



Student Handbook

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Table of Contents

Welcome.....	5
MCG Vision.....	6
Admissions.....	7
English Language Requirements.....	7
Additional Program Costs.....	8
Academic Policies.....	9
MCG Student Performance and Behaviour-----	9
Accountability.....	9
Confidentiality.....	9
Program Evaluation.....	9
Exam Security.....	10
Consent.....	10
Student Behaviour and Responsibilities.....	10
Electronic Equipment and Cell Phone Use.....	11
Remediation – Didactic and Clinical.....	11
Clearance of Course Deficiency.....	12
Grading and Progression.....	12



Prior Learning Assessment & Recognition (PLAR).....12

Student Accommodations.....13

Program Guidelines.....13

 Professional Appearance.....13

 Clinic Attire.....14

Program Attendance.....15

 Attendance.....15

 Interruption of Studies.....16

Problem Solving & Dispute Process.....18

 Academic Dispute/Appeal..... 18

 Dispute Resolution.....20

Copyright.....22

Academic Honesty.....22

 Plagiarism.....22

 Referencing Style.....22

 Assignment Submission.....22

 Late Assignment Submission.....23

Cheating.....23

Academic Dishonesty.....23



Practicum.....25

Grading.....26

 Passing Mark.....27

 Failed Final Grade.....27

 Supplementary Exam.....27

 Failed Course.....27

 Repeating Students.....27

 Academic Probation.....28

Financial.....29

 Tuition and Fee Payment.....29

Withdrawals, Terminations and Refunds.....29

MCG Safety and Security.....30

 Emergency Evacuation.....31

Privacy and Security of Personal Information.....32

Counselling Supports.....33

Statutory Holidays.....37



Welcome!

Welcome to MCG Career College! We are absolutely thrilled to have you join our vibrant community of learners. From the very moment you reach out to us until the day you proudly graduate and beyond, we are dedicated to supporting you every step of the way.

At MCG, we are more than just a post-secondary institution. We are a student-centered community, committed to your success. Your dreams and aspirations are at the heart of everything we do, and we are genuinely invested in helping you achieve them. When you succeed, we succeed, and that is why we are here, ready to empower you with knowledge, skills, and unwavering encouragement.

With MCG, you are embarking on a transformative journey where opportunities abound. Our dedicated faculty and staff are passionate about inspiring and guiding you towards your goals. You'll find a warm and inclusive environment that fosters growth, creativity, and collaboration.

Making Communities Great (MCG) is not just an acronym; it's a philosophy we live by. We believe in the power of education to uplift individuals, families, and entire communities. As you join MCG, you become an integral part of this vision, and we are excited to witness the positive impact you will create.

Your journey at MCG Career College is about to begin, and we couldn't be happier to embark on this incredible adventure together. Get ready to unlock your potential, embrace endless possibilities, and make lifelong connections.

Once again, welcome to MCG, where students shine and communities flourish!



MCG's Vision:

Developing Leaders. Supporting Community.



Admissions

Anyone wishing to enroll in a program at MCG College is required to meet with an admissions advisor who will aid students through the application and enrollment process. In addition, they will be able to provide valuable information regarding your program of interest.

The primary steps in the application/enrollment process are:

- Meet with an Admissions Advisor.
- Meet the admission and selection criteria (if applicable) of the program as noted on the program outline.
- Complete and fully execute an application form and/or enrollment contract.
- Meet English Language Proficiency requirements.
- Meet with a Student Finance Coordinator to arrange student loan funding or other payment options.

Please note: Admission to any program must receive final approval from the Dean.

English Language Requirements

In addition to the general admission requirements and each program's specific admission requirements, all applicants are required to demonstrate proficiency in the English language.

Students must meet the English language requirement through one of the following:

1. Successful completion of Grade 12 Alberta English Language Arts, or non-Alberta equivalent. (High school diplomas that are not from Canada will be verified by IQAS or the World Education Services Gateway Program.)
2. Transcripts demonstrating the successful completion of, at minimum, one year (two semesters) of full-time post-secondary education at a school here English was the primary language of instruction in a recognized nation where English is the primary language of instruction.



3. 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, with no band score below 6.0
- CAEL score of 60
- Pearson Test of English with a minimum score of 53

Note: Admission test scores (if applicable), language scores used for admission and any other admission documentation required by a program will be kept as part of your student record. Upon request, MCG Career College will provide them to the Ministry for review of compliance.

Additional Program Costs

- 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 designated scrub tops and pants (where applicable) and clean indoor shoes.
- Specific programs will have additional requirements with respect to immunizations, Police Information Check including Vulnerable Sector Check and Standard First Aid.
- Practicum – Students are responsible for any costs associated with completing a practicum.



Academic Policies

You will find all the relevant MCG policies on your LMS portal for review. We have included some of the more commonly asked questions in this handbook. Please take the time to review all the academic policies. In the event there are any discrepancies, the policy on the LMS system will supersede the handbook.

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 on the campus will be free of bias, prejudice, and harassment.

Accountability

You are directly accountable to the MCG instructors, staff, and preceptors.

Confidentiality

If applicable to your program, 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. Failure to comply with privacy requirements could result in your removal from your academic program.

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. The results of these surveys are anonymous for reporting purposes and are kept appropriately according to current privacy legislation.



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.

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 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 Department Head in consultation with 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).

Remediation – Didactic & Clinical

At times students may find themselves struggling with concepts or materials within their academic programs. MCG instructors and staff want to support a student's academic journey. Support for didactic portions of the program can be arranged by making a private tutoring appointment with one of your instructors during a mutually agreeable time. For programs that have lab components, clinical tutoring will be provided during open lab times, that are available at a minimum of one time per week.

Department heads and instructors monitor students' progression closely. If in the event there is concern with a student's progress, the instructor will invite the student in for a meeting to discuss. During this meeting a Student Summit Plan will be completed, outlining the concerns and corrective actions to get the student back on track.



Clearance of Course Deficiency

Students 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 Department Head 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 be 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 Department Head 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 Department Head and 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.

Accommodation will be based on a student's disability, documentation, and academic needs. Depending on the nature of the student's disability and documentation, support 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 accommodation 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 their chosen profession. In addition, we kindly ask that students observe the following guidelines:

- No heavy fragrances/perfumes, oils, aftershave, deodorant, etc.
- 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

Some programs require students to wear scrubs in clinical lab settings. In this case, the following guidelines apply:

Scrubs

- Program designated 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.
- Hats are not permitted in clinical labs.

Footwear

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



Program Attendance

Attendance

General Attendance Expectations:

- Students are responsible for understanding and adhering to the attendance requirements for their program and schedule courses, based on the delivery method(s).
- Faculty and staff are available to assist students with any questions or concerns about attendance policies and expectations.
- Students must maintain a cumulative attendance of at least 20 hours per week across all enrolled courses, regardless of the method of delivery.
- In the event of illness, family emergency, or other extenuating circumstances, students may be excused from attending class sessions or completing course materials, provided they notify the instructor in advance and submit appropriate supporting documentation.
- Students who fall behind in meeting the minimum attendance requirement will be contacted by the instructor and be provided opportunity to catch up. Failure to catch up or maintain adequate attendance may result in academic penalties up to and including withdrawal from their program.

Specific Attendance Requirements for Each Modality:

In-Person Learning

Full attendance and participation in all class sessions are required, as well as completion of other course materials.

Synchronous Learning

Full participation in virtual live lectures and discussions is required, as well as completion of other course materials.

Asynchronous Learning

Weekly involvement in course materials is mandatory, which encompasses activities such as participating in discussion posts, completing evaluations, viewing video lectures, among other learning tasks.



Students must ensure that they understand and comply with these requirements to maintain the minimum cumulative attendance of 20 hours per week and achieve academic success.

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.

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 the absence. 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.

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 → Department Head → Dean → CEO

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 / Appeal

In the first instance the student should book a meeting with the instructor to discuss any concerns regarding their grades. If resolution cannot be found between the student and instructor, the student may appeal to the Dean or designate, who will review the situation and decide, as outlined below.

If the dispute is in relation to an awarded **final** grade, students must appeal the grade within 5 days of the publication for the final grade.

MCG Career College recognizes the right of students to appeal academic decisions that impact their ability to progress or graduate, and that the appeal process will



follow the principles of “natural justice.” All registered students are entitled to an academic decision appeal process that is fair and treats all parties involved with respect. The purpose of this procedure is to provide a fair and equitable process to appeal an academic decision that a student considers to be contrary to MCG Colleges policies or practices.

Students are allowed to have one other individual present during any appeal process. The role of this person is to provide emotional support to the student and observe the proceedings. The support person does not play an active role in the proceedings and does not speak on behalf of the student.

All parties must follow the MCG process, including meeting expected timelines and provision of relevant documentation.

Appeals are not accepted for component grades, only for final grades. Once an appeal is filed, all formative components within the course will be reviewed.

Within 10 days of the published final grade, the student is responsible to submit a complete appeal package consisting of:

- Grade appeal form.
- Student statement outlining the reason for the appeal.
- Any supplementary documentation that the student has to support their appeal – copies of formative components, etc.
- Proof of payment

The appeal will NOT be recorded as received until ALL components of the package are received.

Please see the Appeal Policy for more details.



Dispute Resolution

The following are to support an inclusive learning environment where all persons can 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 or designate, 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 or designate 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 designates 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.

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 conclusion.

Assignment Submission Referencing

At MCG, 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 and 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 to:

- 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.
- 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

The following considerations are assessed before a practicum spot is deemed appropriate for students:

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

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

Students must successfully complete their practicum (if applicable) to graduate. While MCG will make every effort to accommodate students with respect to location, hours, etc., students must be prepared to complete a full-time practicum at a location assigned by MCG College and during the hours as agreed by the host location. Any costs associated with practicum including but not limited to travel, accommodation, food, etc. are the sole responsibility of the student.



Grading

MCG uses a letter grades, percentage grades and GPA 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.

Letter Grade	Percentage Range	GPA
A+	94.00 – 100.00%	4.00
A	90.00 - 93.99%	3.75
A-	86.00 – 89.99%	3.50
B+	82.00 – 85.99%	3.25
B	78.00 – 81.99%	3.00
B-	74.00 – 77.99%	2.75
C+	70.00 – 73.99%	2.50
C	66.00 – 69.99%	2.25
C-	62.00 – 65.99%	2.00
D+	58.00 – 61.99%	1.75
D	54.00 – 57.99%	1.50
D-	50.00 – 53.99%	1.25
F	00.00 – 49.99%	1.00

There are other letters that may appear on transcripts. They are:

P	Pass (50.00% to 100.00%)
F	Fail (00.00% to 49.99%)
PL	Prior Learning Credit
I	Incomplete
W	Withdrawal



Passing Mark

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

Failed Grade

In case of a failed final grade the student may apply for a supplementary examination to be scheduled by Student Services. 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, Student Services will provide the date and time for the exam. Upon successful completion of a supplemental exam, 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.

Repeating Students

Students who have not completed the academic requirements and have been academically withdrawn from the program will have the opportunity to return to the program later for re-entry. A notice of re-entry to the program is required prior to the commencement of the next cohort of students. This allows for planning of appropriate space and resources to facilitate this student. Notice of reentry should be sent to the Dean or designate by email. The student will be invited to a meeting to



discuss what remediation plan is required to ensure the student displays a level of competence at the level needed to reenter at a stage with success.

Academic Probation

Students are required to maintain a minimum of 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.

Please note: Minimum passing marks are program and/or course dependent and may be higher than 60% in certain programs/courses.



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.

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 always work and conduct themselves in a safe and professional manner.
- Fighting, horseplay, and practical jokes are prohibited.
- All incidents are to be reported to the 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.
- Further safety information, specific to your program will be included during your program.

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 Alberta Personal Information Protection 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 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 the Alberta Personal Information Protection 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@mcgcollege.com or +1 (888) 261 8999.

Counselling Supports

Student Services:

The Student Services Centre at MCG Career College is a centralized hub that provides comprehensive support and assistance to students throughout their academic journey. It offers a wide range of services designed to address the various needs of students, including academic advising, course registration, financial aid guidance, career counseling, mental health support, and accessibility services. The centre serves as a one-stop-shop where students can access resources and information related to their educational, personal, and professional development, fostering a positive and inclusive learning environment that empowers students to thrive and succeed in their studies and beyond.

E-mail: student.services@mcgcollege.com

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. <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

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

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.

Sheldon M. Chumir Health Centre

1213 4 Street SW

Calgary, Alberta

T2R 0X7

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
Reconciliation Day
Thanksgiving Day
Remembrance Day
Christmas Day

