



# **Domestic Student Handbook**

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## Learning at MCG Career College

*MCG's Vision:* Developing Leaders. Supporting Community.

### *MCG's Core Values*

- *Success for Students:*  
Our primary focus is to enable and empower students for a successful career by creating an environment that is supportive and focused on learning.
- *Connected to Community:*  
We are committed to engaging with and supporting the communities in which we serve.
- *Partners with Industry:*  
By listening to industry and creating pathways in response to their training needs, MCG enables students to become leaders and provide a voice in industry.
- *Innovators in Education:*  
We are responsive, creative and provide relevant, quality training solutions to meet that needs of our stakeholders.
- *Integrity & Respect:*  
MCG is sincere, honest and transparent in our interactions and relationships with our stakeholders. We adhere to ethical practices that are fair and honest. We embrace equal access to education, uniqueness and diversity.

*Relevant education, top instruction and flexible programming that fits your life: a rewarding career and long-term success starts at MCG.*

### *About Us*

In 2005, we opened our doors as the Northern Institute of Massage Therapy (NIMT), providing massage therapy programs to students from across Western Canada. From the beginning, NIMT was set apart from other institutions with its cutting-edge of massage therapy training. As one of the only institutions in Alberta offering training in the Lensen™ Technique, we continuously innovated our curriculum to offer a unique experience that set students up for success. Our instructor of industry experts had the knowledge of what a massage therapist needed to know about techniques, self-care and business.



Our philosophy and approach to training was so successful, that students wanted more. In 2019, NIMT evolved into MCG Career College, offering more programs across health and wellness. Today, MCG is more than a technical training institution, it is a gathering place for a community of innovators in health and wellness training. By providing relevant education, top instruction and flexible programming that fits your life, MCG is empowering students with the confidence and skills they need to become leaders and business owners in our community.



## Welcome to MCG Career College!

At MCG Career College, we are more than a technical training institution. MCG is a gathering place for a community of innovators in health and wellness training. By providing relevant education, top instruction and flexible programming that fits your life, we empower students with the confidence and skills they need to become leaders and business owners in our community.

Through cutting-edge training, top instruction and flexible program structures, MCG pushes beyond the scope of a traditional training institution. We get to know our students, we enlighten them to align the mind and body, to bring balance within themselves and others. Our students graduate with the skills and confidence they need to become successful leaders, employees and business owners; ones who make a tangible difference in the health and well-being of others and in their communities.

That is the MCG difference. Students enroll for an incredible training experience and graduate connected to a larger community. They prove that when we face the inner challenges that prevent us from accomplishing our goals in life, when we align mind, body and spirit, we can overcome any reservation and accomplish great things — we can find our roots, find joy, connect with others, conquer any mountain and inspire others to do so.



## Admissions

Admission to MCG Career College requires all applicants to follow our formal admissions procedure.

This includes:

- An interview with MCG personnel – this can be facilitated through technology
- Meeting the admission and selection (if applicable) requirements
- Completed and fully executed application form
- English language requirements

## English Language Requirements

All applicants must demonstrate that they are proficient in the English language to be admitted in a program at MCG Career College.

The English language proficiency requirement can be satisfied if the applicant has earned a high school diploma from secondary school (or above) where the language of instruction is English.

If English was not the language of instruction, the applicant is required to meet the minimum English Language Proficiency standard. English test scores are valid if dated within two years of application.

Acceptable evidence of English Language Proficiency can be satisfied by one of the following:

- CLBA 7 in each strand
- TOEFL Internet-based test score 71 (overall score) PBT: 560
- IELTS Academic 6.0, with no band score below 5.0
- CAEL score of 60

Note: Your language scores used for admission will be kept as part of your student record. Upon request, MCG Career College will provide them to the Ministry for the review of compliance.

## Course Materials



You will be supplied with the textbooks, supplies and uniforms that you require for the program. They are included in the fee you have paid for the program.

You will require a pair of clean indoor shoes throughout the duration of your program.

## Course Costs

Costs outside of the program tuition, books and student kits are:

- Fees associated with attaining Red Cross & First Aid (MCG offers this course at various dates).
- Fees associated with the immunization and/or immunization reports.
- Fees associated with obtaining a Police Information Check (PIC), including Vulnerable Sector Check (VSC).
- Students are required to have access to a computer, printer, scanner and Internet and are responsible for the associated costs of such items.
- Any costs associated with student memberships that are required (e.g., recognized massage association membership required for insurance, Sonography Canada student membership, etc.)
- Any required equipment for home study (e.g., massage table, blood pressure equipment, etc.).

## Program Requirements

### Immunizations

Immunizations are strongly recommended and may be necessary for your Clinical or Practicum experience. Most practicum sites require students to demonstrate up to date immunization status prior to attending practicum. Failure to do so could jeopardize your ability to complete the practicum portion of the program. The receiving practicum site has the right to refuse the students who cannot prove they have met all the required immunizations. **Any fees required for immunizations are the responsibility of the student.**

### Police Information Check

According to the Protection for Persons in Care Act, our clinical sites require that students obtain a Police Information Check, including Vulnerable Sector Check, prior to going on practicum. Any criminal code offence for which a pardon has not been received may be a deterrent to a student's entry into practicum, and therefore will result in an uncompleted program or non-graduating status. You must provide a clear Police Information Check including Vulnerable Sector Check record to the MCG Enrollment Coordinator.

In the event of a status change or a criminal conviction during the length of your program and after providing the security clearance, students are obligated to disclose that information to the





MCG Enrollment Coordinator immediately. **Any fees required for the police information check are the responsibility of the student.**

## **First Aid & CPR**

All our programs require that each student hold a current Standard First Aid & CPR/ AED program, certified by the Red Cross, that needs to be valid till the end of the program. MCG offers this course at various dates that can be viewed on the website.

Only Red Cross Standard First Aid & CPR/AED program will be accepted. **Any fees required for First Aid and CPR are the responsibility of the student.**

## **Academic Policies**

### *MCG Student Performance and Behaviour*

Our intent is to provide a positive, comfortable environment conducive to learning. Argumentative, confrontational or negative behavior is unacceptable. Respectful behavior towards self, instructors and fellow students is compulsory.

MCG is committed to an education and work environment in which all individuals are treated with respect and dignity. MCG expects that all relationships among persons in the campus will be free of bias, prejudice and harassment.

### *Accountability*

You are directly responsible to the MCG instructor, staff and preceptors.

### *Confidentiality*

You must keep confidential any information regarding patients and must complete the Confidentiality Agreement form. You must adhere to and comply with the Alberta's *Personal Information Protection Act* (PIPA), the *Health Information Act* (HIA) and the Protection for Persons in Care Act while at MCG and during your practicum placement.

### *Program Evaluation*

At various stages throughout the program, you will be requested to complete evaluations on all aspects of the college, college personnel and programs. This information will be used to strengthen our college and programming.

### *Exam Security*

All examinations are the property of the program. In the event of questionable conduct during examinations, a failing grade may be assigned for the specific examination. The use of any type



of personal electronic device during an examination or clinical evaluation is prohibited, unless specified by course instructors.

### *Discipline, Probation and Dismissal*

Discipline is a necessary tool utilized by training institutions to enforce the procedures of the institute. Probation may be initiated during any phase of the program if you are not meeting the technical, academic, ethical or behavioural requirements of the program. Problems and/or deficiencies will be identified and a plan of action to resolve these issues will be determined. Failure to comply with MCG, clinical practicum site, or program regulations and procedures could result in reprimand, probation, suspension or termination of your training.

### *Consent*

The program, to ensure mutual consent and understanding between students and MCG regarding sensitive matters, may use formal consent procedures with the approval of the Dean. To ensure informed use of student information, you may be required to provide your consent or show your commitment for the following:

- Use of photographs and/or video by MCG.
- Maintaining confidentiality of information while at MCG or on a practicum/clinical experience.
- Consent for use and disclosure of criminal record check to clinical sites.

### *Student Behavior and Responsibilities*

Students are responsible for:

1. Staying informed of and respecting MCG's policies and procedures and asking questions if in doubt.
2. Respecting the lawful rights, dignity and authority of MCG employees and others.
3. Taking full advantage of, and allowing other students to take full advantage of, the education, training and services that MCG offers.
4. Maintaining academic integrity and freedom of inquiry.
5. Contributing to a working and learning community free from discrimination, harassment, sexual harassment, intimidation and physical or psychological abuse or threat thereof.
6. Respecting the property of MCG, of members of the MCG community, and of the public, and not taking, destroying, defacing, tampering with or damaging such property or unnecessarily endangering or threatening the destruction of such property.
7. Complying with all applicable civil and criminal laws

**If in the view of an employee of the institution, you demonstrate inappropriate or unacceptable behaviour, any or all of the following disciplinary actions may be taken:**

- Grade or mark penalties in courses
- Suspension



- Withholding of grades and certification
- Demand for restitution in the case of property damage,
- Termination/expulsion at the prerogative of the president, or dean in consultation with the president
- Removal from the clinical site and/or termination of the practicum placement may be initiated by the Dean.

### *Electronic equipment and cellphone use*

MCG recognizes that students may possess cell phones, iPads and other electronic transmitting devices. Their usage, however, is strictly prohibited during lectures and in the lab space (unless for educational purposes as directed by your instructor).

### *Clearance of Course Deficiency*

Student who have completed a course, with a failed result within 5% of the passing grade are allowed to clear a deficiency. One clearance of deficiency is allowed per course enrollment. A clearance of deficiency is when a student receives a failed FINAL grade for the course, within 5% of the passing grade. They are required to seek permission from the Dean, to complete a special examination (Written and/or practical) that will cover the areas of deficiency. Upon successful completion of this assessment the student will receive the minimum passing grade, regardless of the grade achieved. Upon successful completion the student will allowed to continue to progress through the program. An administration fee of 150.00 is required to clear a deficiency.

### *Grading & Progression*

Course Outlines are provided to each student at the outset of the program and course and are available on your Learning Management system. Course pre-requisites state the requirements for entry into a course of study. Failure to meet these pre-requisites will preclude a student from entering this course. If the student is unable to meet the pre-requisites they can make an appointment with the Dewan to make an academic plan on how to get back on track, and enroll in the next offering of the course. Students are only allowed two attempts at a course without special approval from the Dean, an may require an assessment prior to entry into the course to ensure their skills are at a level that is required for entry into the course.

### *Prior Learning Assessment & Recognition (PLAR)*

Students can apply for transfer credit from previous post-secondary education (University/College) courses. This assessment service is offered to all students.

- Previous grades for courses used for PLAR must be greater than 70%
- Courses must have been completed within the last 5 years
- Course hours must match or exceed those of MCG courses



- A detailed course outline, including outcomes and objectives must be provided from the course requesting PLAR – MCG will review and there must be at least an 80% match to the MCG course to be considered for PLAR

If PLAR is granted for a course within an MCG program, PL will appear on your transcript.

The cost for a PLAR review is \$150.00.

### *Student Accommodations*

MCG Career College provides effective support services to students with disabilities to maximize their academic strengths. The College Dean or designate will work with students to develop individualized accommodation plans designed to meet the learning needs of each student. It is important to make an appointment with the Dean at your earliest convenience as there is documentation and arrangements required to facilitate a student's individual needs.

Each student will be required to provide a psychological report depicting the learning disability and recommendations from your medical professional.

Accommodations will be based on a student's disability, documentation, and academic needs. Depending on the nature of the student's disability and documentation, supports may include exam accommodations, tutoring, assistance with note taking, academic strategy sessions, alternate format materials, assistive technology, or other services. The college Dean will meet with students who suspect they may have learning disabilities and will advise on appropriate assessment. This information will be kept confidential and only the information regarding the appropriate accommodations will be shared with college administration, staff and faculty.

## **Program Guidelines**

### *Professional Appearance*

Students are always required to dress in a professional manner suitable for a health and wellness career. You will be provided with MCG scrubs which you are required to wear on campus.

- No heavy fragrances/perfumes, oils, aftershave, deodorant
- Long hair is to be tied back during lab sessions
- Fingernails must be natural, clean and manicured.
- Minimal, small jewelry may be worn
- Make-up must be subtle and/or natural in appearance.
- Men's facial hair is to be well groomed.



## Clinic Attire

Professional attire for the program includes properly fitting, freshly laundered and pressed scrubs, and clean indoor shoes.

### Scrubs

- Program designated (Caribbean blue) scrub pants and tops are to be worn.
- Full length, properly fitting, hemmed uniform pants are to be worn.
- Fitted leggings are permitted under scrub pants for warmth.
- Fitted neutral colored shirts are permitted under scrub tops for warmth. Turtlenecks, button up shirts and sweaters/hoodies are not permitted.
- Hats are not permitted in the classroom or labs.

### Footwear

- Indoor, clinical shoes must be easily cleaned, closed toed and closed heel.
- Footwear must be solid leather or other material; mesh is prohibited.
- Street shoes are prohibited.
- Clean socks must be worn.

**NOTE: Students must change in/out of scrubs and clinic footwear at the school. Students are not permitted to wear scrubs and clinic footwear to and from school.**

## Program Attendance

### Attendance

**Excused Absences** include illness, court appearances, citizenship activities or bereavement, which will be assessed on a case-by-case. Emergencies or death in the immediate family require contact with the Dean or designate as soon as possible upon receipt of the information. Immediate family members include siblings, parents and grandparents.

Students are expected to achieve 100% attendance for scheduled classes and to participate in any learning activities on a regular basis.

Failure to keep up with course work or repetitive and cumulative absences will result in a formal review of the student's progress. Students are responsible to:

- Attend all assessments.
- Arrive early and be prepared for all assessments.
- Act as a responsible leader by modelling professional attendance behavior and being accountable for personal actions.
- Communicate and document any current and/or upcoming personal disruptions as early as possible to his/her instructor.
- Contact instructor(s) on the first day of return to the program after an absence to make arrangements for missed time, if allowed.
- Schedule personal appointments outside of program schedules when possible.



- Provide a medical note, where appropriate for excused absences
- Discuss and ensure any changes to a course or schedule are approved by the MCG instructor.
- Schedule a meeting with the Dean or designate to discuss any extended illness or medical leaves, accessibility requirements, or accumulated absences or chronic lateness.

### *Interruption of studies*

If for any reason a student is absent for five or more consecutive days, and/or misses an assessment, the student must make immediate contact with the Dean or designate, prior to resuming studies. This meeting is to ascertain the reason for absence. At MCG there are two acceptable reasons for missing. With permission of the Dean or designate, based on the two reasons for acceptable absence, a plan will be made to support the student to resume studies.

The two acceptable reasons for absence are:

1. Medical reasons – documentation must be provided to support this by a physician. The note must include that the student was unable to attend school and inclusive of dates excused
2. Compassionate reasons – this is deemed a sudden situation that this not controllable by the student, requiring them to be absent. The absentee student must prepare a letter to the dean outlining the situation to enable support of the absence.

At the discretion of the Dean or designate, students will be allowed to resume classes. If there is more than one interruption of studies, the Dean or designate may re-admit the student under probationary terms.

## **Communication with College Administration**

### **Dean**

Carmen Sheridan  
[carmen@mcgcollege.com](mailto:carmen@mcgcollege.com)

### **Enrollment Coordinator**

Faye Foshaug 1.888.261.8999 or 403-988-2801  
[faye.foshaug@mcgcollege.com](mailto:faye.foshaug@mcgcollege.com)



## Problem Solving & Dispute Process

If you encounter personal, financial, academic or health problems during your time in the Program, you should approach any instructor who will then attempt to support and guide you to the most appropriate resource(s).

If you encounter a concern or complaint within the program, it is important for you to try to solve the problem—successively—through the following levels:

**Instructor → Dean → President**

Begin the process at the first level that is closest to the problem. Early intervention with respect to when a concern arises may make it easier to resolve the issue. Should the problem in question remain unresolved, you will be guided to the next appropriate resource level.

Differences in opinion between an instructor and a student are to be discussed in private.

### *Academic Dispute*

Following the same process as above, with the following additions. If the dispute is in relation to an awarded **final** grade, students must appeal the grade within 5 business days of awarded grade to the course instructor. If resolution cannot be found between the student and instructor, the student may appeal to the Dean, who will review the situation and make a determination.

### *Dispute Resolution Policy*

The following policy and procedure is to support an inclusive learning environment where all persons are able to learn in a safe, comfortable and responsive learning environment.

It is the responsibility of the student to bring a complaint or concern immediately to college personnel to avoid escalation of the situation. The college is committed to addressing and responding to all issues in a fair and equitable manner. As above, students are encouraged to address the staff member involved in the concern with the intent of resolution.

Should the matter require escalation, the student should contact the Dean of the college, who will work with the student and staff member for resolution. This contact is required in writing by the student to formally document the situation including date, time, persons involved, steps attempted for resolution and outcome to date.



The Dean will receive the complaint and invite all parties to a meeting to discuss the details, to gain sufficient information to understand the situation. The Dean or designate will review the findings and instigate a plan for action on resolution. The Dean or designate will respond formally to the student outlining the colleges commitment to resolution. Where personal information about another party is involved, this will not be disclosed. A copy of the student complaint and the Dean's or designate's response will remain on the student's file.

If the student does not feel that there was satisfactory resolution, they can follow the same documentation process as mentioned above and escalate to the MCG president. The MCG president will follow the same resolution process as outlined above.

The student must understand that this policy requires:

- Filling a complaint within 90 days of occurrence
- Anonymous complaints will not be accepted
- Complaints must be signed
- Each stage of this process is independent of each other

If a student's complaint is not resolved through MCG Career College's process, Students have 6 months from my last date of attendance in the Program to contact the Private Career Colleges Branch, Alberta Advanced Education by visiting:

[www.privatecareercolleges.ab.ca/studentcomplaints](http://www.privatecareercolleges.ab.ca/studentcomplaints).





## Copyright

MCG complies with copyright laws as applied to educational institutions. The use of and/or photocopying of copyrighted material in violation of the copyright laws by instructors, students, alumni, and staff is prohibited. This standard applies to printed, software, audio, video materials, and web-based information.

Canadian copyright legislation states that only the creator or rights-holder has the right to reproduce his or her own work. Copyrighted works include but are not limited to: Documents, graphics, sounds, video, software on company computer systems, or information from the Internet.

## Academic Honesty

### *Plagiarism*

Students are to be aware of the seriousness of plagiarism. Plagiarism, whether done intentionally or accidentally is defined as presenting some else's work, in whole, or in part as your own. If plagiarism is detected the Instructor will make the Dean aware and the Dean will review the evidence, speak to all parties, and provide a conclusion.

### **Assignment Submission**

#### **Referencing Style**

There are many different styles for citing references. In the MCG Medical Office Assistant & Unit Clerk Program, you will be asked to use the **American Psychological Association (APA) Style**.

#### **Electronic Assignment Submission**

You may be asked to submit assignments in an electronic format. All assignment submissions must be in a Word or a PDF file format only; submissions in other formats will not be accepted. Late submission deductions will be applied until the correct format of submission is received.

#### **Late Assignment Submission**

Late assignments will be deducted 10% for each day late, including weekends.



## *Cheating*

**Cheating** includes, but is not limited:

- Any use of aids such as calculators, electronic organizers, notes, books, electronic recording devices, dictionaries, translators, or any other means of assistance during examination which has not been specifically authorized by the instructor.
- Collaboration between two or more students working jointly on any assignment when the instructor has not permitted. This includes collaboration on projects outside of college, which are to be submitted for marking as a solo project.
- Intentionally helping or attempting to help another student to commit any act of academic dishonesty.

## *Academic Dishonesty*

**Academic Dishonesty** includes, but is not limited to:

- Copying another person's answer to a quiz/test examination question or assignment
- Changing a score or a record of a quiz/test/examination result
- Offering for sale projects or assignments, in whole or in part
- Submitting a purchased or downloaded assignment as your own
- Allowing your assignment or project to be copied or submitted by someone else

Students are expected to work within the following parameters:

- During the program students are expected to act in a professional, ethical and honest manner.
- Students must demonstrate an independent effort
- No talking is permitted during assessments
- You may not pass or receive notes from other students
- You may not look at another student's quiz/test or exam during an assessment
- You may not write on hands or other body parts prior to or during the testing session
- No electronic equipment (cell phones, translators, etc.) may be present during the testing session

Students found to be in violation of the above will receive a grade of zero for the quiz/test/assignment and/or will receive a grade of zero for the course, at the discretion of the Instructor. Additionally, the student may be required to appear before the Dean.



## Practicum

Practicum is a course delivered in the final four weeks of the Medical Office Assistant & Unit Clerk program and the final 34 weeks of the Diagnostic Medical Sonography Program and throughout the Basic Massage Therapy and Advanced Massage Therapy Programs. The following considerations are assessed before a practicum spot is deemed appropriate for students:

- Best student experience
- Availability of sites
- Willingness to take a student
- Access and availability of instructor support

Based on the above-mentioned considerations, the program performs its due diligence in placing a student in a site that reflects a good fit.

## Grading

MCG uses a letter and/or percentage grade to indicate academic performance.

Students are given a letter and/or percentage grade for each course. Grading may be based on classroom performance, assignments, projects, and assessments.

Individual courses may have different passing requirements. Course outlines are provided at the outset of the course and reviewed. It is the student's responsibility to note what is required of them in each course.

Status	Grade
P	60-100%
F	< 60%
P	Pass
F	Fail
W	Withdrawal
I	Incomplete
IP	In Progress
E	Exempt
CR	Prior Learning Credit



### *Passing Mark*

The passing mark is 60%, unless specified as higher in a particular course outline (this may be the case where a critical competency may be required).

### *Failed Grade*

In case of a failed final grade the student may apply for a supplementary examination to be scheduled by the Enrollment Coordinator. Each supplementary exam requires a \$25.00 administration fee, up to a maximum of \$100.00 fee per semester.

### *Supplementary Exam*

Upon successful application to the College Dean or designate for a supplemental examination, the Enrollment Coordinator will provide the date and time for the exam. Upon successful completion of a supplemental, a grade of 60% (or the passing grade where there is a critical competency) will be the highest awarded.

### *Failed Course*

In the event the supplemental exam is failed, a student will receive a failed result for the course, and will be required to repeat it with a passing grade prior to progressing in the program,

### *Academic Probation*

Students are required to maintain a minimum of a 60% throughout the program. A student who does not meet this requirement will be placed on academic probation. Students will be provided support and guidance on a personal success plan to guide them to better academic standing. Upon improving their average above 60%, students will be reinstated to good academic standing.



## Financial

### *Tuition / Fee Payment*

MCG expects all students to pay balances as per the arrangements made with the college at the outset of the application procedure. All students are financially responsible for all charges incurred after the enrollment contract has been signed.

Tuition fees are due on the first day of classes per academic year.

## Application Procedure

Tuition and Fee payment expectations are outlined in the student contract. MCG Career College will charge a registration fee of \$250.00 or \$500.00, upon signing the contract, which will be credited to unpaid tuition fees. If the student does not attend the Program, this is non-refundable, unless contract is terminated within four business days of signing it or MCG Career College terminates the contract before the Program commences.

## Withdrawals/Terminations & Refunds

Excerpt from the student application form:

If the institution must terminate my enrollment in this Program I will be provided with written notice (Section 13(1) of the Private Vocational Training Regulation).

If the student wishes to withdraw from the program, they must provide written notice to MCG and terminate this contract (Section 13(10) of the Private Vocational Training Regulation). Such notice must be provided in a manner that I can verify the date the notice was delivered to the Institution.

The contract is terminated on the date that the written notice is delivered (Section 13(3) of the Private Vocational Training Regulation).

Upon withdrawal from the program the student must notify my funding source of my withdrawal or the termination of the contract if I am receiving student financial assistance.

If the contract is terminated after the Program begins, MCG Career College is entitled to the payment of tuition fees as outlined in Section 17 of the Private Vocational Training Regulation, which is as follows:



- 25% of the total tuition fees as identified in Part C: Program Cost of this contract if 10% or less of the Program is provided
- 60% of the total tuition fees as identified in Part C: Program Cost of this contract if more than 10% but less than 50% of the Program is provided
- 100% if more than 50% of the Program is provided.

Any refund that MCG is required to pay will be paid to the source of payment for my tuition fees (i.e. the student, Government, agency, or person other than the student) and/or to any outstanding student loan where applicable (Section 21 of the Private Vocational Training Regulation).

MCG Career College may withhold a student's credential if fees are not paid in full at the time of graduation.

## MCG Safety and Security

### *General Safety Expectations*

Generally, you are expected to do the following:

- Employees, students and guests of MCG must work and conduct themselves in a safe and professional manner at all times.
- Fighting, horseplay, and practical jokes are prohibited.
- All incidents are to be reported to instructor as soon as practicable.
- First aid is to be received for any injury and the injury must be reported.
- All medical aid treatment is to be reported to the immediate supervisor as soon as practicable.
- Tampering or altering of safety devices is strictly prohibited.
- Students when deemed necessary must wear all protective clothing and personal protective equipment. Equipment and clothing must be maintained to ensure that they are in fit for use condition.

### *Emergency Evacuation*

Emergency evacuation procedures will be reviewed at the outset of the program.

Emergency evacuation procedures and a map are posted on the doors of MCG. Your instructor will guide you out of the building to the muster point.



## Privacy and Security of Personal Information

At MCG Career College we are committed to maintaining the confidentiality, privacy and integrity of the personal information that our students and staff have entrusted us with. We only collect, use, disclose, maintain personal information in accordance with the [Freedom of Information and Protection of Privacy Act \(FOIP\)](#).

We ensure that all staff, student and business records are securely maintained in accordance with the *Freedom of Information and Protection of Privacy Act*. All staff will be orientated in the maintenance of student records to ensure their safe storage.

We support the right of individuals or their authorized representatives to access and request corrections to their personal information, subject to any specific restrictions in applicable legislation, is upheld.

Disclosure of Personal Information to Parties Outside MCG Career College may only occur for approved purposes as authorized by the *Freedom of Information and Protection of Privacy Act*.

By completing the application form for MCG Career College, MCG will provide only the required personal information to Alberta Advanced Education pursuant to section section 33(c) of the Freedom of Information and Protection of Privacy Act, R.S.A. 2000, c. F-25 for the purposes of monitoring this program and the operations of private career colleges; tracking student mobility in, and strategic planning of, Alberta's post-secondary education system; and conducting research surveys with graduates of licensed programs in accordance with the Private Vocational Training Act, R.S.A. 2000, c. P-24.

The MCG external web site may collect personal information when you voluntarily complete any online application, request form or survey. Personal information collected will only be used for the stated purposes. Information is collected pursuant to section 33 of the Freedom of Information and Protection of Privacy Act.

Any information collected such as the visitor's Internet Protocol address, web browser and pages accessed is used internally by MCG in an aggregate form, to help us manage and improve the content and to diagnose technical problems of our website to better serve you.”

If you have questions about privacy at MCG Career College please contact our Privacy Officer at [info@mccollege.com](mailto:info@mccollege.com) or +1 (888) 261 8999.

## Counselling Supports

### Immediate Assistance Support:

#### *Distress Centre*

Distress Centre Calgary (DCC) has provided 24-hour crisis support in Calgary and southern Alberta since 1970. We do this through our 24-hour crisis line, email, daily chat, and daily text for our youth. We also have professional counselling for clients with issues that cannot be resolved over the phone. If you need help finding a social, community or government service, 211 is available by phone and online chat. Our Coordinated Access and Assessment (CAA) program serves Calgarians experiencing homelessness out of the Safe Communities Opportunity and Resource Centre (SORCe). All of our services are free.

<https://www.distresscentre.com/need-help/counselling/>

### Non-Urgent Support:

#### *Canadian Mental Health Association*

403-297-1402

Suite #105, 1040 – 7 Ave SW

Monday to Friday (Excluding Holidays) 9 a.m. – 4 p.m. and Tuesday and Wednesday from 4:00 p.m. – 7:00 p.m.

Welcome Centre will be open Monday to Friday from 9:30 am – 4:30 pm

Peer Support service provides the opportunity for anyone – individual, family member or professional – looking for a connection with others, who is new to the mental health and/or addiction community, looking for information about a mental health diagnosis, or the chance to speak with someone with lived experience. Email at [peer@cmha.calgary.ab.ca](mailto:peer@cmha.calgary.ab.ca).

<https://cmha.calgary.ab.ca/find-help/>





### *Access Mental Health*

403-943-1500

Monday to Friday 8 a.m. – 5 p.m.

Clinicians help people navigate the addiction and mental health system. They are familiar with both Alberta Health Services and community-based programs and will explore options and direct/refer clients to the most appropriate resource to meet their needs. Access Mental Health is a non-urgent service. Anyone is invited to call for information and options for addiction and mental health services.

### *211 Alberta*

211

A free, confidential, multilingual and available 24 hours a day, 365 days a year. Dialing 211 offers access to a network of community, social and government-based services. Calls are answered by professional information and referral specialists who are trained to assess caller needs and refer calls to the most appropriate resources.

### *811 Health Link Alberta*

811

If you have a health concern, call Health Link by dialing 811 for quick and easy advice from a registered nurse 24/7 with help in more than 200 languages. They will ask questions, assess symptoms and determine the best care for you.

### *Drop in Counselling Services*

#### *Woods Homes Eastside Family Centre*

403-299-9696

Northgate Mall 255 – 495 36 Street NE

Open Monday-Thursday 11 a.m. to 7 p.m., Friday 11 a.m. to 6 p.m., Saturday 11 a.m. to 4 p.m. Closed Sunday and all statutory holidays

Provides no-fee, walk-in counselling for youth and families for assistance with mental health concerns, life stressors, family stress, relationship issues and referrals to other community resources.

#### *South Calgary Health Centre*

403-943-9300

31 Sunpark Plaza SE, Open 8 a.m. to 10 p.m.



No fee, single session, walk-in counselling. This is an urgent care facility for non-life-threatening health issues and mental health care.

## Statutory Holidays

MCG observes statutory holidays and the college is closed. If a statutory holiday falls on a weekend, the holiday is observed the following working day.

New Year's Day

Family Day

Good Friday

Victoria Day

Canada Day

Civic Holiday

Labour Day

Thanksgiving Day

Remembrance Day

Christmas Day

Boxing Day