	3.0
10	ECO101	Introduction to Micro-economics	3.0
<b>Technical Courses</b>			
11	MKT201	Introduction to Marketing	3.0
12	MKT212	Retail Business Ethics	3.0
13	BUS 201	Consumer Behavior and Customer Service	3.0
14	MKT215	Retail Sales Management	3.0
15	MKT230	Marketing Communications	3.0
16	LOS216	Security and Loss Prevention Management	3.0
17	BUS222	Business Logistics Management	3.0
<b>Workplace Applied Courses</b>			
18	BUS301	Managing Diversity in the Workplace	3.0
19	HSP301	Health and Safety in the Workplace	3.0
20	BUS305	Problem Solving and Decision Making	3.0
21	<b>RMP511</b>	<b>Retail Management Practicum I</b>	<b>6.0</b>
22	<b>RMP522</b>	<b>Retail Management Practicum II</b>	<b>6.0</b>



### Human Services Diploma

S/N	Course Code	Title	Credit
1	HSP101	Introduction to Human Services	3.0
2	ENG101	Introduction to English Comprehension	3.0
3	HSP110	Interpersonal Communication	3.0
4	HSP200	Understanding Diversity and Inclusion	3.0
5	HSP102	Social Welfare and Services in Canada	3.0
6	PSY115	Psychology of Human Development	3.0
7	HSP205	Interviews and Counselling Skills	3.0
8	HSP204	Crisis Intervention & Management	3.0
9	HSP230	Family-Systems and Support	3.0
10	PSY101	Introduction to Psychology	3.0
11	HSP236	Introduction Disability and Behavior Management	3.0
12	HSP220	Working with Vulnerable Populations	3.0
13	HSP290	Case Management Skills	3.0
14	HSP300	Indigenous People and Culture	3.0
15	PSY400	Addiction, Mental Health, and Treatment	3.0
16	HSP345	Working with Newcomers and Immigrants	3.0
17	PHL352	Professionalism and Ethics in Human Services	3.0
18	SOC101	Introduction to Sociology	3.0
19	HSP 210	Community Development and Engagement	3.0
<b>20</b>	<b>HSP111</b>	<b>Human Services I Practicum</b>	<b>6.0</b>
<b>21</b>	<b>HSP112</b>	<b>Human Services II Practicum</b>	<b>6.0</b>



**Medical Office Assistants and Unit Clerks Diploma**

S/N	Course Code	Title	Credit
1	MSO100	MS Office Application	6.0
2	BCM100	Business Communication	3.0
3	HTC102	Canadian Healthcare System, Ethics & Law	6.0
4	MOA110	Medical Office & Health Unit Administrative Procedure	6.0
5	MTE112	Medical Terminology	6.0
6	ANT110	Applied Anatomy, Physiology, and Pharmacology for Medical Administrator	6.0
7	PSM100	Patients Services Management	3.0
8	MDB103	Medical Billing, Coding & Transcription	6.0
9	EMR105	Electronic Medical Records Management	3.0
10	CLN100	Clinical Procedures	4.0
11	FAD101	First Aid & CPR Training	3.0
12	ETP300	Entrepreneurship Development	3.0
13	MOP305	Career Success Strategies	3.0
14	MOP352	<b>Medical Office Assistants and Unit Clerks Practicum</b>	<b>6.0</b>



**Education Assistant Diploma**

S/N	Course Code	Title	Credit
1	EAP100	Educational Assistant Profession in Canada	3.0
2	CMP103	Microsoft Office Application	6.0
3	ACW100	Academic Writing & Grammar	6.0
4	COM105	Communication Skills for Educational Assistant	3.0
5	CAD113	Child & Adolescent Development	3.0
6	CUR101	Curriculum Development, Pedagogies and Technology	4.0
7	IDC123	Inclusive & Differentiated Classroom	6.0
8	ABM101	Assessment & Behavioral Management	3.0
9	NVC110	Non-Violent Crisis Intervention	3.0
10	WRK100	Working with Student Exceptionalities	6.0
11	TLS100	Teaching Life Skills	6.0
12	TCH103	Assistive Technology & Principles of Universal Design	6.0
13	CUR201	Linguistic and Numeracy Learning of Children	4.0
14	AST100	Applied Suicide Intervention Skills Training (ASIST)	2.0
15	EAP301	Career and Employment Strategies	4.0
16	ETP120	Entrepreneurship Development Strategies	4.0
<b>17</b>	<b>EAP302</b>	<b>Education Assistant Practicum</b>	<b>6.0</b>



### Pharmacy Assistant Diploma

S/N	Course Code	Title	Credit
1	MSO100	Microsoft Office Application	3.0
2	BCM100	Business Communication	3.0
3	CHS121	Canadian Healthcare System, Ethics & Law	6.0
4	MDT101	Medical Terminology	6.0
5	ANT112	Applied Anatomy, Physiology, & Pharmacology	6.0
6	PHM101	Pharmaceutical Calculations	6.0
7	PHM142	Pharmacy Software-Kroll	6.0
8	PHM151	Pharmacy Computer Applications & Billing	3.0
9	PHM161	Non-Sterile Compounding	3.0
10	PHM201	Introduction to Hospital Pharmacy	3.0
11	PHM204	Community Pharmacy Dispensing and Lab Skills	6.0
12	PHM203	Institutional Pharmacy & Sterile Practice	3.0
13	PHM213	Pharmacy Systems Management & Inventory Control	3.0
14	CPR101	First Aid & CPR Training	3.0
15	PAR301	Career and Employment Success Strategies	3.0
<b>16</b>	<b>PAP315</b>	<b>Practicum</b>	<b>6.0</b>





### Digital Marketing Diploma

S/N	Course Code	Title	Credit
1	MKT101	Marketing and Advertising Management	6.0
2	BCM100	Business Communication	3.0
3	BUS312	Business Ethics	3.0
4	DMA115	Foundation of Digital Marketing	6.0
5	WEB103	Web Design and Optimization	14.0
6	ECM100	E-Commerce Management	6.0
7	CMM210	Content and Email Marketing	6.0
8	SMM212	Social Media Marketing	9.0
9	SEM213	Search Engine Marketing	6.0
10	SEO214	Search Engine Optimization	6.0
11	DMA215	Digital Marketing Analytics, CRM, and Automation Tools	9.0
12	MBM352	Mobile Marketing	6.0
13	ENT305	Entrepreneurship Development Strategies	6.0
14	DMP531	Career Success and Employment Strategies	6.0
15	<b>DMP532</b>	<b>Practicum</b>	<b>6.0</b>



## Admissions

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### Steps in the Admission Process

**1. Initiate Admission Enquiry:**

A student may inquire about entry by:

- a. Visiting our website at <https://brookescollege.ca/admissions/>
- b. Visiting campus personally at 250 6424 36 Street NE, Calgary AB T3J 4C8, Canada
- c. Calling us on +1 403-800-6613
- d. Emailing us at [hello@brookescollege.ca](mailto:hello@brookescollege.ca)

**2. Admission Counselling:**

The student may set an appointment with a counsellor to know more details about the program and resolve their queries about admissions and career prospects.

**3. Submit an online Application:**

Student can fill out and submit the online application form along with self-attested required documents. Application fees are to be paid online along with the application form. It should be noted that there are separate forms and application fees for domestic and international students.

**4. Admission Offer:**

After a review of the application, qualified students will receive an Admission Offer Letter from the College. The students will then be requested to sign the Alberta Student Enrollment Contract. International students will be asked to pay the applicable registration fee, which will be credited towards their tuition fee as per the fees and refund policy of the College. After this process, the Letter of Acceptance (LOA) will be provided for the



international students. The Letter of Acceptance (LOA) indicates the start of the program in which the student is enrolled with any conditions that have been discussed and approved by the College. Students can use this document to obtain financial aid / study permit / visa / other travelling documents.

### **Apply for Study Permit (for International Students):**

Students can apply for the Study permit according to the guidelines required by Immigration, Refugee and Citizenship Canada. For details, please refer to [www.cic.gc.ca](http://www.cic.gc.ca). Students are expected to plan their travel and share details of their arrival with the College.

#### **5. Join the college:**

Join the College orientation program according to the schedule sent to you prior to starting your new career journey.

### **Admission Requirements**

- An interview with an admission advisor to determine suitability or fitness for the program.

### **High School Graduates:**

- High School Diploma –Albertan Grade 12 High School Diploma or Non-Alberta Equivalent level. OR
- GED (score of 450 in LA and 450 in Math)

### **Mature Students**

- 19 years of age or older
- Interview with an admission advisor to determine suitability or fitness for the program.
- Brookes College Basic Skills Test with a final mark of 60%



## International Students Admission

**International students must meet the admission requirements for the program to which they are applying.**

1. At least a High School Diploma assessed by IQAS (International Qualifications Assessment Services) or WES (World Education Services) with an equivalence to a Grade 12 level of education.
2. Must be at least 17 years old for High school graduates or 19 years old for mature students.
3. English Language Proficiency
  - IELTS 6/CELP 7/TOEFL IBT 65 – 78/CEFR B2

### Students with Disabilities

If a student is disabled, it should be marked in the application form. A disability service advisor or professional will contact the applicant for identification. An appointment form is available at the Administrative Office of the college.

## Program Fees & Refund Policy

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The financial structure of all programs in Brookes College is competitive and is subject to change as per the decision of the College.

### Application Fee (Non-Refundable) \*

For Domestic Students: \$50 CAD

|

For International Students: \$100 CAD

*The applicant is requested to submit all the necessary documents along with the Application fee to determine their eligibility for the Program. After proper verification of the documents, the eligible students are requested to sign the Alberta Student Enrolment Contract for Licensed Vocational Training found [here](#).*



## Registration Fee\* (Refundable)

For Domestic & International Students: \$500 CAD

*\* Registration Fee is required upon signing student enrolment contract and is adjusted against tuition fees. The applicant gets a credit of \$500 CAD towards tuition fees for the program.*

*For International students, the Letter of Acceptance (LOA) will be provided after Registration Fee is paid by the student.*

## Tuition Fee\*

Please refer to the table below for the domestic and international students' tuition fee structure:

<b>Tuition Fees</b>	<b><u>Domestic Students</u></b>	<b><u>International Students</u></b>
Business Administration - Retail Management	<b>CAD\$21,350.00</b>	<b>CAD\$24,350.00</b>
Human Services	<b>CAD\$19,880.00</b>	<b>CAD\$22,880.00</b>
Business Administration - Accounting Specialization Diploma	<b>CAD\$22,660.00</b>	<b>CAD\$25,660.00</b>
Medical Office Assistants and Unit Clerks Diploma	<b>CAD\$19,890.00</b>	<b>CAD\$22,890.00</b>
Education Assistant Diploma	<b>CAD \$19,800.00</b>	<b>CAD\$22,800.00</b>
Pharmacy Assistant Diploma	<b>CAD \$19,880.00</b>	<b>CAD\$22,880.00</b>
Digital Marketing Diploma	<b>CAD \$25,200.00</b>	<b>CAD \$28,200.00</b>



International students are required to pay the 1st year of the tuition fee on or before the start date of the Program. Students will not be able to start the program until the 1<sup>st</sup> year tuition fee is paid. The students must pay the tuition fee in full prior to the Program end date as mentioned on the Alberta Student Enrollment Contract.

## **Methods of Payment**

Students may pay their course registration fees in Canadian dollars by:

- Cash
- Money order
- Debit/Credit Cards (Visa® or MasterCard®)
- Cheque

## **Please note the following while you are making the payment:**

- Bank Cheques or Money Orders for fees should be payable to Brookes College. Bank Cheques may require up to two weeks to clear the bank account of the payee.
- Write your student ID number on your Bank Cheque.
- Direct Cash is allowed when paying in person. Email or any other means are not allowed.
- When submitting fees by Debit/Credit Cards (Visa® or MasterCard®), indicate the type of fee on that you are paying. (e.g., registration fee, evaluation fee, etc.). Applicant must pay additional transaction charges while paying through Credit Card.
- In case of errors when determining and paying the fee amount, the College will automatically charge/adjust the correct fee to/from the Debit/Credit Card associated with the student account. This process avoids any subsequent communication delay and reduces the associated transaction fees of the payment.



## Refund Policy

In case of termination of student enrolment contract, a student is entitled to get a refund as per Section 17 of Private Vocation Training Regulation of Govt. of Alberta. The student enrolment contract can be terminated in case if:

- A student decides to withdraw from the program OR
- Brookes College chooses to terminate the student from the program on disciplinary ground.

If the student decides to withdraw from the program, he/she must give withdrawal notice by submitting a **Withdrawal Form** (available at the Administrative Office). The form receipt date is considered as the date of withdrawal to calculate the refund. In case of withdrawal of International Students on Study Visa, Brookes College will report the withdrawal to Immigration, Refugee and Citizenship of Canada about such withdrawal. The following table explains the refund policy of various circumstances.

Circumstances	Refundable Amount	Non-Refundable Amount
The student submits the application form (before signing the Student Enrollment Contract)	Nil	Application Fee
Student Applied for PLAR (before signing the Student Enrollment Contract)	Nil	Application Fee + PLAR assessment fee per course
Student Enrollment Contract is terminated within four business days of signing.	100% of Tuition Fees Paid (including Registration Fee)	Application Fee + PLAR assessment fee per Course (As applicable) + Fees towards books and other charges
Student Enrollment Contract is terminated after the 4 <sup>th</sup> business day but before the commencement of the program.	100% of Tuition Fees Paid (after deducting Registration Fees)	Application Fee + Registration Fees + PLAR assessment fee per Course (As applicable) + Fees towards books and other charges



Student Enrollment Contract is terminated after the commencement of the program but before completion of 10% of the program.	75% of Tuition Fees (including Registration Fees)	Application Fee + PLAR assessment fee per Course (As applicable) + Fees towards books and other charges
Student Enrollment Contract is terminated between 10% and 50% of completion of the program	40% of Tuition Fees (including Registration Fees)	Application Fee + PLAR assessment fee per Course (As applicable) + Fees towards books and other charges + 60% of tuition fees, including registration fees
Student Enrollment Contract is terminated after 50% of completion of the program	Nil	Application Fee + PLAR assessment fee per Course (As applicable) + Fees towards books and other charges + Full tuition fees including registration fees

A student who wishes to transfer to another program must commit his refundable portion (as applicable) towards another program and pay the registration fee, PLAR assessment fee and a difference in tuition fee, as appropriate.

The refund amount will be credited to the original source (student/individual/institution) within 30 business days on receipt of the withdrawal application form.

## Prior Learning Assessment and Recognition (PLAR)

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Students with prior practical experience or skills acquired through professional development in any courses related to their program of study can request credit for specific courses by submitting a PLAR application to the College. The students may be granted credit for those specific courses if they pass a challenge examination. This process is referred to as Prior Learning Assessment and Recognition (PLAR). The approval for challenge examinations will be assessed and decided by





the School Academic Committee. An assessment fee of \$50 will be charged for each course for which PLAR is requested. No refunds or withdrawal once a PLAR course is registered. The student must submit an application form for admission before applying for PLAR. Advanced courses cannot be challenged. They cannot challenge more than 50% of the entire program they used for PLAR assessment.

## Process of applying for PLAR

1. Students need to apply for the PLAR assessment by submitting the PLAR assessment form and any supporting documents as well as the associated Fee to the college.
2. Students must submit all their PLAR requests before starting the classes for their program.
3. Upon reviewing the students' PLAR application and the result of their challenge examination, Brookes College will inform the student about their PLAR assessment results stating the course for which a credit is granted and the related assessment grade as per Brookes College assessment policy.
4. Industry certifications submitted to the College for PLAR should not be older than 12 months.
5. Students can attempt a challenge exam only once for a course in the Program.

## Transfer Of Credits

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The student may be considered eligible to apply for a transfer of credits after they have been enrolled in the College. Transfer credit requests should be submitted to the Registrar along with the supporting documents which include the transcript showing the successful completion of an equivalent course and a detailed course outline/syllabus for the same course. The students should submit a transcript not more than 12 months old. Students are eligible to request a *transfer of Credits* to Brookes College for credits scored with a minimum grade of C. The Academic committee will perform a verification-equalization of the course content. After the assessment, a



transfer of credits will be provided only if the course content matches at least 80% of the respective course in Brookes College. If the student requests a transfer of credit for more than 1 course, the student should submit their application as early as possible thereby allowing us to have a clear review.

### **Receipts – T2202A for Tax Credit**

For official tax purposes, the Official Receipts (T2202A) will be generated before February each year for registered students. The T2202A Tax credit will be received by the original payee only.

## Financial Aid

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Financial aid to support your study is available to all the eligible students enrolled at Brookes College. Financial assistance is available as a Government Education loan, Student Line of Credit, or Institutional Scholarship.

### **Government Education Loan**

The provincial education loan is available for all eligible students. For more details about student aid, please visit <https://studentaid.alberta.ca/>. At Brookes College, we help our students apply for government loans by guiding them through the Alberta Student Aid process.

### **Student Line of Credit**

All banks in Canada offer a Student Line of Credit for full time and part-time study. You may contact your bank or credit union for more details.



## **Brookes College Scholarship Awards**

Brookes College has a scholarship program for deserving students that will support their studies at Brookes College. Please visit [Brookes College Scholarship](#) for more details about Brookes College Scholarship Program.

## The Medium of Instruction and Assessment

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The medium of instruction is English.

## Duration of Courses

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For each course, assessments and grading will be held monthly. The duration of one course is usually 40 hours but varies depending on the course credits.

## Student Services

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Brookes College is committed to providing support to all students for facilitating their study and career for success. All students at Brookes College shall benefit from the following supporting services for success.



## **Academic Counselling**

Faculty will offer academic support to help students improve academic performance and gain advanced course-specific knowledge beyond the curriculum.

## **Career Counselling**

The College offers career counselling to all the students and alumni to help choose a career path commensurate with student qualifications, personal skills, and interests. The team of Career Development Specialists support students to arrange relevant industry-specific practicum placements during the course that will prepare students to become industry ready graduate. Workplace preparation assistance is also included in the program curriculum. This workplace preparation includes job search strategies, resume preparation and winning job interview practice.

## **Financial Aid Services**

Brookes College supports all students to applying for different financial aid to support their education.

## **International Student Facilitation**

Brookes College supports all the international students by facilitating their reception upon their arrival, helping them to find suitable accommodation, orient them to the community and city and providing settlement advice.



## Attendance

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Attendance of a minimum of 70% is mandatory for all classes and practicum for which students are registered. Absences without good reason may result in reduced grades, additional assignments that is decided by the academic committee. From classes the instructor may bar the student (s) from participating in exams or assessments if there are excessive unauthorized absences.

Students must receive prior approval for their absences. If a student is absent due to some emergency, the student must apply for approval for a leave from all the respective course instructors within one business day of resuming class. Students can apply for a leave approval by filling out a request form available at the administrative office. If a student cannot achieve 70% attendance in any course, the student will not be allowed to take the final examination.

If a student cannot attend class due to an emergency, they must inform the instructor or College Administration within three working days by email or by personal application. If the student is unable to do so, the College may suspend or expel the student.

## Course/Instructor Evaluations

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Students will evaluate the course (and instructor) at the end of their academic session. The evaluation will be in two stages. The first evaluation will be done by the students who have successfully participated and passed the course. The second evaluation will be done by the quality assurance team at Brookes College.



## Examination/Assessment Policy

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Under no circumstances are students allowed to be absent from classes, assessments, and examinations without justification. Examinations and assessments will be held at various times during the term. Assessment and exam schedules will be sent to all students by the course instructor.

### **Assessment Methods**

Examinations/assessments are conducted in one or more of the following formats:

- Quizzes, Assignments/Case study report
- End of Course or Final Examination
- Completion of Practicum or Capstone projects and reports

### **Examination Conflicts**

If a student is scheduled for two written examinations at the same time, the student is advised to submit an *Exam Conflict Form* at least a week before the scheduled examination period. The Registrar will reschedule one of the conflicting examinations after consultation with the instructor(s). The student will then be informed of the details of the rescheduled examination.

### **Deferred Examination**

Students may apply to the Registrar for deferment of examination with an *Application for Deferred Final Examination* stating valid reasons, such as illness, severe personal difficulty, misreading the examination schedule and travel plans. The application for a deferment should be no later than 48 hours before the scheduled examination.



## Debarment

A student may be barred from appearing for the final written examination for the following *grounds for debarment* -

- Student does not complete required assignments/reports for a course.
- Student does not meet 70% attendance requirement.

## Grading System

Grading is based on a number of different assessment formats for each course throughout the semester (assignments, quizzes, exams, Capstone projects, group work, presentations etc.). The course outline/session plans (syllabus) at the beginning of each course that will outline the types of assessments and how they will be graded. The letter grades and corresponding grade points will be awarded as follows:

Percentage Range	Letter Grade	Grade Points	Description
90 – 100	A+	4.0	Excellent
85 – 89	A	4.0	
80 – 84	A-	3.7	
77 – 79	B+	3.3	Good
73 – 76	B	3.0	
70 – 72	B-	2.7	
67 – 69	C+	2.3	Satisfactory
63 – 66	C	2	
60 – 62	C-	1.7	
55 – 59	D+	1.3	
<b>50 – 54</b>	<b>D</b>	<b>1.0</b>	<b>Minimal Pass</b>
0 – 49	F	0.0	Fail



A special grade may be assigned to the students in different circumstances. It should be noted that these special grades are not included while calculating the Grade Point Average.

Symbol	Term	Description
AU	Audit Course	It is assigned when the student is registered to audit a course. (Students can take an additional course by paying stipulated fees. However, its evaluation is not part of CGPA in the official transcript)
CR	Credit Received	Assigned when the student successfully passes a challenge examination
DF	Deferred Final Examination	Assigned when the student has deferred the examination
IC	Incomplete	Assigned with permission of the Dean
IP	In Progress	Assigned when the student is in the process of completing a course
P	Pass	Assigned when a student meets the requirements to complete a course based on Pass or Fail
PF	Practicum Fail	Assigned when the student fails practicum
{ }	Repeated Course	It means the student repeated the course, and the lowest grade is not calculated in earned credits or GPA
i	Improvement	Assigned when student improved grade by appearing in Improvement Exam
RW	Required to Withdraw	Assigned when the student is asked to withdraw from a course by the Instructor or Dean
TR	Transfer	Assigned when the course is transferred from another institution
W	Withdraw	Assigned when the student withdraws from a course by their own choice
WC	Withdrawal with Cause	Assigned when the students were granted a late withdrawal from a course





### Calculation of Grade Point Average (GPA)

The Grade Point Average is calculated by multiplying the Grade Points for each course with some credits for that course, added together, and divided by the total number of credits or hours.

In other words, it is reflected as shown below,

$$\text{GPA} = \frac{\sum_{i=1}^n C_i G_{P_i}}{\sum_{i=1}^n C_i}$$

Sr. No.	Courses Name	Course Credits (C <sub>i</sub> )	Letter Grade achieved by the student	Grade Point for Letter Grade (G <sub>Pi</sub> )	C <sub>i</sub> * G <sub>i</sub>
1	Course A	3	A	4.0	12
2	Course B	3	A-	3.7	11.1
3	Course C	3	B+	3.3	9.9
4	Course D	3	B	3.0	9
5	Course E	2	B-	2.7	5.4
6	Course F	6	C+	2.3	13.8
		<b>ΣC<sub>i</sub></b>	<b>20</b>	<b>ΣC<sub>i</sub>G<sub>i</sub></b>	<b>61.2</b>

(C<sub>i</sub>) indicates the Total Credit of Course, (G<sub>Pi</sub>) indicates Grade point for grade achieved.

For example, if a student in a particular program earned marks as stated above, the calculation is explained as follows,

$$\text{GPA} = 61.2/20 = 3.06$$

Students who have scored a GPA of less than 2.0 will be placed on *Academic Warning (AW)*.



If **AW** continues three consecutive times, and the grades have not improved, the status will be **Academic Probation (AP)** with a notification in the student's official transcript. It may prevent students from participating in certain academic activities. Students will not be allowed to register for more than one course for the following month.

After one term of **AP**, if the GPA still stays below or equal to **2.00**, the student will be placed on **Academic Suspension (AS)**, redirecting the student to withdraw from the College and possible re-admission after one year.

### **Grade Postings and Reports**

Final grades will only be available to students via their secure online portal within two weeks after the final examination for an individual course following the *Personal Information Privacy Act (Alberta)*.

The academic transcript reflects Course Credit (CC), Letter Grade (LG), corresponding Grade Points (GP), and Cumulative Grade Point Average (CGPA). It does not contain the course wise numerical marks/points or percentage.

### **Diploma Requirements**

To be eligible for the award of diploma, students must furnish the following requirements.

1. Completion of required credits for the program they are enrolled in by graduation cut-off date.
2. Successful completion of Practicum extending over two months by graduation cut-off date.
3. Passing all courses individually and maintaining a minimum Cumulative Grade Point Average (CGPA) of 2. However, students may be given a chance to improve their grades by repeating some of the courses.



## **Appeal Examination for Failed Student**

- I. If a student fails to attend the examinations or earn the credits, the student will be given a failed grade. The failed student will be allowed to rewrite the respective course/s examination after the approval by the instructor. The instructor approves the exam rewrite request after reviewing the academic progress and the reason for the failure of the student. The student can attempt the course appeal examination at no cost. If the student successfully passes the re-exam, the highest grade of the student will be added to the CGPA. If the student fails even after two attempts, the student will be asked to repeat the course with a re-enrolment fee.
- II. A Student failing to earn the required Grade Points on capstone will have to resubmit the capstone report and be reconsidered by the Academic Committee.

## **Course Re-Enrolment**

Suppose a student fails to attend a course, the student must get re-enrolled as a repeat student in the program under the recommendation of the Academic Committee. The student can repeat the course/s by paying the appropriate Course Re-Enrolment Fee (CAD \$450) if the student's registration remains valid. If the registration is invalid, then the student must re-apply for admission. The student will then need to pay the updated admission fee and meet the updated admission requirement in such cases.

## **Improvement of Grades**

Students obtaining a 'D' grade in any subject may opt to sit for an improvement examination by paying CAD\$100 for each course to upgrade their marks to a maximum of B grade, whereby the latter will be added to CGPA. All Repeat/ Improvement courses may be taken after completing all the courses of the students' enrolled program, and the student (s) registration still must be valid.



Students with a CGPA below 2.00 will not be considered eligible to be awarded a diploma. In such a case, they may be given a chance to improve their grades by repeating some of the courses with due payment.

- i. If a student's grade/s has improved, the word 'Improvement' and 'the year' of improvement examination will be indicated in their academic transcript. In case the student is unsuccessful in improving the grade then the previous grade of the same course will remain valid.
- ii. A re-enrolled student shall not be allowed to improve results under any consideration.
- iii. A student willing to cancel their improved results and have the previous results reinstated shall apply in this respect to the Academic Director.
- iv. For improvement of results, a student shall apply to the Academic Director, at least a week before the start of the subsequent course examinations.
- v. Students can appear a maximum of twice per course in the improvement and repeat course examination. They must pass all the courses (through regular / improvement / repeat examinations) within 24 months of commencement of study.

## **Transcript Requests**

The student will receive one copy of the official transcript of their diploma upon graduation. However, they can request additional copies of their official transcript by paying fees of CAD\$25 per digital or printed copy. There will be additional costs to students for the mailing of transcripts. Transcripts may also be given directly to students in sealed envelopes.



## **Grade Appeals**

### **1. Informal Appeal**

A student who is dissatisfied with a grade must first discuss the grade with the course instructor within 15 days of receiving the grade. If this does not satisfy the student, the student may wish to discuss the matter with the Academic Director. The Academic Director will require a copy of the instructions given to the student and the assignment or test in dispute, and any other relevant materials.

### **2. Formal Appeal**

If the student is not satisfied with the appeal to the Instructor and Academic Director, the student may make a formal grade appeal. All formal grade appeals must be made by completing a Formal Grade Appeal Request Form stating the basis of appealing the grade within 30 days of receiving the grade. The student will pay a prescribed fee for each grade appealed. This fee will be credited back to the student's account only if the appeal increases the grade. The Registrar will notify the Academic Director, who will initiate a Grade Appeal Committee comprising the Academic Director, the Instructor and a subject specialist to hear the appeal. The final grade may be raised or lowered because of the reappraisal. The Registrar will notify the student of the result in Writing. All decisions taken by the Grade Appeal Committee are final.

## **Graduation**

Students will have to apply to the Registrar with an Application to Graduate by the stipulated time announced by the Academic Committee. Suppose the students fail to apply within this specified time, in that case, students will not be eligible to graduate that academic year and they must wait



until the next convocation before receiving the diploma or certificate. A graduation fee (confirmed by the Registrar) will be charged for the students who have applied for graduation.

## Academic Misconduct

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### **Plagiarism**

Students are advised to abstain from plagiarism since it is a serious academic offence that involves presenting work in a course as if it were the result of one's study and investigation. If such activities are found or detected and reported, the student will either be rusticated from the college or face any penalty decided by the college's Disciplinary Committee.

### **Cheating**

Cheating during examinations, assignments or labs is a serious academic offence, and it may take a few forms, including:

- tampering of or attempting to tamper examination scripts, classwork, grades or class records.
- seeking or obtaining unauthorized assistance from anyone or impersonating another student during the examination
- falsifying or fabricating lab reports
- bringing illegal or unauthorized written material or electronic devices to an examination

### **Penalties for Academic Misconduct**

A student who commits academic misconduct will face either a suspension, expulsion or penalties decided by the Disciplinary committee headed by the Dean. If detected, the instructor



will immediately send a letter stating the particulars of the offence to the Registrar, which will be placed on file.

### **Academic Misconduct Appeals**

A student found guilty of academic misconduct may appeal against the charge stating the misconduct or the penalty imposed on him or both. The student may appeal in writing to the Registrar within 10 days of the decision. The Registrar afterwards will request a meeting to hear and process the appeal.

## **Anti-harassment and Non-discrimination Policy**

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As a responsible academic institution, Brookes College is committed to providing a healthy working and learning environment to all students and staff. They are from a different nationality, religion, gender, and cultural communities. We must respect diversity and individual values and belief. Brookes College believes that any action that hurt an individual's dignity and respect shall be considered Human Rights Violation and immediately addressed as a high priority matter. At Brookes College, each of the employees and students is oriented with Anti-Harassment and Non-Discrimination Policy as per guidelines of the Alberta Human Right Commission. Visit <https://www.albertahumanrights.ab.ca/> for more details.



## Safety

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The safety of each of the employees and students is the topmost priority of Brookes College.

Therefore, each of the students and employees is oriented with workplace safety procedure and guidelines periodically. The staff and students are expected to comply with all the safety rules, policies, and standards, including reporting any unsafe action, process, or working condition.

## Confidentiality

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Brookes College is subject to the provisions of the Personal Information Privacy Act (Alberta).

No personal information about a student may be given to any organization or person, including a parent or spouse, without the student's written authorization.

However, the college may disclose students' academic information to authorized funding and sponsorship agencies for students receiving student assistance. In the case of international students, the college will disclose to Immigration, Refugee and Citizenship Canada information related to the student's withdrawal/dismissal and attendance. The college can use students' information for any institutional research and quality assurance purpose, administrative purposes such as follow-up on payment of any dues or contacting students concerning their academic progress. Any other disclosure of the students shall only be made after the student's consent or as authorized by provincial law. Visit <https://www.oipc.ab.ca/> for more information.





## Student Access to Information

Students can access their up-to-date academic information through their secure access to their portal from the website of this college. Access to a student's record will be given in the presence of a college staff member, and the student may request corrections to any part of the record believed to be incorrect. Correction requests will be handled under the provisions of the Personal Information Privacy Act. Visit <https://www.oipc.ab.ca/> for more information.

## Medical Services/Health Insurance

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There is no in-house medical physician at Brookes College, and we are **NOT** responsible for Students' Health Insurance and other insurance required while studying with us. Our practicum students on placement are temporarily covered by Brookes College's Workers Compensation policy. If a student does not have access to Alberta Health Insurance Plan for any reason, it is advisable to get private health insurance.

Please click here on <http://study.alberta.ca/plan-your-stay/health-care/> for further details.

However, an international student with/without a family (including spouse and children) who plans to reside in Alberta for more than 12 months with a valid study permit may be eligible to apply for Alberta Health Care Insurance Plan (AHCIP) they arrive.

Alberta Health requires applicants to include one of the following documents from Immigration, Refugees and Citizenship Canada (IRCC) with their application for the Alberta Health Care Insurance Plan (AHCIP) coverage.



***Acceptable proofs of enrolment documents are:***

- a letter from the Registrar, with the Registrar's signature or certification
- a letter of enrolment printed from the college in official letter pad.
- a printout of confirmation of course registration from the college

**AHCIP inquires or updates**

Office hours: 8:15 am to 4:30 pm (Monday to Friday, closed statutory holidays)

Phone: 780-427-1432

Toll-free: 310-0000 before the phone number (in Alberta)

TTY: 780-427-9999

Toll-free TTY: 1-800-232-7215

Fax: 780-422-0102

Email: [health.ahcipmail@gov.ab.ca](mailto:health.ahcipmail@gov.ab.ca) (for general information or non-personal questions only)

**Alberta Health**

Alberta Health Care Insurance Plan

PO Box 1360, Station Main

Edmonton, Alberta T5J 2N3



## Counseling Support

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There is no in-house Mental Health Professional/Doctor at the College.-Alternatively, the students are recommended to the Community Counseling centre [Community Connect YYC](#).

Please refer to this link [Programs & Services | Alberta Health Services](#) for more information on the Mental Health services offered in Alberta.

## Accommodation (for International Students)

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Brookes College supports all international students by facilitating their reception on their arrival, helping them to find suitable campus accommodation, orienting them to the community and city, and providing settlement advice. However, there is no on-campus residence available for the students. For more details on living off-campus, please visit [Housing and accommodations in Canada \(educanada.ca\)](#). Also, the students are advised to look for available rooms close to the College Campus in [Rental Properties Calgary: Apartments & Houses For Rent - RentFaster.ca](#). Our College Campus is located in Unit 250, 6424 36 Street NE Calgary T3J4C8.



## Students Code of Conduct

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All the students at Brookes College must follow the Student Code of Conduct to promote a healthy learning environment. The following are major highlights of the code of conduct expected from the students.

- a. All the students are expected to follow institutional rules and regulations and provincial & Federal Laws.
- b. All the students are expected to follow the appropriate professional dress code. Students are expected to follow the special dressing instructions of the institute during special formal events.
- c. Students are expected to respect other students and staff of the institute and shall not indulge in any of the following:
  - c.1 Verbal or Physical Abuse with anyone
  - c.2 Conveying any threats, harassments, or discrimination of any kind
  - c.3 Any form of unwanted sexual attention or contact
  - c.4 Theft or Damage of college property, including electronic records or property of the college
  - c.5 Interference in operations of the college
  - c.6 Using a cell phone in the classroom without the permission of the instructor
  - c.7 Unauthorized entry to college or unauthorized use of any college property
  - c.8 Consumption of any of the prohibited items (including but not limited to drugs, tobacco products, alcohol etc.) in the college premises
  - c.9 Irregularity in attending classes or completing the quizzes and assignments



c.10 Academic misconduct (including but not limited to plagiarism, cheating, supplying false information etc.) or any act of dishonesty

c.11 Disturbance of peace in college or at any other event organized/co-organized or supervised by the college.

c.12 Possession of firearms, explosive or dangerous items/weapons

c.13 Using any of the college resources for any unlawful or unwanted activities

c.14 Failure to comply with the academic and financial responsibility towards college

c.15 Failure to comply with any instruction provided by an instructor or other staff of the college

Any violation of the code of conduct shall result in disciplinary actions such as warning, probation, suspension, or expulsion from the college.

## Students' Complaints and Dispute Resolution

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Students are encouraged to resolve the matter informally through mutual understanding in case of any dispute or grievances. However, students may opt for a formal resolution process. The steps for the Student Dispute Resolution Process are as follows:

- Students will submit an issue as complaints with a filled-up form to the Registrar through an online grievance form or in person. All the complaints will be kept strictly confidential and will be discussed with the concerned parties.
- The Registrar and the department chairperson will initiate the complaints or dispute within seven working days. If required, the Registrar may form a committee to resolve the complaint.



- The meeting will be organized between concerned parties for further discussion to allow students to raise their concerns. Students may have other individuals to speak on their behalf with prior permission. If the matter is not resolved at the initial meeting, another meeting can be arranged.
- The head of department or chairperson of the committee will submit their written report to the Registrar, and then the Registrar will notify the student about the decision.

Students are encouraged to address their concerns immediately before a minor problem turns into a major one.

## Campus Regulation

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### **Operational Timing**

The usual administrative and academic hours of operations at Brookes College are as follows:

**Administrative Time** : 08.30 AM to 05.00 PM (Monday to Friday)

Brookes College observes all the statutory holidays as per Alberta Provincial Guidelines.

### **Course & Session Schedule**

Brookes College will schedule courses monthly. Brookes College reserves all right to modify the schedule of course registration and sessions for courses.

### **Food & Beverage**

Food and Beverages are strictly not permitted in the classroom. However, selected container and food can be allowed with prior permission with conditions.

### **Smoking**

Smoking is strictly prohibited on college premises and at any event organized by the college.



## Security

Brookes College is committed to providing a secure learning environment for all its students and staff. To ensure security, all the campus's instructional, administrative, and communal areas are under CCTV surveillance. All the students are expected to complete safety training during the orientation program and always carry their College and Provincial ID Card. All suspicious activities should be reported to a staff member.

## Study Permit

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All international students must apply for a study permit through Immigration, Refugee and Citizenship Canada. For detail up-to-date information, please visit [www.cic.gc.ca](http://www.cic.gc.ca)

## Work Permit

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As an International Student, your spouse/common-law partner is eligible for a work permit and hence work while in Canada. It should be noted that a student graduating from Brookes College is not eligible for Post Graduate Work Permit (PGWP) at this time. For detailed up-to-date information, please [click here](#).

## Referral Program

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Any student or graduate from Brookes College may refer an individual beneficiary to Brookes College for shaping their career. In this case, the student that refers another student is entitled to an incentive. Additional details are available at the Admission Office of the college.



## Brookes College Alumni Association

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Brookes College believes in a strong and vibrant alumni association for helping current students and graduates in their career for placement and post-placement services and allowing alumni to give feedback. All the graduates from Brookes College are eligible to be a part of the Brookes College Alumni Association.

## Policy Changes and Revision

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Brookes College reserves all the right to revise or change institutional policy, procedure and regulations and contents outlined in the handbook. Students will be notified of such changes individually or collectively. Any change in such policy, process, regulations, or content in the handbook shall supersede the current one with the effective date mentioned in the communication.