



**PEERLESS**  
COLLEGE

# **International Student Policy Handbook**

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## Welcome to Peerless College

On behalf of the entire Peerless team, we welcome you to our institute.

As Peerless is a new institute, the Student Policy Handbook is part and parcel of your life at Peerless College. The Policy Handbook for students is an important document that provides you with key academic enrolment and student policies and procedures pertinent to your Peerless education.

This handbook also includes some general curriculum and financial information. Complete information on these topics on long and short courses, academic calendar, student life and career resources, can be found on the Peerless website at [www.peerlesscollege.ca](http://www.peerlesscollege.ca).

Peerless is committed to fostering a safe inclusive and welcoming environment for you to achieve your personal, academic and career goals. Therefore, as a member of Peerless Team you are responsible for reviewing, understanding, and abiding by the established policies. Student empowerment and leadership are valued at Peerless College and student input regarding the improvement of the Peerless education policies are important.

Peerless is a place that thrives when students succeed. That's why we are all here. Please utilize the abundant resources available onsite or online. Everything is designed for your success.

We hope and welcome your full participation and wish that your full potential at Peerless College is achieved.

Wishing you the very best as you pursue your passion.

Sincerely,



Dr. Gulshan Akter  
President and CEO  
Peerless College

# 1. Introduction

Peerless College has provincially licensed programs under Private Career Colleges Branch of Alberta Advanced Education.

Peerless College focus is dedicated to all potential students including immigrants and those from the healthcare field such as international medical graduates and allied health professionals. Peerless is providing an intimate and inspirational setting where talented faculty and students from diverse backgrounds are united in purpose. This contributes to the strength of an exciting academic community which enhances all disciplines.

Peerless is committed to providing the best educational opportunity.

<b>PROGRAM</b>	<b>TUITION</b>
<b>Three Year Programs</b>	
Advanced Diploma in Information Technology & Cyber Security	Year One: \$ 25,000
	Year Two: \$ 25,000
	Year Three: \$ 5,000
<b>Two Year Diploma Programs</b>	
Business Administration	Year One: \$ 23,000
	Year Two: \$ 22,000
Massage Therapy	Year One: \$ 23,000
	Year Two: \$ 22,000
Computer Application, Database Management and Network Administration	Year One: \$ 30,000
	Year Two: \$ 5,000
Accounting and Payroll	Year One: \$ 25,000
	Year Two: \$ 5,000
Dental Administration	Year One: \$ 25,000
	Year Two: \$ 5,000
Pharmacy Assistant	Year One: \$ 25,000
	Year Two: \$ 5,000
Social Media and Digital Marketing	Year One: \$ 25,000
	Year Two: \$ 5,000
<b>Certificate Program</b>	
Medical Office Assistant (MOA)	\$17,000

## 2. Overview of Peerless College

1. **Mission Statement:** Peerless College feels pride in excellence. We educate promising and potential students preparing them for a lifetime of learning and responsible leadership through a dedicated faculty enhancing their knowledge.

### 2. Our Core Values and Objectives:

- Peerless expects academic excellence and encourages independence of thoughts within a culture of collaboration.
- Peerless faculty is passionate about teaching their students.
- Peerless embraces diversity which significantly enhances the quality of the Peerless education.
- Peerless recruits and admits outstanding students from all backgrounds regardless of their financial needs.
- Peerless fosters lasting bonds among faculty and students which encourages a culture of integrity, self-reliance and instills a sense of responsibility.
- Peerless supports the vigorous and open debate of ideas within a community marked by mutual respect.

## 3. General Office Policies

**Peerless College** is open on a space-available basis to anyone that is 16 years of age or older and has a passion for post-secondary education. Students must have a proficiency in spoken and written English.

Every student is required to notify the school immediately of any changes in a student's name, address, phone number, email or any other information provided at the time of registration. Such changes should be communicated in writing and addressed to the Administration.

Peerless College is dedicated to complying with all confidentiality laws for protecting the privacy of their students. Information regarding a student's progress will be shared only with the student, appropriate members of the school's faculty for the purpose of measuring and/or improving instructional quality. If a third party requires a student's information, for any purpose, the student's permission is required.

Students are responsible for their valuables and personal effects. The Peerless College assumes no responsibility for the loss or theft of such articles. A lost and found will be maintained by the Institute. Any found items should be turned in at the office. After 3 months unclaimed items will be discarded.

Students participating in activities, engage at their own risk of loss, damage, injury, or expenses suffered due to any cause whatsoever.

Students who have been disciplined three times for causing a material or substantial disruption in the classroom may be declared a habitual disruptive student. Expulsion is a possible consequence for a habitually disruptive student. The first warning will be verbal, the second will be a written letter, the

Third and final will be written letter which may include expulsion. Peerless College reserves the right to modify programs, materials, schedules, policies, and fees as required without prior notice. At the time of registration, there is a non-refundable registration fee, which is applied to the total tuition cost. Students taking a single course are required to pay their course in full at the time of registration.

Payment plans are accepted with administration approval. All tuition and fees must be paid by the due date specified at the time of enrolment. Diplomas, certificates, transcripts, and reports are issued only when all tuition has been paid.

Peerless College reserves the right to suspend or dismiss a student for disciplinary reasons if the student acts in contradiction to the instructions of staff, rules, regulations, or policies.

## 4. Admission

Peerless College is committed to enrolling students who meet our program admission criteria. Students must meet the following prerequisites:

- Be at least 18 years of age or older at the time of application.
- Documentation to be proficient in the English language. If English was the official language of instruction only a transcript of marks would be necessary or any post-secondary education
- Completed. If English was not the official language of instruction: the applicant would have to provide their English proficiency by meeting the minimum requirements. If the minimum was not stated in the requirements for a course of study, the prospective student would need to meet on of the following:
  - IELTS: Overall band score of 5.5

Note: the date on the results above must not exceed 2 years.

Peerless College reserves the right to:

- Cancel any course or program.
- Alter any course or program.
- Change admission requirements to any course or program.
- Change the application form.

Students suspended from a program for academic performance must complete terms and conditions outlined to them by the Director. Students suspended from a program for disciplinary reasons must complete the terms and conditions outlined to them by the Director.

Students, who are placed on academic suspension twice, will not be admitted to the same or similar program at Peerless College unless approved by the Director in consultation with the appropriate faculty. A student who is suspended three times will not be readmitted to Peerless College.

### International Program(s)

Individual criteria for a program of study must be met. An interview with a Peerless College representative and a review of all required admission material must be complete prior to consideration of acceptance into a Peerless College International program.

Confirmation of equivalencies may be necessary prior to admission. This can be completed by using the World Education Services (WES) or the International Qualifications Assessment Services (QAS).

Applicants who will be considered on the basis of their high school credentials must have good standing in a minimum of five subjects in their final year (grade 12 or 13) of senior secondary school. Have appropriate high school documents and all credentials. All credentials need to meet approval by WES.

If all the criteria have been met for admission to Peerless College, you will receive an admission package. **You must accept or decline the offer of admission.** You may wish to confirm that you are registering for the appropriate course(s). Register as soon as possible to not experience any delay.

To obtain a study permit or information regarding immigration into Canada, you will need to contact the nearest Canadian Embassy, Consulate or High Commission. Reference the website: <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada.html>

**Admission Process**, ensure the proper documentation has been submitted to Peerless College. An outline to assist in the process:

- Application for a student study permit
- Choose the program at Peerless College.
- Reference any application deadline for admission
- All admission requirements are met.
- Complete Peerless College admission form
- Confirm that the English language requirements have been met, attach documentation.

## 5. Withdrawal from Programs

When a student experiences long-term medical, emotional problems or other serious issues in their life that make it virtually impossible for them to complete their studies, and they have missed classes and or practicum experience they are required to contact the Program Coordinator/Director. Depending upon the outcome of that discussion, a withdrawal may ensue. The student is responsible in writing to inform the college of their decision to withdrawal.

Once a student has withdrawn from a program the Program Coordinator will notify the Instructional staff as well as financial adviser who in turn will notify the appropriate agencies. Reference is made to the Return Policy.

### **Withdrawal from Program:**

As outlined in the Alberta Private Vocational Training Regulations, other than the Peerless College registration fee, tuition payment is required only after the first day of class.

If the student terminates a student [contract](#) on or before the 4th business day after signing the contract, Peerless College will refund all tuition fees paid by or on behalf of the student within 30 days from the day the student terminated the contract.

To withdraw and initiate a refund, written notice must be provided to/by the Director as follows:

1. By Peerless College to the student where Peerless College dismisses a student
2. By a student to the Peerless College when the student withdraws

### **Registration Fee**

Once Peerless College is satisfied admission standards have been met, has entered a contract with the student and the registration fee of \$500 has been paid.

The registration fee is credited to unpaid tuition if the student starts the program in accordance with Private Vocational Training Regulation. If a student terminates a student contract on or before the 4<sup>th</sup> business day after signing the contract, Peerless College will refund all tuition fees paid by or on behalf of the student.

### Refunds of tuition – after training begins

As outlined in the Private Vocational Training Regulation

**Section 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.

## 6. Language Proficiency

Peerless College programs are conducted in English. Documentation to be proficient in the English language. If English was the official language of instruction only a transcript of marks would be necessary.

Or any post-secondary education completed. If English was not the official language of instruction: the applicant would have to provide their English proficiency by meeting the minimum requirements. If the minimum was not stated in the requirements for a course of study, the perspective student would need to meet on of the following:

- IELTS: Academic 5.5 no band less than 5.5

## 7. Credit for Previous Education

Peerless College recognizes that students may have taken courses at other accredited educational institutions that are the same, or similar to, courses offered at Peerless College, and that credit should be granted for these courses. This also includes courses taken at Peerless College.

## 8. Prior Learning Assessment and Recognition



The assessment of prior learning shall be determined through the writing of exams, the evaluation of skills, the assessment of portfolios, or a combination of any of these.

## 9. Student Course and Evaluation

Purpose: Student course evaluations allow students to have meaningful input into their program curriculum by giving them an opportunity to evaluate the content and delivery process of their courses. Course evaluations will form part of the program evaluation process.

Policy: All evaluations will be administered by the Program Coordinator or designate and will be carried out in a manner that will ensure students are free from fear of reprisal. Evaluations should take place at completion of the program.

Procedure:

1. The evaluation rationale and procedure will be explained to the students by the Program Coordinator or designate as follows:
  - a) No names are required on the questionnaire.
  - b) The evaluation questionnaires will be placed in an envelope and sealed.
2. Evaluation results will be shared with the instructor after the instructor has recorded and submitted course student marks. The Program Coordinator or designate will ensure that if evaluation results contain student comments of a disrespectful or offensive nature that are directed at a named instructor, staff member, or other student, the name of that individual will be deleted from the evaluations before they are shared with others.
3. The instructor will receive a summary of the questionnaire.
4. The raw data will be kept in the program files after the Instructor and Program Coordinator have discussed the results. This result will also be shared with the Director.

## 10. Academic Accommodations:

Peerless College is committed to respecting the rights of individuals and ensuring that each student is afforded an academic environment that has been developed on the principles of equal and equitable access, respect for individual differences and academic integrity. Peerless College recognizes that it has a duty to provide academic accommodations to all individuals or groups as identified within the Alberta Human Rights Code. Students from all these groups are welcomed to Peerless College, and assisted in accessing college services, programs, and facilities. Peerless College, where reasonable, removes barriers and provide opportunities to students in accordance with their distinct needs, within the limits of its resources and without compromising academic standards and principles.

This policy applies to the special needs of the following groups, as identified within the Alberta Human Rights Code:

- a) ancestry, including colour and perceived race
- b) nationality or national origin
- c) ethnic background or origin
- d) religion or creed, or religious belief, religious association, or religious activity
- e) age
- f) sex, including pregnancy and gender identity
- g) gender-determined characteristics
- h) sexual orientation
- i) marital or family status
- j) source of income

k) political belief, political association, or political activity l) physical or mental disability

## 11. Handling of Student Information and Student Records

Peerless College considers all student record information as confidential. Records will be maintained in a secure environment. Student records consist of all data submitted in support of a student's admission to Peerless College, to which is added his or her academic record achieved while at Peerless College. This includes all formal correspondence such as notices of probation and/or suspension, academic and disciplinary appeals' results, and recommendations, as well as supporting documentation.

Procedure: Student information may be disclosed to other educational institutions or government departments. Upon graduation, the student's name, address, and credential information will be maintained by Peerless College. Upon written request, a student may access his or her file from Peerless College.

Graduating students will receive a transcript and a certificate, diploma, etc.

## 12. Student Information Disclosure

Records or information related to any student at Peerless College will be handled with compliance to Alberta Freedom of Information and Protection of Privacy Act.

### **Public Record**

The information that is available to the public regarding a Peerless College student will be limited to verifying whether the student was enrolled in any program between certain dates and whether the student received any certification.

### **Student Confidential Records**

A record means a record of information in any form of all documents related to student's academic profile.

### **Photographs**

By signing this document, the student will waive the provision of the Alberta Freedom of Information and Protection of Privacy Act allowing Peerless College to take pictures of the student during their program of study and at graduation. This allows for printing and posting a graduation photograph.

## 13. Student Evaluation and Progression

A student's final standing in a course will be determined by achievement throughout the term or level, taking into account evaluation measures such as tests and examinations, laboratory work, essays, reports and projects, clinical and practicum experience where applicable. Evaluation methods will be included with course outlines students receive at the beginning of each course. Students unable to meet established deadlines are responsible for making alternative arrangements with their instructors prior to the deadline. Changes to deadlines will be granted at the discretion of the instructor. Subject to the above, assignments submitted after established deadlines will receive a reduced or failing grade. In some courses, students may be wholly or partially evaluated by individuals not in the employ of the college, e.g. work practicum courses and business project course(s). In such instances, a member of the college staff will work with such non-college individuals and take ultimate responsibility for recording and reporting of grades, and responding to any questions raised with

respect to these grades. The Program Coordinator and Director must approve all extensions to program completion time.

Grading System - The Grading System applies to all courses offered. The level of a student's achievement in each course of a program will be denoted by a percentage.

## 14. Student Conduct, Behaviour and Discipline

### **Behaviour and Discipline**

The college is committed to creating and maintaining an environment that is conducive to learning, respectful and free of harassment. Students are expected to always conduct themselves appropriately. Unacceptable or inappropriate student conduct and/or behaviour within a college or virtual environment, including work placements and college sponsored/affiliated activities, as described below, may result in disciplinary action.

Violations of Student Conduct and Discipline Actions include, but are not limited to:

Student Conduct/Behaviour:

1. Subjection of any person to indignity, injury, or threat of violence, or to degradation
2. Disturbing, disrupting, or otherwise interfering with the educational activities of fellow students and faculty/staff.
3. Unacceptable behaviour which may include disrespect, vulgarity, or abuse.
4. Unauthorized accessing of computer accounts, files and /or software.
5. Deliberate damaging of facilities, or unauthorized use/removal of property belonging to the college including facilities rented for college.
6. Theft or willful damage to personal effects or property of students or staff
7. Smoking is prohibited other than designated area outside, also inappropriate use of alcohol and possession or use of illicit or nonmedical drugs, or abuse of medical drugs at the college, work placement, or college sponsored/affiliated activities.
8. Possession of weapons at the college, work placement, or college sponsored/affiliated activities.
9. Lying, deceit, or misrepresentation related to program/college activities, e.g. late assignments, absenteeism.
10. When students are on practicum experiences, they are expected to follow the organization's policies and regulations.
11. If a student shows unacceptable behaviour a medical assessment may be required

**Student Misconduct:** Violations -

### **Level One**

1. Oral Reprimand
2. Written Reprimand

### **Level Two**

1. Probation

### **Level Three**

1. The student will be notified of the terms of the suspension writing: Suspension.

### **Level Four**

1. Expulsions will be implemented by the Director, with documentation.
2. Expulsions will be recorded in the student's file.
3. No refund of fees will be made for the term in which the student is currently enrolled.

### **Student Honesty and Integrity**

Peerless College expects all academic work submitted by students to be authentic and wholly the product of an identified individual or group of individuals.

All students are obliged to conduct themselves in an ethical manner. A breach of academic honesty and integrity will be viewed as a serious offence. The severity of the incident determines the level of the violation.

### **Violations of Academic Integrity (but not limited to) Cheating.**

- Plagiarism Fabrication
- Facilitating Academic Dishonesty
- Deliberately Impeding the Progress of Other Students

## **12. Internet Access and Usage**

It is a violation of academic integrity to misuse college computers and online resources or Peerless College's computer network in any way.

Email Communication Peerless College may use electronic communication with its students and applicants in lieu of some paper-based processes. This most often includes information communicated by e-mail and via a website. All students may be assigned a Peerless College computer account and user ID with e-mail privileges once beginning a course.

### **Use of Recording Devices Acceptable Use**

The use of recording devices to facilitate specific instructional and administrative objectives is permitted so long as it conforms to college policies and the law. Faculty, students, invited guests, visitors, and others may use recording devices in support of their studies, approved duties, or approved activity as defined within the purposes of their visit.

Use deemed acceptable must: Comply with all relevant college policies, Federal and Provincial law, regulations and contractual obligations. Be recorded for non-commercial purposes and business purposes except when such activity has been sponsored or sanctioned by Peerless College. Not prevent or hinder others from carrying out their approved studies or assigned duties. Not violate other rights, including the right to privacy.

## **13. Student Concerns and Complaints/Academic and Disciplinary Appeals**

## **Complaint Procedures**

1. A complaint may be made by students currently registered at Peerless College students registered at the time of the occurrence of the incident giving rise to the complaint. A complaint must be made within 5 days of the incident(s) giving rise to the complaint, except in extenuating circumstances which, in the opinion of the college, would justify an extension.
2. This policy recognizes that a group of students may delegate one or more of its members to voice a complaint on its behalf. However, no one shall initiate a complaint on behalf of another person or persons without the permission of the person(s). The decision whether to hear from other members of the group or to deal only with the delegate rests with the Director with whom the complaint is addressed. For a formal complaint, permission to initiate a complaint on behalf of another person or persons must be in writing.

### **Informal Complaint Procedure**

1. A student is encouraged to attempt an informal resolution of a complaint before proceeding with the formal complaint procedure.
2. If the complaint is of a general nature, for example a complaint about departmental/school procedures or the application of a policy, the student should speak directly with the Program Coordinator.
3. If the complaint concerns a member of staff, the student is encouraged to discuss the matter with the immediate Program Coordinator.

### **Formal Complaint Procedure**

1. To initiate a formal complaint under this policy, the complainant(s) shall, in writing identify the nature of the complaint, providing, where appropriate and possible, the following information:
  - a) the grounds on which the complaint is based; b) the name(s) of the party(ies) involved.
  - b) the date(s) of the alleged occurrence(s); d) the desired resolution.
2. The written complaint shall be signed and dated by the complainant(s).
3. Complaints against college policies, procedures or departmental/school procedures shall be directed to the Director/designate.
4. A complaint concerning a member of staff shall be directed to the Director/designate.

### **Process for Complaint**

- a. The Director has 10 working days to investigate the complaint.
- b. The Director will respond in writing to the student, the decision of the complaint within 5 working days following the investigation complaint timeline.

Ending the complaint at Any Stage - The complaint may be resolved at any stage of the complaint process with the mutual agreement of all parties.

### **Procedure for student disputes**

- The student should address the concern with the staff member most directly involved. If the student is not satisfied with the outcome at this level, the student should put his /her concern in writing and deliver it to the Program Coordinator and/or Director/designate.
- The Program Coordinator or Director/designate will arrange to meet with the student to discuss the concern and investigate within 10 business days and provide a written resolution within another 5 business days of receiving the student's written concern.

The student and Peerless College personnel involved shall receive a written summary of the above determination. A copy of all documentation relating to every student's complaint should be signed by all parties. A copy shall be given to the student; a copy will be placed in the student's file.

## 14. Appeal Procedure

A. Accommodations not related to a disability: Students who disagree with the accommodations provided should contact The Director/Admission services/designate to request a review of the decision.

B. Disability related accommodations: Peerless College encourages all parties to make every effort to resolve a situation informally. Students who disagree with the accommodations approved for them, or with the manner in which the accommodations are carried out, are encouraged to discuss their concerns with Peerless College Director. The Director/Admission services will review the concerns with the appropriate Instructor(s) and Program Coordinator. If after that discussion the student still feels the situation is unresolved, the student has the right to appeal to the Director asking to review the situation. The Director will review the student's appeal, gather relevant information from any other source, and make a ruling.

### **Circumstances for Consideration**

The Director will review the student's request, and will investigate, review the student's situation, including consulting with the Instructor/Program Coordinator, with the goal of arriving at a decision. The Director has three options at this point:

Grant the student's appeal. Dismiss the student's appeal. Arrive at a compromise solution.

Compassionate Grounds: The student wishes to be reinstated in his or her current program.

Reinstatement will be granted only if there were extraordinary circumstances (e.g. death, physical or mental illness, family problems) in the student's life that resulted in poor performance, and there is evidence that the problems have been resolved and the student has a realistic chance of success. The student may be asked to provide documentation (e.g. death certificate, doctor's certificate, etc.)

## 15. Health and Safety

Peerless College is committed to providing a healthy and safe working and learning environments for all students and employees. In the event of a fire or an emergency situation that requires a facility evacuation the following must be adhered to in an orderly fashion leave the classroom area/clinical area. Proceed to muster point outside of the building (refer to fire evacuation).

If a student or a faculty member require medical attention 911 will be called or sent for an assessment by a Physician at the discretion of the Director/designate.

### **Health Care Insurance:**

If studying in Canada for greater than twelve (12) months you are eligible to register for the Alberta Health Care Insurance Plan (AHCIP). If you possess a Study Permit for more than three (3) months, but less than 12 months, maybe eligible for AHCIP coverage. (Application must be accompanied by a letter from the student confirming their intent to reside in Alberta for at least twelve (12) months). Visit the following web site(s), this will offer comprehensive information and if you are eligible for the insurance:

<http://www.health.alberta.ca/AHCIP/register-for-AHCIP.html> or  
<http://www.health.alberta.ca/AHCIP/temporary-resident.html>

Appropriate documentation and identification: Photo ID (passport) Study Permit, Proof of residence in Alberta (letter from Peerless College).

If you are enrolled in a program less than twelve (12) months, and not be eligible for the Alberta Health Care Insurance Plan; you are still required to purchase health insurance. If you request any assistance, Campus staff can assist in directing you to options for private insurance companies. For further information regarding health care in Alberta visit <http://www.albertahealthservices.ca>

**Housing:** Peerless College does not provide housing for Students.

You will need to locate and find appropriate rental accommodations. The following resources may be of assistance:

Canada Housing International <http://canadahomestaynetwork.ca/for-students>  
Search4StudentHousing <https://www.search4studenthousing.com>  
Rentseeker <http://www.rentseeker.ca> CAPREIT <https://www.caprent.com> Rent Faster <https://www.rentfaster.ca> Renting spaces <https://rentingspaces.ca>  
Calgary Renters online [www.calgary.rentersonline.com](http://www.calgary.rentersonline.com)

Before you move into an accommodation, you and your landlord need to agree to the terms of your rental agreement in a contract (a written residential tenancy agreement).  
Information: 1-877-427-4088 (Landlords and tenants in Canada).

The following are links to help new comers to Calgary:

<https://www.calgary.ca/CSPS/CNS/Pages/Immigrants-newcomers-and-refugees/Helping-newcomers-get-started-in-Calgary.aspx>

Calgary Transit: <http://www.calgarytransit.com/>

Health Services: Health Link Alberta; Alberta Health Services

Legal Aid: Legal Aid Alberta

Newcomers to Canada: Immigrant Services Association

Information on Calgary communities, schools, maps and statistics [www.calgaryarea.com](http://www.calgaryarea.com)

### **Important Phone Numbers:**

911- Emergencies health, police, fire

811- Health Link- physical and mental advice by a registered nurse 311- City of Calgary Information does offer language translation 211- Community and Social resources in Calgary

## **16. Fire Regulations and Procedures:**

1. Safe evacuation routes are to be always maintained. Corridors, stairways and fire escapes are not to be used for storage.
2. Defective electrical equipment, loose items, loose connections, overheating equipment must be taken out of service without delay and disposed of.

Anyone discovering smoke, strong smell of burning or smell of an unusual nature should immediately:

1. Call 9 1 1
2. Immediately close off the fire and alert all occupants.
3. Begin evacuation procedures.

4. If it is safe and you are trained to do so, use the correct fire extinguisher to put out the fire.
5. Once evacuated, inform the authorities of the location and nature of the fire, the unsafe exits, persons requiring assistance, and other pertinent details.

**In case of a Fire:**

**Always begin evacuation procedures, as follows.**

- Evacuate the premises in a swift, orderly fashion using the nearest safe exit.
- Follow the instructions of the management / administration member.
- Provide assistance to persons with disabilities or with special needs.
- Move completely away from the building. Go to the Muster Point which is located at a distance of at least 100m from the building.
- When you are away from any danger, ensure that 9 1 1 has been called.
- The onsite administrator will act as a liaison between fire officials and students/employees during the emergency to inform them of the location and nature of the fire, injuries, persons requiring assistance and other pertinent details.
- No student or employee will re-enter the institute until the fire officials have authorized re-entry.
- If any other circumstances require evacuation, follow the protocol above.

**Fire Evacuation Map**

See postings throughout Peerless College for reference.

## 17. Diversity

We view diversity holistically understanding that the definition is constantly evolving. Our direction of diversity includes race, color, gender identity, nationality, ethnicity, class, religion, disability, age and sexual orientation.

## 18. Ethical Guidelines for Students and Faculty

The faculty of Peerless College recognize that the privileges accorded members of the college community are accompanied by certain responsibilities. In accordance with these principles, faculty and staff:

- Encourage, support, and protect the free pursuit of knowledge with intellectual integrity.
- Respect the rights and opinions of students and colleagues and make every effort to provide objective and educational evaluation.
- Acknowledge their role as intellectual guides and counsellors and observe policies prohibiting harassment and discrimination, avoid personal gain that is incompatible with benefits to students and colleagues.
- Adhere to established policies regarding the use of college services, facilities, and equipment, avoiding conflict of interest between external activities and institutional responsibilities.
- As members of the community at large, enjoy the rights and obligations of any citizen, measured in light of responsibilities to the students, institutions and profession.
- Respect the right to privacy of the students and colleagues. Share confidential information only in accordance with institutional policies.

## 19. Harassment



There are two main types of harassment. One type is related to the grounds for discrimination as defined by the Alberta Human Rights code and includes inappropriate conduct in any form about a person's -

- a. Ancestry, including colour and perceived race
- b. Nationality or national origin
- b. Ethnic background or origin
- c. Religion or creed, or religious belief, religious association, or religious activity
- d. Age
- e. Sex, including pregnancy, the possibility of pregnancy, or circumstances related to pregnancy.
- f. Gender-determined characteristics
- g. Sexual orientation
- h. Marital or family status
- i. Source of income
- j. Political belief, political association, or political activity physical or mental disability, or related characteristics or circumstances, including reliance, or any other remedial appliance or device.

The second type relates to what is sometimes referred to as “bullying” behaviour that may involve:

Repeated humiliation or intimidation that adversely affects a worker's psychological or physical well-being. A single instance can be so serious that it has a lasting, harmful effect on a worker. Harassment may be written, verbal or physical or a gesture or display, or any combination of these. It may happen only once, but often may happen repeatedly. Anyone found to have engaged in conduct constituting workplace harassment, may be disciplined, up to and including termination.

## 20. Attendance and Punctuality

Regular and punctual attendance is essential for success in any course or program at the college. Absence for any reason does not relieve the student of the responsibility for completing course work or assignments.

Procedure:

1. Peerless College has the authority to require attendance and punctuality at class. Attendance and participation marks may be a component of overall course grades.
2. Program Coordinator/Instructors will inform students of their expectations at the beginning of the course and include this information in the course outline. If students fail to comply with policies on attendance and punctuality, action such as applying grade penalty may occur. When a student is unable to attend, late or leave early during class they will notify the Program Coordinator by leaving a voice message and by email. Upon returning to class the student will be required to complete an absence form. If a student is unable to attend during clinical or practicum experience, they will notify the Program Coordinator, Clinical Instructor or Preceptor (if applicable).

A Doctor's note will be required upon being absent for more than **3** consecutive days for medical issues at the discretion of the Director/designate.

If the student is consistently late or leaves consistently early this may be considered grounds for probation and will be reviewed by the Program Coordinator.

If any student misses more than 10% of the program, they will not be able to complete the program and must reapply to Peerless College to re-attend at a later date. 100% attendance is required for all programs.

## 21. Work Practicums

1. All students enrolled in work practicums are protected under Peerless College's Respectful College policy which states "The "Workplace" is broadly interpreted by the Alberta Human Rights Commission as applied to the college includes: any location where the business of the college is being carried out (e.g. classrooms, offices, regional and extension centers, work and co-op placements, cafeterias, gyms, etc.)"

2. Every practicum partner participating in a work practicum shall receive notification that practicum students are covered under Peerless College's Worker's Compensation plan. The only exceptions to this would be:

- a) Students who are not residents of Alberta
- b) Students who spend more than six months outside the province on their work placement
- c) Students who opt to do their work placement outside of Canada

When any of these conditions apply to a particular student, the Director will be informed and will take steps to ensure that the student has sufficient insurance while on their work placement.

4. In exceptional circumstances only, an "Indemnity for Liability", duly signed by the student, Director will be prepared, and copies forwarded to the practicum partner. These circumstances will be determined by the Director.
5. Agreements between Peerless College and a practicum partner containing any special covenants outlining and/or limiting students' participation and/or activities or setting out any other mutually agreed upon conditions shall be in writing and shall be duly signed by the Director/designate and an authorized agent of the practicum partner.
6. The appropriate Director/designate is responsible for ensuring the practicality and legality of statements outlining and/or limiting student participation and/or activities in a work practicum agreement (above).
7. Director/designate is responsible for ensuring that all students engaging in practicums are assigned a practicum Preceptor.
8. All student-practicum evaluations are to be based on objective criteria of which the student must be fully aware prior to the commencement of the practicum.
9. All documentation for student evaluation (above) must be approved prior to the commencement of the practicum by the Director/designate.
10. Director/designate are responsible for ensuring that the contributions of practicum partners are recognized by letters of appreciation and/or by other methods appropriate to their degree of contribution.
11. In programs where completion of a practicum is mandatory, failure to satisfactorily complete a work practicum will preclude completion of the program and students will require permission of the Director to continue in the program. In such cases the exemptions listed in item 11 will not apply.
12. Subject to exclusions in item 10 in programs where a practicum is an integral part of a curriculum, participation and satisfactory completion by all students is a requirement unless the

Director grants an exemption on. Such exemption may be granted for: medical reasons where the student's experience has included experience identical to the experience that would be gained on the practicum where participation in the practicum would create undue hardship for financial or other reasons and alternative arrangements satisfactory to the teaching staff of the program can be made.

13. A student must meet the minimum of percentage and any other practicum prerequisite. An example would be that Health Care Aide students must have an average of 80% or greater and meet program specific prerequisites in order to be eligible to participate in a work practicum. When a student does not meet the minimum of 80% or other work practicum prerequisite requirements, the registrar/ Program Coordinator will notify that student he/she does not meet the prerequisite(s) and will copy this letter to the Director.
14. All prerequisites for work practicums will be stated in course outlines.
15. Students participating in a work practicum are subject to all the rules and regulations outlined in the current editions of Peerless College calendar and program guides.
16. Students participating in a work practicum are responsible for any expenses incurred for travel, accommodation and extra living expenses, as well as the costs of special clothing, tools or other items that may be required.

## 22. Cooperative Education (if in Practice):

Cooperative education students receive remuneration from the employer while participating in a Cooperative work placement. Cooperative work placements are usually no less than 12 weeks in length.

## 23. Retaking of Courses:

Students may retake a course at the discretion of the Director. They will be required to register and pay all fees each time they take a course.

## 24. International Student Services:

Staff will assist you while attending Peerless College. The following can be supportive in their roles at Peerless College:

- Campus Director –oversees the campus operations.
- Academic Program Coordinators –assist with academic progress, practicum experience
- Financial Advisor –assist with funding and budgeting concerns.

Services available but not limited to: Peerless College expectations.

- Community Resources-counselling, cultural Financial –banking
- Transportation and Accommodation

Peerless College creates a safe and healthy environment for students. All are required to work safely and follow the guidelines for a safe work environment. All comply with the safety rules, watch for and report hazards in the environment, if an injury or accident should occur, they must be reported to the Campus Director. Unsafe equipment or working conditions must be reported immediately to the

instructor and in turn the campus director.

Most students will also require a Temporary Resident Visa (TRV) or Electronic Travel authorization (eTA) in order to enter the country (Immigration, Refugees and Citizenship Canada (IRCC)).

### **Study Permit:**

You will need to apply for a study permit as an international student. Apply through citizenship and Immigration Canada. You will need to make contact through an International Admissions Representative or online at <http://www.cic.gc.ca/english/study/index.asp>

### **Work Permit:**

To be eligible to work in Canada as an International student and graduate who possesses a study permit, you and your spouse or common-law partner online get the appropriate information by contact an International Admission Representative or on line at <http://www.cic.gc.ca/english/study/work.asp>

### **Post Graduate Work Permit (PGWP)**

As per current Immigrations, Refugees and Citizenship Canada (IRCC) guidelines, international students graduating from licensed programs at a private career college are not eligible for a Post Graduation Work Permit (PGWP).

### **Orientation Program**

Once a student has been successful and has been accepted into a course of study our Student Advisor will work with the student(s) to ensure their individual situation is reviewed.

- **Student programs and services are reviewed.**

- Become familiar with living in Calgary and surrounding area Tourist attractions in Calgary including:

- **Calgary Tower:** 360-degree views of the city and Rockies.
- **Glenbow Museum:** Exhibits focus the heritage and history of the Canadian west.
- **Calgary Zoo:** Birds and animals from Canada and around the world.
- **Stephen Avenue Walk:** Over 1000 shops and some of Calgary's best restaurants and pubs are here.
- **Calgary Stampede:** In July, there is a citywide celebration. There are chuckwagon races, rodeos, rides, and grandstand shows.
- Eau Claire: Home to the bustling Eau Claire Market and Prince's Island. Popular attractions around Calgary
- **Banff:** Banff National Park is a UNESCO World Heritage Site. Sightseeing wildlife, mountains and lakes. Lake Louise: One of Canada's most famous destinations, including Moraine Lake.
- **Jasper:** Jasper National Park is a UNESCO World Heritage Site. One of North America's largest natural areas: 11,228 square kilometers.
- **Waterton Lakes National Park:** Prince of Wales Hotel, bordering Montana's Glacier National Park designated in 1995 as a World Heritage site by UNESCO.

- Canadian tax returns
- Healthcare
- Housing
- Banking, transferring funds, credit cards.

To open an account:

1. Passport or birth certificate

2. Another piece of ID (Study Permit)
3. Money to deposit

Automatic Banking Machines (ABM) /Automatic Teller Machines (ATM) after opening a bank account you will receive a Debit/Bank card. To use this card a PIN (password) is assigned. There can be a charge associated when using this card. Telephone Banking and Internet Banking (On-Line /PC Banking) use the internet or telephone, to pay bills, check your current account balance, transfer money between accounts, review the last 5 to 10 transactions. Interac Direct- Payment-pay for purchases using your bank card, Pre-Authorized Payment- can choose to have your bills paid by "Pre-Authorized Debit". Discuss banking situations when establishing a bank account with a banking representative.

A good idea for monitoring your financial situation- is to follow a budget.

What supports/ help is available?

- student's rights
- how to become a successful student at Peerless College (study tips)
- tour of Peerless College and amenities

Review requirements for working in Canada while studying. A **study permit holder** can - work up to 20 hours per week during regular academic sessions and full time during a scheduled study break.

- Is eligible to work off campus without a work permit.
- Able to work off campus immediately rather than waiting 6 months to qualify: have a valid study permit and be a full-time student.
- Be enrolled at Peerless College (designated learning institution) studying in an academic vocational or professional training programs that leads to a degree, diploma, or certificate of at least 6 months in duration.

You will require a Social Insurance Number (SIN) if you are working in Canada Reference: the Citizen and Immigration Canada (CIC) website.

It is the student's responsibility to find employment should they decide to do so.

Upon arriving in Canada, you will need to provide **all required** entry documents to a Canadian Immigration officer (Canadian Border Services Agency (CBSA)

When arriving at the Calgary International Airport and you have passed through the immigration area: information is available from an information area, information boards, transit locations, city information, and weather or from volunteers (wearing white western hats). If you require transportation taxis are found outside the arrival area, or by Calgary Transit system (public busses).

## 25. Credentials Awarded by Peerless College

A transcript/diploma/certificate will be issued to a student who successfully completes their program of studies.

## 26. Graduate Reference

Providing a graduate student's reference, faculty will only share academic information once the student has given permission for the release to a potential employer.

## 27. Graduation

Upon successful completion of course requirements a graduation ceremony will be held.

## APPENDIX III

### Coordinator for International Students and Financial Advisor for International Students

Dr. Most Gulshan Ara Akter  
President and CEO Peerless College 260 2635 37 Ave NE Calgary, Alberta  
403-230-2665

#### **Coordinator for International Students:**

Knowledge & skills to support International Students

Orientation services upon arrival to Calgary and Peerless College: Meet and Greet

Knowledge of federal immigration regulations and requirements

Citizenship & Immigration Canada regulations and requirements

Knowledge of Working in Canada- permit requirements

ADR and terms of compliance

Cross –cultural communication skills

Knowledge of cultural adjustment and adaption

Knowledge of Cultural holidays and celebrations

Punctual and reliable, with a flexible work schedule

Provide correspondence accurately and timely.

Knowledgeable of the rental market and availability

Knowledgeable of available support and counselling services

Knowledgeable of Alberta Health Services and available community supports.

Career and academic support for international students

Previous experience working with international students in the post-secondary educational system.

Expanded responsibilities as required to establish the International Student in Calgary, Alberta, Canada

## **Become a Student in Canada**

1. Study in **Canada** as an international **student** - **Canada.ca** <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada.html>
2. Study in **Canada**: Step-By-Step Guide for International **Students** ...  
<https://www.immigration.ca/study-in-canada-step-by-step-guide-for-international-students>
3. How to Get a **Canadian Student** Visa | Top Universities <https://www.topuniversities.com/student-info/studying-abroad/how-get-canadian-student-visa>
4. Study In **Canada**: **Become a Canadian student** - Canadavisa.com  
<https://www.canadavisa.com/study-in-canada-oPeerless-Collegeons.html>
5. Study in **Canada** - International **Student** Status - Canadavisa.com  
<https://www.canadavisa.com/international-students-in-canada.html>
6. How to Get a **Student** Visa for **Canada** in 2019 - MastersPortal.com  
<https://www.mastersportal.com/articles/1583/how-to-get-a-student-visa-for-canada-in-2019.html>
7. Study in **Canada** Guide for International **Students**  
[https://www.internationalstudent.com/study\\_canada/](https://www.internationalstudent.com/study_canada/)
8. How to Study in **Canada** as an international **student** | Canadim <https://www.canadim.com/study/>
9. Applying to College as an International **Student** | ontariocolleges.ca  
<https://www.ontariocolleges.ca/en/apply/international-applicants>
10. Working while studying in **Canada** | Study in **Canada** | Moving2Canada  
<https://moving2canada.com/working-while-studying-in-canada/>



## **Become a Student in Alberta**

1. Study in Alberta <http://studyinalberta.ca/>
2. Advising international students | Alberta.ca <https://www.alberta.ca/advising-international-students.aspx>
3. International students studying in Alberta | Alberta.ca <https://www.alberta.ca/international-students-studying-alberta.aspx>
4. International Students - Apply Alberta <https://www.applyalberta.ca/need-more-information/international-students/>
5. Government Funding at Colleges - Official College Programs [www.educationsource.ca/](http://www.educationsource.ca/)
6. Official College Programs - Govt Funding at Colleges - (Official Website) New Careers 897
8. Alberta Immigration Delays New Rule Affecting International Students ...  
<https://www.immigration.ca/alberta-immigration-delays-new-rule-affecting-international-students-and-institution>

## **The following are Links to Help the Newcomers to Calgary:**

For helping Newcomers settle -Visit this link for information:

<https://www.calgary.ca/CSPS/CNS/Pages/Immigrants-newcomers-and-refugees/Organizations-to-help-newcomers-get-settled.aspx#immigrant-agencies>

For helping Newcomers

-Visit this link for information:

<https://www.calgary.ca/CSPS/CNS/Pages/Immigrants-newcomers-and-refugees/Helping-newcomers-get-started-in-Calgary.aspx>

## **In the City of Calgary**

DIAL: for assistance or information:

911 **Emergency** situations: medical distress; fires; crimes in progress; motor vehicle accident

811 Health Link: physical, mental health information /advice

311 City of Calgary: information, report concerns: language translation is available.

211 Community/Social resources available in Calgary: language translation is available.

## **Organizations to help you get settled:**

Calgary is home to community organizations, and immigrant-serving agencies who provide services and programs to help newcomers. Whether it's finding the right school for your children, finding employment or participating in recreational programs, these organizations can help.

<https://www.calgary.ca/CSPS/CNS/Pages/Immigrants-newcomers-and-refugees/Helping-newcomers-get-started-in-Calgary.aspx>

## **How to get started in Calgary:**

Arriving in a new city can be overwhelming. In Calgary, there are many resources and services to assist newcomers, community organizations to help you get settled, and immigrant serving agencies who can help if you're new to Canada.

Calgary Neighbourhoods:

<https://www.calgary.ca/CSPS/CNS/Pages/Research-and-strategy/Community-profiles/Ward-Profiles.aspx>

Ward profiles: neighbourhoods where you live include information

## **Immigrant Society of Calgary**

Forest Lawn Location  
1723 40 Street SE Calgary T2A 7Y3 403-235-3666

Whitehorn Location  
3820 32 Street NE Calgary T1Y 7L9 403-291-0002

TIES Westwinds  
#311 32 Westwinds Crescent NE Calgary T3J 5L3 587-392-4177

<https://www.immigrant-education.ca>

How do I dress for winter in Calgary?

How do I dress for summer in Calgary?

### **Clothes & Household – Free or Discounted**

- [Alberta Supports](#) is a Government of Alberta centralized point of contact for Albertans seeking information on employment, disability, financial, healthcare, housing and homelessness, childcare, seniors, guardianship and trusteeship, and abuse and bullying prevention services and programs. Visit an Alberta Supports Centre visit [Alberta Supports Online](#) to get help accessing more than 30 programs and 120 community services [1-877-644-9992](tel:1-877-644-9992) toll-free province-wide [1-800-232-7215](tel:1-800-232-7215) TTY province-wide, ask to speak to Alberta Supports [Email general inquiries](#)
- [211 Alberta](#) 211 offers phone service and online resource directories.
- [Alberta Government Compensation guide for foster and kinship caregivers](#) This financial information guide provides caregivers and staff with an overview of financial responsibilities that Child and Family Services (CFS) or Delegated First Nations Agency (DFNA) and caregiver parents have when a child is placed in care. It explains the financial process to access
- [Goodwill Industries of Alberta](#) Operate thrift stores across the province with clothes and household items, funds for children in care.
- [Neighborhood Link \(Calgary\)](#) NeighbourLink helps more than 10,000 unique clients in Calgary every year. Their needs include furniture, household items, baby supplies, food hampers, bus tickets and more. Our clients are screened financially, according to the “Low Income Cut off” set out by Statistics Canada. Clients come from all walks of life, and are all different types of people: Families, Individuals, Single Parents, New Canadians, Refugees, Disabled Persons, and Senior Citizens. Simply, we are neighbours helping neighbours
- [The di \(Calgary\)](#) New and used clothing donated by the community at large is provided, free of charge, to anyone who visits the Clothing Centre, located in the Old DI on Fourth Avenue SE. Clients who cannot access The Clothing Centre during daytime hours due to work or school commitments are served through a mobile night service on the residential floors. Any client in need of emergency clothing or footwear can access this by request to the 2nd Floor Day Office from 7:00am-9:00pm or through their residential floors nightly between 9:00pm-7:00am. The Clothing Centre also provides home packages of bedding, towels, dishes and blankets to low income Calgarians and clients moving out of the DI or other shelters.
- [WINS Women In Need Society of Calgary](#) Women are referred to WINS for this service through over 60 community agencies. After consultation, WINS provides a voucher that entitles the client to obtain goods from any one of the four WINS Thrift Stores.

## Coping with Moving to Calgary

<https://www.immigrant-education.ca/knowledge-base/coping-culture-shock/>

Euphoria phase

Gradual adjustment phase

Adjustment phase

Coping strategies

[www.calgaryhomestaybay.com/en](http://www.calgaryhomestaybay.com/en)

for the international student or traveler

list of residences available and monthly price list and what is provided and situation of the host

### **Primary Care Networks**

Many family physicians in Alberta are part of a Primary Care Network (PCN). A PCN generally includes a group of family doctors working together with a team of other health professionals such as nurses, nurse practitioners, dietitians, and pharmacists to provide care to a defined group of patients. Services offered by some PCNs might include complex chronic disease support and clinics for patients who are not attached to a family doctor. Some PCNs also provide after-hours options. Today, Alberta has 2 Primary Care Networks and more in development. For more information go to [pcnprmo.ca](http://pcnprmo.ca)

**Bow Valley PCN 403-675-3000** (also serving Banff, Canmore, Exshaw, Morley)

**Calgary Foothills PCN 403-284-3726 (serving Northwest Calgary and Cochrane)**

**Calgary Rural PCN 403-968-3753** (serving Black Diamond, Bragg Creek, Chestermere, Claresholm, Eden Valley a community of the Stoney First Nation, High River, Lake Louise, Langdon, Nanton, Okotoks, Siksika First Nation, Strathmore and Vulcan)

**Calgary West Central PCN 403-258-2745**

**Highland PCN 587-360-1702** (serving Airdrie, Carstairs, Crossfield, Didsbury and surrounding areas)

**Mosaic PCN 403-250-5059 (serving East Calgary)**

**South Calgary PCN 403-256-3222**

[MyHealth.Alberta.ca](http://MyHealth.Alberta.ca)

This website has trustworthy health information and useful health tools, including a symptom checker.

Alberta Health Services Call Health Link at 811 for health advice and information across Alberta. Access is 24-hours, 7 days a week and provides support by experienced registered nurses and other healthcare professionals.

**FAMILY DOCTOR** Your best option for on-going health needs. Family Doctors can diagnose and treat most medical issues and can help manage chronic illness and mental health issues.

**URGENT CARE CENTRES** Extended hour access for unexpected, non-life-threatening health concerns, such as broken bones, pain, infections, and cuts.

**FAMILY CARE CLINICS** Extended hour's care, especially for those who need a family physician, have chronic diseases, or addiction or mental health needs.

**WALK-IN CLINICS** Some communities have walk-in clinics that often don't require an appointment. Many offers extended hours.

**PHARMACISTS** Renew prescriptions, assess minor condition symptoms, offer treatment or refer you to the most appropriate treatment location.

**AHS apps for iPhone and Android** Use your phone to find hospitals, facilities, programs & services in your area. Emergency wait times are available for the Calgary and Edmonton areas.

Important Phone Numbers

**Alberta Non-Emergency Phone Line - 211 Health Link Alberta - 811**  
**Poison & Drug Information Service - 1-800-332-1414 Alberta Quits Helpline - 1-866-710-7848**  
**Kids Help Phone - 1-800-668-6868**

## Housing and Accommodation

Before you move into an accommodation, you and your landlord need to agree to the terms of rental agreement in a contract (written residential tenancy agreement) Information 1-877-427-4088

The following resources may be of assistance to you:

Canada Housing International <http://canadahomestaynetwork.ca/for-students>

Rent Faster <https://www.rentfaster.ca>

Calgary Renters online [www.calgary.rentersonline.com](http://www.calgary.rentersonline.com)

Search4StudentHousing <https://www.search4studenthousing.com>

## Calgary Transit Information

City Of Calgary Transit

<https://www.calgarytransit.com/>

City of Calgary: Plan a Trip

<https://www.calgarytransit.com/plan-a-trip>

Transit Pass Information:

[https://cityonline.calgary.ca/Pages/Category.aspx?cat=CITYonlineDefault&category=CalgaryTransitPasses&Ticket&gclid=EAlaIqobChMIoleU1PiC5AIVhq\\_sCh3oPQHjEAAYBCAAEgLF9PD\\_BwE](https://cityonline.calgary.ca/Pages/Category.aspx?cat=CITYonlineDefault&category=CalgaryTransitPasses&Ticket&gclid=EAlaIqobChMIoleU1PiC5AIVhq_sCh3oPQHjEAAYBCAAEgLF9PD_BwE)

### **PUBLIC TRANSIT**

Calgary's fast and efficient public transit system makes it easy to reach Downtown from any corner of the city.

The popular Light Rail Transit (LRT) or 'C-Train' operates on two lines heading north out of downtown and one heading south. The fare system in place is an honour system; customers are expected to always have "proof of payment" with them while riding the C-Train or in designated "fare restricted" areas.

The downtown portion of the C-Train which travels along 7 Avenue is known as the free fare zone. It is free to ride either C-Train route between 3rd Street East and 11th Street West along 7 Avenue, but a fare must be purchased if traveling outside of the downtown area.

Transit Map: [www.calgarytransit.com/route\\_maps/lrt\\_stop.html](http://www.calgarytransit.com/route_maps/lrt_stop.html)

Please visit Calgary Transit or the Customer Service Centre at 240 - 7 Ave SW for more information.

Coming from Airdrie? You can ride the Airdrie ICE bus which connects Airdrie and Calgary.

### **DOWNTOWN CALGARY**

<https://www.calgarydowntown.com/getting-around.html>

### **DOWNTOWN PARKING MADE EASIER**

We're here to help you find accessible, affordable, and convenient parking in downtown Calgary.

### **GO TO PARKING DOWNTOWN / CAR SHARING**

Whether you're coming down for a special occasion, or you're a regular commuter car sharing and carpooling are great ways to get downtown.

### **GO TO CAR SHARING**

## **PUBLIC TRANSIT**

Transit is a fast and efficient way to get around downtown. The C-train brings thousands of Calgarians downtown every day, and it's free between 10th street and City Hall Stations.

## **GO TO PUBLIC TRANSIT WALKWAYS.**

Beat feet! Downtown Calgary is home to the iconic Plus 15 pedestrian system (all 16 km of it), as well as the largest pathway network in North America.

## **GO TO WALKWAYS**

Cycling and alternate Transportation Cycling is a great way to get around! Find more information on the in-progress inner –city cycle network and Calgary's extensive bike and pathways.

## **GO TO ALTERNATIVE TRANSPORTAION**

Transit App: some issues on reliability have been notes.

[https://play.google.com/store/apps/details?id=com.thetransitapp.CAL&hl=en\\_US](https://play.google.com/store/apps/details?id=com.thetransitapp.CAL&hl=en_US)

Advising International Students On this page:

[Overview](#), [Approved programs](#), [Study permits](#), [Tuition and fee payments](#), [Working while studying](#), [Health care insurance](#), [Student supports](#), [Contact](#), [Related](#)  
<https://www.alberta.ca/advising-international-students.aspx>

Advising international students. Information international student advisors at post-secondary institutions in Alberta should share with their international students.

Documents international students need to enter Canada <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/prepare-arrival.html>

Studying and working in Canada as an international student

[https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work.html?\\_ga=2.235971911.716285521.1532037775-1562574431.1532037775](https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work.html?_ga=2.235971911.716285521.1532037775-1562574431.1532037775)

AHCIP information

<http://study.alberta.ca/plan-your-stay/health-care/>

Study Permit

<http://study.alberta.ca/apply-to-study/apply-for-a-study-permit/>

Contact

To connect with the International and Intergovernmental Coordination Branch: Hours: 8:15 am to 4:30 pm (open Monday to Friday, closed statutory holidays) Email: [international.ed@gov.ab.ca](mailto:international.ed@gov.ab.ca)

Immigration and Citizenship Representative

<https://www.canada.ca/en/immigration-refugees-citizenship/services/immigration-citizenship-representative/learn-about-representatives.htm>

<http://study.alberta.ca/apply-to-study/apply-for-a-study-permit/>

As an international student studying in Canada you must always have a valid [study permit](https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada.html), <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada.html> except in cases where the duration of your program of study is six months or less.

### Apply for your Study Permit

- [Apply Online https://www.canada.ca/en/immigration-refugees-citizenship/services/application/account.html](https://www.canada.ca/en/immigration-refugees-citizenship/services/application/account.html)
- You can also [apply for a new Study Permit http://www.cic.gc.ca/english/information/applications/student.asp](http://www.cic.gc.ca/english/information/applications/student.asp) at a Canadian visa office outside of Canada serving your home country

### Study Permit Requirements

The following are required for you to apply for a study permit:

- A **valid passport** from your government. It is advisable to get a passport that is valid for the entire duration of your study in Canada if possible. If you require a Temporary Resident Visa (TRV) to enter Canada, the visa office will need your original passport during the application process.
- Your official **Letter of Acceptance** from the university or college you will be attending. · Evidence of **sufficient funds**. <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/prepare/get-documents.html#doc3> You must provide proof that you have enough money to cover your tuition and living expenses for you and your dependents if they are travelling with you. Acceptable forms of proof can include: a letter from your bank or a bank statement; a letter from your destination university or college stating that you are receiving a Research/Teaching Assistantship, research studentship, scholarship/award, an official letter from an external funding agency.

In addition to the above requirements, you may also need additional supporting documents, like a medical clearance from a doctor designated by Citizenship and Immigration Canada (CIC).

### Study Permit Processing Times

The time it will take to process your application will vary. Check the estimation of processing times. <https://www.canada.ca/en/immigration-refugees-citizenship/services/application/check-processing-times.html> We recommend applying for your study permit as soon as you are eligible.

### **Steps to Study in Alberta**

<http://study.alberta.ca/steps-to-study-in-alberta/#1>

<http://study.alberta.ca/steps-to-study-in-alberta/#2>

<http://study.alberta.ca/steps-to-study-in-alberta/#3>



Apply to Study <http://study.alberta.ca/apply-to-study/>

TOEFL TEST Information: <http://www.ets.org/toefl>

## Electronic Travel Authorization (eTA)

An Electronic Travel Authorization is linked to your passport; most citizens of visa-exempt countries will require one to enter Canada. This page is designed to provide you with the basic information on an eTA and whether you require one.

### Do I need an eTA?

- If you are from a country whose citizens previously did not need to apply for a visa to enter Canada, you may now require an Electronic Travel Authorization (eTA), to be allowed entry into Canada if you are entering by air.
- To determine if you require an eTA, please go to the follow link:  
<http://www.cic.gc.ca/english/visit/visas.asp>
- If you are a citizen of the United States or a Canadian Citizen (including dual citizens), a Canadian Permanent Resident, or if you already have a valid Canadian visa (TRV), you do not need to apply for an eTA. Should you be eligible for any of these exemptions, please arrive in Canada with valid proof of status (U.S. travel documents, Canadian passport, passport with Canadian visa, or valid Canadian PR Card).

### How do I apply for an eTA?

- If you are applying for an initial immigration document from outside of Canada (such as a Study Permit), you should automatically be given an eTA with the approval of your application. This will be indicated on your document approval letter.
- If you did not apply for an immigration document, or are already inside of Canada, you can apply online, and it should only take around 10 minutes to complete the application.
- You will be asked to provide basic biographical information, passport information, the amount of funds you have available for your visit, and contact information. This may change so please always check the website for updated information.
- To apply, please go here: <http://www.cic.gc.ca/english/visit/eta-start.asp>
- **YOU MUST HAVE A VALID eTA OR TEMPORARY RESIDENT VISA (TRV) PRIOR TO BOARDING YOUR FLIGHT**

*How long will my eTA be valid for?*

5 years or, if your passport expires prior to that, to your passport validity.

*How much does an eTA cost?*

\$7.00 CAD - you can pay online with a major credit card.

*How can I find out if I already have an eTA or not?*

IRCC has a great resource in which you can check to see whether or not you have a valid eTA, called the eTA [Check Status Tool](#).

## **Banking:**

### **ATB Financial - Calgary Information 403-245-8110**

Brentwood Mall NW      Mandarin, Tagalog, Arabic, Spanish, Turkish

Westwinds 3660 Westwinds Dr NE 403-663-6161

Sunridge 600 2553 32 St NE 403-974-5240

Saddle Ridge 50 Saddletowne Circle NE 403-974-5341

Forest Lawn 3620 17 Ave SE 403-297-6507

### **First Calgary Financial**

735 5005 Dalhousie Dr NW 403-736-4320 Brentwood Mall French, Filipino, Cantonese Chinese, Hindi, Mandarin Chinese, Punjabi, Spanish, Urdu

100 510 16 Ave NE 403-230-1451 TransCanada First Calgary Savings Cantonese Chinese, Filipino Mandarin Chinese, Vietnamese, Yoruba,

116 2640 52 Street NE 403-736-4680 Village Square Arabic, Bengali, Hindi, Punjabi, Urdu, Vietnamese

100 6520 Falconridge Boulevard NE Taradale 403- 736-4610 Hindi, Punjabi, Tagalog, Urdu

### **Credit Union**

Westwinds Khalsa Credit Union 604 4656 Westwinds Dr. NE 403-285-0707

Key Savings and Credit Union 803-1601 Airport Road NE 403-219-3515

### **TD Canada Trust**

152 450 Country Hill Blvd NE 403-226-7300 Country Hills

2045 34 Street NE 403-292-1254 Sunridge

3545 32 Avenue NE 403-291-2712 Sunridge

4415 Memorial Dr NE 403-273-3424 Forest Heights

10 409 East Hills Boulevard SE 403-441-1317

77 Castleridge Blvd NE 403-293-6994 Castleridge

208 Saddletowne Circle NE 403-299-3220 Saddle Ridge

3012 17 Ave SE 403-299-3429 Radisson Heights

## **Bank of Montreal**

Brentwood Mall 16 Ave & 14 St NW French, Accessible by phone

100 3690 Westwinds Drive NE 403-503-5900 Castleridge /Westwinds Punjab, Spanish, Portuguese, Hindi, Urdu, Nepali

3800 Memorial Dr NE 403-503-7087 Malborough Towne Filipino, Mandarin, Cantonese, Vietnamese, Gujarathi, Arabic, Afrikaans, French, Hindi

150 2555 32 St NE 403-234-1715 Sunridge Spectrum Centre Gujarathi, Arabic, Punjabi, Portuguese, Hindi, Mandarin

4015 17 Ave SE Forest Lawn

108 Country Village Road NE 403-567-8991 Country Hills Yoruba, Filipino, Mandarin

## **Scotia Bank**

3320 17 Ave SE 403-221-6886 Radisson Heights

100 3508 32 Ave NE 403-221-6860 Cantonese, Hindi, Punjabi

3510 39 Avenue NE

400 2555 32 Street NE

2850 Sunridge Boulevard NE

## **Royal Bank**

4820 Northland Dr. NW 403-292-2477 Hindi, Mandarin, Punjabi, Cantonese

500 2929 Sunridge Way NE 403-292-3193 Hindi, Urdu

1333 32 Ave NE 403-292-2349 Hindi

5602 4 Street NW 403-292-8251

## **CIBC**

3070 Sunridge Blvd 403-221-6018 Cantonese, Gujarati, Hindi, Mandarin, Portuguese

5242 Falsbridge Drive NE 403-074-2787 Cantonese, Punjabi, Mandarin, Spanish

3619 17 Ave SE 403-974-6336 Arabic, Hindi, Spanish

5617 4 St NE 403-974-6320 Mandarin, Hindi, Spanish, Tagalog, (Filipino)

## Working while attending school?

- If you are enrolled full-time, have a valid study permit, and are in a program which leads to a degree that takes longer than 6 months to complete, you may be eligible to work off-campus.
- Who is not eligible to work off-campus?
  1. Visiting and exchange students
  2. Students registered in English Second Language (ESL) programs
  3. Students who are registered in general interest programs that do not lead to a degree, diploma or certificate (example: open studies or continuing education students)
- How many hours can I work?
  1. 20 hours a week during regular academic sessions (Fall and Winter terms)
  2. Full-time during scheduled breaks - **UNDERGRADUATE STUDENTS ONLY**.
  3. **MOST GRADUATE STUDENTS ARE ENROLLED FULL-TIME ALL YEAR LONG** and such may only work 20 hours/week off-campus all year (January through December). This includes course-based master's students as well.

### Need a Work Permit?

1. No. Your study permit is also your student work permit.
2. Your study permit should state one of the following:
  1. "May work 20 hours per week off-campus or full-time during regular scheduled breaks if meeting criteria outlined in section 186(v) of IRPR"
  2. "May accept employment on or off-campus if meeting eligibility criteria as per R186(f), (v) or (w). Must cease working if no longer meeting these criteria."

**Note: If you are an Exchange, Visiting or ESL student you are not eligible to work off-campus. You do not meet the off-campus work eligibility requirements.**

Create a CIC immigration/citizenship.

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

SIN

<https://www.canada.ca/en/employment-social-development/programs/ei/ei-list/ei-employers-sin.html#vbgfg>