



*Upgrade your life!*

P. 403-527-4382  
F. 403-526-4388

admissions@cypresscollege.ca  
www.cypresscollege.ca



**CYPRESS  
COLLEGE**

**INTERNATIONAL  
STUDENT HANDBOOK**

# TABLE OF CONTENTS

International Students	6
Cypress College Programs	7
Marketing and Communication	8
Administrative Technologies	10
Computer Technology Professional	12
Business Management	14
Culinary Arts	16
Hotel & Restaurant Management	18
Orientation Services and Student Supports	22
Housing	23
Educational Supports	24
Health Care	25
Social Supports	26
Program Manager	27
At Student Orientation in Canada	27
Community Resources	28
Admission Requirements	30
Registration Procedures	31
Tuition Fee Payment and Refund Policy	31
Withdrawals/Terminations and Tuition Refunds	32

# TABLE OF CONTENTS

Refund/Cancellation Policy Refunds	33
Cooling off Period	33
School Fees are defined as follows:	33
Refunds- before training begins	34
Refund of tuition - after training begins	35
Program Start/End Date Policy Refunds	35
Class Credit Policy	36
Attendance Policy	36
Course Audits	37
Dress Code Policy	37
Grievance Policy	37
Plagiarism	38
Suspension or Release Policy	38
Coffee/Lunch Breaks	39
Smoking	39
Parking	39
What you can expect	39
Successful Course Completion	40
Cypress College Discipline Policies	41

# TABLE OF CONTENTS

Test Taking Policies	46
Challenging an Exam Item (Grievance Policy)	46
Steps for Challenging Exam Items	47
Accommodation of Disabilities	48
Retake Policy	48
Finals	49
Non-Disclosure Agreement (NDA) and General Terms of Use for Certification Examinations	49
Privacy Policy	49
Transcript Policy	50
Student Information	50
Educational Tax Credit	50
Eligible Tuition Fees	50
Accommodation	52
Writing Guidelines	54
Understanding and Avoiding Plagiarism	54
Responsibilities Statement	56
Acknowledgement of Receipt	57
Responsibilities Statement	58
Acknowledgement of Receipt	59



01

---

# INTERNATIONAL STUDENTS

# INTERNATIONAL STUDENTS

## WELCOME TO CYPRESS COLLEGE

This Student Handbook provides important information for international students regarding special services and information that are available to you. This handbook also has all of the important student orientation policies, rules and guidelines for being a Cypress College student.



- Contact for help or concerns at Cypress College
- Orientation Services
- Settlement Support
- Educational Supports
- Social Supports
- Community Supports
- Administrative Policies and Procedures
- Course Learning Activities and Assignments
- Course Completion Requirements
- Writing Guidelines
- Technical Tips and Tricks

If you are unable to find the information you need, please contact us for assistance;

**403-527-4382** or **[studentservices@cypresscollege.ca](mailto:studentservices@cypresscollege.ca)**

Please note!

General information about our programs and courses:

**[www.cypresscollege.ca/programs.php](http://www.cypresscollege.ca/programs.php)**





# 02

---

## **CYPRESS COLLEGE PROGRAMS**

# CYPRESS COLLEGE PROGRAMS

## MARKETING AND COMMUNICATION

### 1 Year Diploma Program

This program is a Designated Learning Program and eligible to receive foreign nationals on a study permit.



**The ability to effectively create and sustain demand for a product or service is essential for any successful employee or entrepreneur.**

Cypress College's Marketing & Communications Diploma focuses on business management and its connection to client relationships and sales. Students of this program develop the confidence and skills needed to create positive, sustainable business relationships. Graduates also gain a familiarity with modern marketing concepts, learning how to effectively utilize social media in an online marketplace to attract new business.





## IN MARKETING AND COMMUNICATION, YOU WILL LEARN:

### COMPUTER SKILLS

- PC: Basics
- Word: Basics
- Word: Advanced
- Excel: Basics
- Excel: Advanced
- Outlook
- PowerPoint
- Publisher

### EMPLOYMENT SKILLS

- Keyboarding
- Public Speaking
- Ziglar Sales
- Top Performer
- Negotiation
- Digital Marketing Fundamentals
- Marketing 101
- Social Media Marketing Strategies

## PROGRAM DATES

Programs start continuously throughout the year (generally the third Monday of the month).

## PROGRAM TOTAL COST

\$ 18,250.00 CAD (See fee schedule for cost break down)

## PROGRAM LENGTH

1 year Diploma. 28 weeks of in class delivery.

Calendar length of study will vary depending on start date, holidays and school closures.

Cypress College is closed for 2 weeks in December for Christmas break, 2 weeks in July for summer break and all Canadian holidays including Civic Day in August. For specific start and end dates, please contact [studentservices@cypresscollege.ca](mailto:studentservices@cypresscollege.ca)

# ADMINISTRATIVE TECHNOLOGIES

## 1 Year Diploma Program

This program is a Designated Learning Program and eligible to receive foreign nationals on a study permit.



**Effective administrative technology skills are the lifeblood of an efficiently run office environment.**

This program starts with basic computer skills and prepares students for multiple office situations and environments. The wide range of skills students develop in this program prepares them to be a valuable asset to any employer.

Our classes are hands-on, instructor led and include extensive practical job instruction. In addition to increased computer productivity, graduates are exposed to project management and basic financial concepts. Utilizing structured labs, students realize the potential of working efficiently to maximize office productivity in order to get jobs done faster than other candidates in a competitive labour market.

**POTENTIAL EMPLOYMENT FOR ADMINISTRATIVE TECHNOLOGY GRADUATES:**

- Administrative assistant
- Legal administrative assistant
- Medical/Dental administrative assistant
- Accountant administrative assistant
- Accounts payable clerk
- Accounts receivable clerk
- General office work

## IN ADMINISTRATIVE TECHNOLOGIES, YOU WILL LEARN

### COMPUTER SKILLS

- PC: Basics
- Word: Basics
- Word: Advanced
- Excel: Basics
- Excel: Advanced
- Outlook
- PowerPoint
- Publisher
- Project
- Sage Accounting: Basics

### EMPLOYMENT SKILLS

- Personality Dimensions
- Conflict Resolution
- Team Builder
- Anger Management
- Self Esteem
- Time Management
- Resume Writing
- Interview Skills
- Customer Services
- Minute Taking
- Business Writing
- Self Leadership
- Diversity Training

## PROGRAM DATES

Programs start continuously throughout the year (generally the third Monday of the month).

## PROGRAM TOTAL COST

\$ 18,250.00 CAD

## PROGRAM LENGTH

1 year Diploma. 28 weeks of in class delivery.

Calendar length of study will vary depending on start date, holidays and school closures.

Cypress College is closed for 2 weeks in December for Christmas break, 2 weeks in July for summer break and all Canadian holidays including Civic Day in August. For specific start and end dates please contact [studentservices@cypresscollege.ca](mailto:studentservices@cypresscollege.ca)

# COMPUTER TECHNOLOGY PROFESSIONAL

## 1 Year Diploma Program

This program is a Designated Learning Program and eligible to receive foreign nationals on a study permit



New technology creates opportunities for new jobs to help customers with their tech problems. Cypress College's Computer Technology course was specifically designed to meet the technology needs of local employers.

This course provides real-world skills for entry level computer service technicians and networking professionals. Extensive hands-on experience in the classroom combined with individual and group exercises ensures that students leave with the confidence and knowledge necessary to achieve their employment goals.

Our graduates must complete in-depth hands-on examination study in preparation for industry testing, learning the theory required for high demand industry certification from CompTIA, A+ and Network+. We provide all technical materials and lab experience as well as practice exams prior to performing industry exams.

Our students are taught the interview skills to gain employment, the practical knowledge to retain employment and the social comprehension needed to excel in their career.

## IN COMPUTER TECHNOLOGY, YOU WILL LEARN

### TECHNICAL TRAINING

- CompTIA A+
- CompTIA N+

### EMPLOYMENT SKILLS

- Anger Management
- Conflict Resolution
- Customer Service
- Interview Skills
- Personality Dimensions
- Resume Writing
- Self Esteem
- Self Leadership
- Team Builder
- Time Management

## POTENTIAL JOBS FOR AN COMPUTER TECHNOLOGY PROFESSIONAL GRADUATE

- Computer set up and repair
- Entry level network analyst
- Support desk
- Software testing

## PROGRAM DATES

Programs start continuously throughout the year (generally the third Monday of the month).

## PROGRAM TOTAL COST

\$ 18,250.00 CAD

## PROGRAM LENGTH

1 year Diploma. 28 weeks of in class delivery.

Calendar length of study will vary depending on start date, holidays and school closures.

Cypress College is closed for 2 weeks in December for Christmas break, 2 weeks in July for summer break and all Canadian holidays including Civic Day in August. For specific start and end dates please contact [studentservices@cypresscollege.ca](mailto:studentservices@cypresscollege.ca)



**New Program Coming Soon!**



# CULINARY ARTS

## 1 Year Program

This program is a Designated Learning Program and eligible to receive foreign nationals on a study permit



Learn how to prepare, cook, season and present a wide variety of food in a commercial setting. Our students learn how to complete dishes and meals, determine food costing and tackle the real world challenges of communication and time management in this exciting field of work and study.

### IN OUR CULINARY ARTS PROGRAM, YOU WILL LEARN:

- Cook Period 1 Provincial ILMs
- Breakfast Unit
- Kitchen Mathematics
- Saucier Level 1
- Bakeshop Level 1
- Cold Kitchen Level 1
- Meat/Fish/Poultry - Butcher Shop
- Introduction to Food and Beverage Services
- Employment Skills
- PC Basics, MS word, MS excel
- Business Productivity
- Communication Training
- Food & Beverage Service
- WHMIS / General Safety
- ProServe
- Food Safe



## **PROGRAM DATES**

Programs start continuously throughout the year (generally the third Monday of the month).

## **PROGRAM TOTAL COST**

\$18,750.00 CAD

## **PROGRAM LENGTH**

1 year Program. 28 weeks of in class delivery.

Calendar length of study will vary depending on start date, holidays and school closures.

Cypress College is closed for 2 weeks in December for Christmas break, 2 weeks in July for summer break and all Canadian holidays including Civic Day in August. For specific start and end dates please contact [studentservices@cypresscollege.ca](mailto:studentservices@cypresscollege.ca)



# HOTEL & RESTAURANT MANAGEMENT

## 2 Year Program

This program is a Designated Learning Program and eligible to receive foreign nationals on a study permit



Learn how to work and manage in the operating details of a restaurant or property. Our students learn communication, business management, culinary arts, human resources and personal development on their way to an exciting career in hospitality.

## IN OUR HOTEL & RESTAURANT MANAGEMENT PROGRAM, YOU WILL LEARN:

### First Year

- Cook Period 1
- WHMIS/General Safety
- Breakfast Unit
- Kitchen Mathematics
- Saucier Level 1
- Bakeshop Level 1
- Cold Kitchen Level 1
- Meat/Fish/Poultry - Butcher Shop
- ProServe
- Introduction to Food and Beverage Services
- Employment Skills

### Second Year

- Period 1 Review and Exam
- Cook Period 2
- Management Controls and Nutritional Components
- Cooking Proteins - Level 2
- Saucier - Level 2
- Entremetier - Level 2
- Cold Kitchen - Level 2
- Bakeshop - Level 2
- Food Beverage Operations
- Food Safety Using HACCP
- Beverage Operations





## **POTENTIAL JOB FOR “HOTEL & RESTAURANT MANAGEMENT” GRADUATES:**

- Front desk manager
- Housekeeping manager
- Restaurant manager
- Food and beverage manager
- Catering supervisor/manager
- Front of house staff manager

## **PROGRAM DATES**

Programs start continuously throughout the year (generally the third Monday of the month).

## **PROGRAM TOTAL COST**

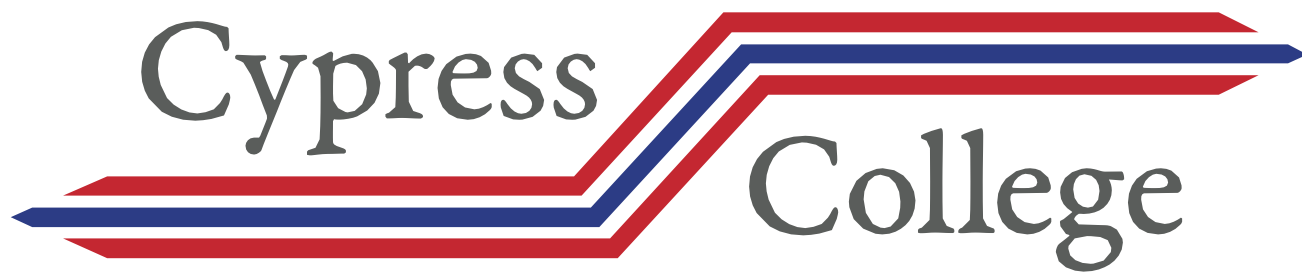
\$37,500.00 CAD

## **PROGRAM LENGTH**

2 year Diploma. 53 weeks of in class delivery.

Calendar length of study will vary depending on start date due to holidays and school closures.

Cypress College is closed for 2 weeks in December for Christmas break, 2 weeks in July for summer break and all Canadian holidays including Civic Day in August. For specific start and end dates please contact [studentservices@cypresscollege.ca](mailto:studentservices@cypresscollege.ca)



**APPLY ONLINE**

**[www.cypresscollege.ca](http://www.cypresscollege.ca)**

**OR CALL US**

**Medicine Hat**

+1 403-527-4382



# 03

---

## STUDENT SUPPORTS

# STUDENT SUPPORTS

## ORIENTATION SERVICES AND STUDENT SUPPORTS

During your application process you will probably have met our Student Services team and been invited to attend our Live Online "Welcome to Cypress College Pre-Trip Orientation" on Zoom or Google Classroom.

You will also be put in touch with a student services coordinator that you can communicate with on WhatsApp throughout your entire trip. Let them know your travel itinerary and housing plan and they can help confirm all the bookings so travel and arrive are smooth and safe. You can call the College main office 24/7 but you MUST leave a voice mail message of who you are, what you need and how we can reach you.

Student services can be contacted via WhatsApp / email / phone most hours of the day. You will be assigned a Student Services support worker during your initial travel to Canada and orientation week.

Who can Help You:

### Before you travel

in India / Asia we have support from people with experience in International education. These workers are in touch with agencies and help arrange zoom sessions / informational sessions with students and the team at Cypress College. Support in your time zone can help with making sure your application to Cypress College has all the required documents, helping explain housing options, if you are approved for a study visa they will invite you to attend an online orientation session.

Upendra Vasdeva

Jaya Singh

Rahul Sakar

Aneer Muhammed Thameem

Carl Wurfel – CCIC immigration Consultant (Canadian Office) Consultant ID R513652

### When you are ready to Travel

Student Services coordinators and Cypress College Alumni are there to support your travel and housing arrangements and help you transition to Canadian Life. Ask them questions in WhatsApp or email. They can help you arrive smoothly to your pre booked room for much needed rest after a long journey. You can contact your support group chat in WhatsApp from 8:00am to 11:00pm 7 days a week, but we do ask that you reserve contacting support outside of school hours for emergencies only.

Neha Sharma

Ayushi Agrawal

David Martin

Bobbi Vertigans

Lesley Unger

### On Arrival

Cypress College has a very robust Canadian orientation program. Service Canada will attend at the school and issue Social Insurance Numbers to students who need them. Students learn about healthcare access, health insurance, and applying for your health card. The public transit system in Medicine Hat, Landlord Tennant rules, Local Bylaws and customs, and during the warmer months we tour the city and show students all the parks and amenities you can enjoy living in Medicine Hat.

# HOUSING

Students are required to demonstrate that they have housing arrangements in place before arriving. Cypress College. Students can message their student services coordinator in WhatsApp prior to traveling to Canada so we can help track student arrivals in Medicine Hat. Students can pre book accommodation in a student housing package available from M suites Hotel in Medicine hat.

<https://medicinehatsuites.com/>

Every student has their own bed, shared kitchen with up to 3 other roommates, includes Utilities, Highspeed Internet & Access to Laundry and Fitness facilities as well as a Student Rec Room with Chairs, tables, TV, Games and entertainment.

As of March 2024 Pricing is as follows.

4 student in a room \$375 / month per student

3 Students in a room \$ 500 / month per student

2 students in a room \$750 / month per student.

NOTE – There is no refund given on Dorm fees collected in the event of a no show. If we book a room the hotel collects the payment and it is NON-REFUNDABLE.

Students are also welcome to rent other accommodation as they desire. The rules for landlord & tenancy in Alberta are reviewed during your orientation week.

E-mail student services: [studentservices@cypresscollege.ca](mailto:studentservices@cypresscollege.ca) for more information.

You should estimate spending \$750+ / month for rent

Housing Options include:

## 1. Homestay program

~~Cypress College offers a dorm program, contact your student services advisor in WhatsApp or email~~  
[studentservices@cypresscollege.ca](mailto:studentservices@cypresscollege.ca) for more information.

<https://medicinehatsuites.com/>

## 2. Pre-arranged rental housing

Some examples of rental housing can be viewed at:

1. <http://www.avenueliving.ca/aWpartments/medicine-hat>

## 3. Student arranged housing



# EDUCATIONAL SUPPORTS

Cypress College is invested in your success. We expect students to attend class and give their best effort in learning. The staff at Cypress College will work with you to help you be successful in your chosen program.

On your first day of class you will be assigned.

## 1. A Facilitator

This is your first contact for education. You will work with facilitators in your program and can bring them any questions or concerns.

## 2. An Instructor

Instructors are available to help set up extra examples or lessons as needed.

## 3. Program Manager

To bring any concern whether it's educational, cultural or social.

## 4. Student Services Coordinator

If you have any challenges adapting to Canadian life.

# HEALTH CARE

Do all international students need health-care insurance?

All students require health care insurance, you have a few options:

1. Students can obtain coverage from a private insurance company. You are encouraged to check with a few insurance companies as rates may vary.
2. Students from outside Canada may be eligible for Alberta Health Care Insurance Plan (AHCIP) coverage. You will need to apply for AHCIP coverage. Students under 18 years of age must be added to the AHCIP account of a custodian.
  - Students who have a 12 month Study Permit (valid for an Alberta educational institute) and who will reside in Alberta for 12 months or more are eligible for AHCIP coverage.
  - Students with Study Permits valid for more than 3 months, but less than 12 months, may be eligible for AHCIP coverage if their application is accompanied by a letter from the student confirming their intent to reside in Alberta for at least 12 months.
  - If the application is received within 3 months of entry into Alberta, coverage is effective on the date of either entry into Alberta or the date signed on the Study Permit, whichever is later.
  - If you are deemed ineligible for AHCIP, you will need to obtain private insurance in your home country or Canada. This is mandatory. Cypress College does not recommend any particular agency or plan.

For more information, go to the Alberta Health Services website.

<http://www.health.alberta.ca/AHCIP/temporary-residents.html>

Health care application forms can be found:

<http://www.health.alberta.ca/AHCIP/forms.html>

## **SOCIAL SUPPORTS**

On Wednesdays of each week International Students and other students who are interested may attend our “New Traditions” club.

Whenever we find ourselves in new situations it takes a period of time to adjust. When new traditions take hold a sense of “normalcy” can return.

New Traditions club is a student driven club that helps organize social, cultural and travel arrangements in Medicine Hat.

There are many exciting things to explore (depending on season) in our region.

- 1. Natural wonders in Alberta**
- 2. Canadian Badlands**
- 3. WHL / NHL Hockey games**
- 4. Plays / Concerts / Theater**
- 5. Canadian Rockies**
- 6. Rodeo / Fair / Festivals.**
- 7. Industry and Occupational tours (Oil and Gas, Hospitality, Agriculture)**

New Traditions club will help organize optional excursions and foster new friendships and experiences.

# PROGRAM MANAGER

Cypress College students are assigned a program manager on their orientation day. Your program manager is someone you can contact during the school day with any questions or concerns you are having.

## 1. Settling into Canadian Life

## 2. Academic Supports

In class facilitators, instructors and program managers.

## 3. Career Supports

To discuss your education and employment goals.

## 4. Personal, Medical and Mental Health resources

Your program manager can help you locate any other resources you require during your stay in Canada.

## 5. Any other questions or concerns you may be having.

You can access your program manager at ANY TIME during your program of study. We are here to help you be successful. Please contact your program manager if you have any questions or concerns with any aspect of your stay in Canada.

# AT STUDENT ORIENTATION IN CANADA

You will be assigned a Student Services Coordinator who is available to you Monday through Friday 8:30am to 4:30 pm. You can ask and receive support with any aspect of your stay in Canada.

## Lesley Unger

Vice President

## David Martin

President

During your orientation you will be provided with a contact card. Homestay participants will also be provided with a 24/7 emergency contact number for accommodation emergencies.

We want you to have a great experience at Cypress College. If you have any issue at all, please ask. We are here to help you succeed.

# COMMUNITY RESOURCES

In addition to the resources provided by Cypress College, Southern Alberta also has social supports available for emergencies or concerns.

## Remember to Dial 403 When You Need Help (Continued On Other Side)

### 24 Hour Crisis Resources

Addiction/Smoking Helpline	1-866-332-2322
Bullying Line	1-888-456-2323
Canadian Red Cross Society	1-888-800-8493
Calgary Distress Line (long distance)	403-266-4357
Child Abuse Hotline	1-800-367-5437
Child Protection Crisis Line	1-800-638-0715
Crisis Centre	1-800-263-3045
Distress Line	1-800-784-2433
Health Link	1-868-408-5465
Kids Help Phone	1-800-668-6868
Medicine Hat Women's Shelter Society	529-1091
Toll-free	1-800-661-7949
Men's Line (long distance)	403-296-4357
Mental Health Help Line	1-877-303-2642
Out is OK Line	1-877-688-4765
Parent Helpline	1-888-603-8100
Poison Centre	1-800-332-1414
Salvation Army Family Support Centre	529-9899
Victim Assistance - Medicine Hat	529-8480
Victim Services Unit of RCMP - Redcliff	548-7848

### Counselling and Support

Alberta Seniors & Community Supports	529-3156
FASD	529-7473
Medicine Hat Family Service	504-8026
Military Family Resource Centre	544-5567
Miyawash Society of Aboriginal Services	529-0756
Pregnancy Support Centre	504-8580
Sexual Abuse Counselling	529-3500

### Canadian Mental Health Association

Community Helper Program	504-1811
Family & Friends Support Group	
Financial Administrator Program	
Housing First Program	
Mental Health Education	
Suicide Prevention Program	
Suicide Bereavement Support Group	
Whispers of Wellness Mental Health Club	
Yellow Ribbon Program	
The POST Thrift Store & Donation Pick-Up	527-0326

### Education & Support

Adult Basic Literacy Education	529-3828
AISH	529-3550
Alberta Works	529-3683
Brain Injury Relearning Services	528-2661
Budgeting Workshop	504-1811
CORE Association	527-3302
Community Response to Abuse & Neglect in the Elderly (CRANE)	529-4798
Immigrant Legal Education Services	526-5916
LEARN	504-3513
Medicine Hat Cares Centre	527-5882
Next Step Residential Services	527-4998
Office of the Public Guardian	529-3744
Persons with Developmental Disabilities	529-3144
REDI Enterprises	526-5742
Fetal Alcohol Spectrum Team	
Support Coordination Services	
Sexual Assault Response Committee	504-8026
Victorian Order of Nurses	529-1222

### Alberta Health Services

Allied Health Program	529-8851
Children's Health and Development Services (CHADS)	529-8966
Community Health and Pre-hospital Support	944-5648
General Inquiries	528-5633
Home Care Program	581-5750
Living Healthy Program	529-8969
Medicine Hat Regional Hospital	529-8000
Senior Services Day Hospital	529-8849
Sexual Health	502-8305
Social Work	529-8083
Community Health Centres	
Bassano	501-3300
Bow Island	545-2296
Brooks	501-3300
Medicine Hat	502-8200
Oyen	664-3651

### Addiction and Mental Health

Acute Care (SN) MH Reg. Hospital	529-8825
Mental Health Community Support Services	502-8817
Mental Health Promotion	529-8030
Behaviour Assessment Program	529-8030
Palliser Adolescent Services (PAS)	529-8903
Group Works	529-8030
Mental Health Community Clinics	
Bow Island	545-5120
Brooks/Bassano	793-6655
Medicine Hat	529-3500/529-3582
Oyen	664-3851



You can look to your community for support

January 2014



## Remember to Dial 403 When You Need Help (Continued On Other Side)

### Other Community Services & Groups

AJ's Loan Board	580-5580
Alberta Blue Cross	529-5553
Alzheimer Society AB/NWT	528-2700
Canadian Cancer Society	528-2125
Canadian Diabetes Association	529-1258
Canadian National Institute for the Blind	527-2211
Canadian Red Cross Society	526-3048
Canadian Paraplegic Association	504-4001
Champion's Centre	504-0342
Family Law Information Centre	529-8715
Food Bank	528-4586
Heart and Stroke Foundation of AB/NWT/Munavut	527-0028
KEAS (Kiwans Emergency Alert System)	529-8899
Legal Aid of Alberta	488-7032
Medicine Hat Community in Home Detox Program (VON)	529-1222
Medicine Hat Family YMCA	527-4426
Medicine Hat John Howard Society	528-5916
Medicine Hat Community Housing Society	
Outreach Department	527-4507
Medicine Hat Legal Guidance	380-8338
Medicine Hat Women's Shelter Society	
Admin	527-8223
Emergency Shelter	529-1091
Second Stage Housing	500-8206
Meis Nation of AB Association, Local #6	504-4060
Multiple Sclerosis Society	529-8797
Parkinson Alberta Society	528-5621
Probation/Community Corrections Services	488-4547
St. John Ambulance	528-3292
Saamis Immigration Services Association	504-1188
South Eastern AB Safety Alliance Society	529-2912
United Way	528-5544
Welcome Wagon	529-2131

### Groups and Organizations

Al-Anon/Alateen	527-8252
Alcoholics Anonymous	527-2065
Bridges Family Program	528-7473
Concurrent Disorders Support Group (Addictions & Mental Illness)	529-3500/529-3582
Family & Friends of Adults with FASD	528-5742
Food Addicts in Recovery Anonymous	532-0505
FORWARD Support Group	
(For past & present drug users)	527-5882
Gamblers Anonymous	1-888-424-3577
Hepatitis C Support Group	528-1213
HIV Support Group	527-5882
Men's Work Aftercare Support	528-5916
Narcotics Anonymous	979-2440
Phoenix Safe House Woman's Support Group	527-8223
Schizophrenia Family Support Group	528-8515
Schizophrenia Society of Alberta	526-8515
Stroke Recovery Group	526-6784/527-0899
Unsung Heroes (Schizophrenia Support Group)	528-8515
Whispers of Wellness Mental Health Club	504-1811

### Children & Youth

Big Brothers & Big Sisters	527-6640
Bridges Family Program	528-7473
Best Babies/Building Blocks/Healthy Start	
FASD	
First Step	
Child and Family Services	529-3607
Inn Between	529-6387
McMan Youth Fam. & Comm. Services	527-1588
McMan Parent Link Centre	504-0833
Medicine Hat Youth Action Society	528-8068
Regional Autism Coordinator	527-3302
Redcliff Youth Centre	548-2811

### Provincial Numbers

Alberta Health Care Insurance Plan	310-0000
Then Dial	780-427-1432
Alberta Mental Health Patient Advocate	310-0000
Then Dial	780-422-1812
Alberta Seniors Benefits	1-800-642-3853
Alberta Supports Contact Centre	1-877-844-9992
Alberta Works Income Support (AISH)	1-866-844-5135
ALS Society	1-888-309-1111
Arthritis Society	1-800-321-1433
Canada Mortgage & Housing Corp.	1-877-499-7245
Canada Pension Plan	1-800-277-9914
Cerebral Palsy Assoc. of Alberta	1-800-363-2807
Child and Youth Advocate	1-800-861-3446
Credit Counseling Services	1-888-294-0076
Dial-a-law & Lawyer Ref. Services	1-800-332-1091
Family Violence Line	310-1818
Kidney Foundation of Canada	1-800-268-1177(0)
Landlord and Tenant	1-877-427-4088
Lung Association of Alberta	1-888-666-5864
Southern AB Epilepsy Assoc.	1-866-374-5377(9)

### City Services

Library Home Bound Program	502-8541
Medicine Hat Police Service	529-8400
Senior's Outreach Worker	529-8307
Special Transit	529-8214
Strathcona Centre	529-8307
Meals-on-Wheels	525-8885
Elm Street School Community Worker	529-5533
Med. Hat High School Community Worker	529-5544
Southview School Community Worker	526-8048





# 04

---

## **ADMINISTRATIVE POLICIES AND PROCEDURES**

# **ADMINISTRATIVE POLICIES AND PROCEDURES**

## **ADMISSION REQUIREMENTS**

Students must provide Cypress College with appropriate documentation to show that they meet the admission requirements for a program.

### **ADMISSION INTO CYPRESS COLLEGE DIPLOMA PROGRAMS REQUIRES**

#### **1. Proof of High School Graduation (Senior / Secondary School)**

#### **2. Meet English Language Proficiency Requirement (ELP).**

Applicants whose first language is not English must demonstrate English Language Proficiency for admission to credit programs by presenting evidence of one of the following:

- a. Successful completion of three years of full-time education in English
  - i. secondary and post-secondary education completed within Canada including the grade 12 year
  - ii. education in another country where English is recognized as an official language of instruction
  - iii. education at a recognized school or institution which uses English as the primary language of instruction
- b. Successful completion of the equivalent of three years of full-time instruction in a school or institution in Canada where primary or official language of instruction was not English, but where the level of English proficiency required for graduation is equivalent to that in English language secondary schools or post-secondary institutions in Canada
- c. Completion of English Language Arts 10-1 or equivalent with a minimum grade of 60%
- d. Successful completion of:
  - i. TOEFL minimum score of 550 paper based, or 213 computer based, or 80 (\*91) internet based OR
  - ii. IELTS minimum score of 5.5 (\*5.5) overall, with at least 5.5 (\*6.0) on each band score. You must take the Academic level of the IELTS test for admission purposes. See Calgary's only Official Test Centre for more information. OR
  - iii. CAEL minimum score of 60 overall, with at least 60 on each band score OR h. MELAB minimum score of 77 (\*81) overall, with at least 72 (\*78) on each band score

## REGISTRATION PROCEDURES

To register for classes it is recommended that you consult with a registrar or student services associate.

You will go through an interview process in order to determine the classes or programs that will help you reach your employment goals. Or you can visit our website at

<http://cypresscollege.ca/is-appli-form.php> to fill out an online application with support from student services.

Once you decide which program you want to apply to, and confirmed you meet the minimum academic requirements, you must pay a \$500 nonrefundable registration fee. This fee covers the administrative cost of your application review and sending original documents of acceptance where required.

Students are required to pay their full tuition on the first full day of class as per the Private Vocational Training Regulation.

## TUITION FEE PAYMENT AND REFUND POLICY

Once accepted to Cypress College, students must prove that they have the visa to attend Cypress College and prove that they have proper medical insurance coverage and housing arrangements secured. For more information contact [studentservices@cypresscollege.ca](mailto:studentservices@cypresscollege.ca)

International Student Fees Estimator					
School Fees					
2 year Diploma		Tuition	Books/ Labs / Supplies	Overseas Processing Fee	Total School Fees   Fees
	Hotel & Restaurant Mgt	\$23,550.00	\$13,400.00	\$500.00	\$37,500.00
1 year Diploma					
	Marketing and Communication	\$11,550.00	\$6,200.00	\$500.00	\$18,250.00
	Administration Technologies	\$11,550.00	\$6,200.00	\$500.00	\$18,250.00
	Computer Technician	\$11,550.00	\$6,200.00	\$500.00	\$18,250.00
	Culinary Arts	\$11,550.00	\$6,700.00	\$500.00	\$18,750.00

If you have any questions regarding the application process or funding options please contact the registrar's office. 403-527-4382 or [studentservices@cypresscollege.ca](mailto:studentservices@cypresscollege.ca)

**\*\*Cypress College may withhold student credentials if all fees are not paid in full at the time of graduation. \*\***

## **WITHDRAWALS/TERMINATIONS AND TUITION REFUNDS**

If a student wishes to withdraw from a Cypress College program, written notice to Cypress College must be provided. Letter can be delivered by hand or mailed to

**“Office of the Registrar  
Cypress College Administrative Office  
#3 7th ST SE  
Medicine Hat  
Alberta T1A 1J2”**

Please include a return mailing address.

The contract is considered terminated on the date that the written notice is received by Cypress College. Upon receipt Cypress College will send a confirmation letter to the return address provided.

Cypress College may also terminate enrolment by providing written notice to student. The contract is considered terminated on the date that the written notice is postmarked.

If a student is receiving student financial assistance, the student will notify the funding source of the withdrawal or the termination of this contract.

## **REFUND/CANCELLATION POLICY REFUNDS**

Our refund policy is based on the policy created by the Private Vocational Training Act under the Retention and Repayment of Fees Regulation contained in your Albert Student Enrolment Contract.

### **THE PRIVATE VOCATIONAL TRAINING ACT**

### **RETENTION AND REPAYMENT OF FEES**

**(Extract . Alberta Regulation 341/2003)**

**(Consolidated up to 349/2009)**

**Registration fee**

## **COOLING OFF PERIOD**

If a student terminates a student contract on or before the 4th business day after signing the contract, Cypress College will refund any tuition or deposit for training paid by or on behalf of the student.

## **SCHOOL FEES ARE DEFINED AS FOLLOWS:**

### **REGISTRATION FEE**

The deposit collected that finalizes a student's seat in the upcoming program.

### **TUITION**

Payment for the delivery of the program. Books / Mandatory Fees – Fees paid for supplies, learning materials, hosted access, software etc



## **REFUNDS- BEFORE TRAINING BEGINS**

### **REGISTRATION FEES**

If a student terminates a student contract before the vocational training begins; Cypress College is entitled to any registration fee paid by or on behalf of the student.

Cypress College will refund any registration fee that has been paid by or on behalf of the student if

- (a) Cypress College terminates a student contract before the vocational training begins, or
- (b) The vocational training does not begin on the commencement date set out in the student contract.

### **TUITION**

Cypress College will refund any tuition collected above and beyond the registration fee Books / Mandatory Fees

– There are no refunds for Books or Mandatory fees, but students may keep any materials they have purchased

## **REFUND OF TUITION - AFTER TRAINING BEGINS**

If a student contract is terminated after the training begins; Cypress College is entitled to some or all of the tuition depending on how much of the program of study has been delivered:

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

If for any reason Cypress College has been over paid for tuition costs, Cypress College will refund the difference to the student. Under Provincial Guidelines, if Cypress College were to abandon the course and not provide the contracted training, the student would be entitled to a full refund of tuition.

**Please see Attendance Policy for further Withdrawal Information.**

## **PROGRAM START/END DATE POLICY REFUNDS**

The start date on a student application signifies the Academic start of the students program. The start and end dates will be contained in the Student Enrolment Contract as well as in the student file. These dates must also coincide with funding dates. If changes are made to the study period, the student must agree to these changes, the contract must be amended and initialed by both parties, and the funding source must be notified of the change immediately.

A student may be eligible to extend the Academic end date under the direction and approval of the VP of Operations. An Extension Fee will be applicable in these circumstances.

## CLASS CREDIT POLICY

Upon successful completion of a diploma program, a student may desire to take a second diploma program with corresponding classes. Cypress College will acknowledge the initial course and grades and course credit will be issued to the student for that course. While attendance is not mandatory for credited courses it is recommended the student audit the course.

If a student attends a corresponding class in which a grade below passing was achieved, the student is able to attend the class again to resubmit the lab. In this instance, attendance and participation in class is mandatory

## ATTENDANCE POLICY

Each course is a specified number of weeks in length and follows a set schedule of facilitated discussions and assignments. These courses do not operate on the traditional college model but are facilitator-led and divided into 2 semesters (please see Detailed Overview for information specific to your course). Cypress College Attendance Policy is as follows;

- Attendance is mandatory and will count as part of your final mark.
- Sign in for each day present for class. If student signature is not present on sign in sheet attendance will be marked as absent.
- Absences must be reported to Cypress College.
  - By Phone to your instructor care of our reception / attendance secretary (403-527-4382)
  - By E-mail to your instructor or program manager
  - By Skype to your instructor (as directed in class)
- Absences will be excused for medical appointments.
- Sick absences may require a medical note or may be considered inexcusable.
- Absences to attend work will not be excused.
- For all students (regardless of the program) receiving Alberta or Canada student loans and/or grants, if five (5) consecutive classes are missed without a legitimate excuse, the student will be withdrawn using the first date of absence as the withdrawal date. Refunds will be calculated using the first date of absence. Refunds will be provided to the funding source (i.e. to the loan provider if the student is receiving financial assistance in the form of loans) within 30 days.

## **COURSE AUDITS**

Past students may audit any course that has successfully been completed, for no additional charge. However, assignments will not be marked and you will get limited one-on-one time from course instructors. Past students must bring manuals received from original class.

## **DRESS CODE POLICY**

- Hats may not be worn in class.
- Hair must be clean and neatly styled.
- Men must be clean-shaven or have beard, mustaches and sideburns neatly trimmed.
- Individuals must bath or shower daily, wash hair and use deodorant.
- Clothing must be clean and neat.
- Clothing must not have inappropriate slogans.
- Shoes must be clean.
- Jackets and outer apparel must be clean.
- Business wear Monday to Thursday (dress pants, skirts, blouses, etc.), office casual Fridays.
- If you have individual circumstances preventing compliance with this dress code, please speak to the Coordinator. Your coordinator will be able to provide assistance and advice in helping you to meet these requirements.

## **GRIEVANCE POLICY**

In the event a dispute arises between you and an instructor, the following procedures will be followed

- You must raise the concern with the instructor, with a specific request for action.
- If the dispute isn't resolved, you must submit the concern in writing to the instructor, cc'ing David Martin (president of Cypress College) and Lesley Unger (VP of Operations at Cypress College) at [dave@cypresscollege.ca](mailto:dave@cypresscollege.ca) and [lesley@cypresscollege.ca](mailto:lesley@cypresscollege.ca), respectively
- The President or VP will follow-up with you within 3 working days to see if the issue has been satisfactorily resolved
- If the issue hasn't been resolved, the President or VP will clarify the concerns and provide a resolution within 5 working days of receipt of written complaint

## PLAGIARISM

Cypress College instructors take plagiarism, copying, and use of AI, incorrect credit for another's work very seriously. Plagiarism in any assignments may result in a grade of zero. For more details, see the writing section of this handbook.

## SUSPENSION OR RELEASE POLICY

Cypress College reserves the right to exit a student if deemed necessary. Below is a listing of possible reasons for suspension or release from a program

- Failing to attend scheduled program activities
- Interrupting the learning of others
- Consistent tardiness
- Drinking alcohol or using narcotics during program
- Coming to program while under the influence of alcohol or narcotics
- Being physically or verbally abusive to others
- Walking out of the program or going home early without permission
- Carelessness with material or machinery
- Theft of merchandise, another person's belongings or Cypress College materials
- Continued use of loud, abusive or profane language or other inappropriate behavior
- Failure to maintain personal hygiene at an acceptable standard as per employment standards (i.e. shaving, bathing and clean clothing)
- Sexual harassment of participants, co-workers or Cypress College staff
- Repeated rejection of training or employment opportunities
- Plagiarism

## Academic Suspension

Students are assessed regularly based on their attendance and academic progress. If a student is falling behind academically, they are expected to work with their program manager to get caught up.

A student in danger of falling so far behind that there is no pathway to catch up and graduate will be placed on Academic Suspension until the program manager can be satisfied that the appropriate learning plan and behaviors are in place for a student to be successful. Students placed on Academic suspension will be given an in person hearing with their program manager and a College Manager to assess and address learning or academic deficiencies, as well as make clear the achievements required to continue studies in program. Failure to reach the achievements set out during the in person hearing may result in removal from the program of study.



## COFFEE/LUNCH BREAKS

Coffee breaks do not follow a set schedule. Your instructor will notify you of break times. The classroom is open during the lunch hour and you are welcome to bring your lunch if you wish. A fridge and microwave are available for your use in the board room.

## SMOKING

Cypress College is a smoke free environment.

E-cigarettes or vapor cigarettes are to be treated the same way as regular cigarettes, they will not be allowed to be used inside of the college.

Local bylaws state you must be 10 feet away from an entrance. There is a picnic table at the side of the building where students may meet. Please be responsible when disposing of cigarette butts. Cypress College wishes to maintain a good relationship with our neighbors.

## PARKING

We encourage students to park in the Safeway parking lot, farthest away from Safeway doors.

## WHAT YOU CAN EXPECT

- To be treated with dignity, respect and consideration by all staff
- To be given honest feedback about your performance
- To be given every opportunity possible to achieve your potential and reach your goals
- To have your confidential information treated with the utmost discretion, and all your student information to be kept private in accordance with the FOIP Act

## SUCCESSFUL COURSE COMPLETION

Successful course completion is program specific and requires students to achieve the grades set out within the program. (Please see your Detailed Course Overview for specific information on the assignment grade breakdown). As Cypress College supports mastery learning, at the end of the unit (Ex: the entire unit of Word) if you have not achieved 60% overall, you will have an opportunity to resubmit one assignment in an effort to improve your grade (note: any resubmitted assignment has a maximum available grade of 85%) This assignment re-submission must be negotiated with your instructor and must be handed in no later than one week after the course ends.

Assignment resubmission requests may be no later than two days after receipt of grade. Further, it cannot be an assignment that you've previously re-submitted.

If you are still unable to achieve an overall grade of 60%, the grade for the unit will reflect the overall score including the resubmission, if any.

If no resubmission, the grade for the unit stands; however you will be eligible to reregister for the course the next time it is offered. Successful completion of the course the 2nd time it is attempted will result in a maximum grade of 80%, regardless of how well you do in all the assignments.

Assignments and quizzes must be complete and uploaded to Moodle by the due date set by the instructor. Late submissions of assignments are typically not allowed, but with the instructor's permission, will be accepted with a penalty of 5% for every day late.

Quizzes will be given zero should they not be completed by the due date. All course quizzes are open book, open resource, which means students can access and use all available resources except the Instructor, TA and/or other students. Quizzes may only be completed at the college, and under the supervision of an employee of Cypress College. No rewrites will be allowed for quizzes/tests. The practical work of each unit (case study assignments) showcases the students understanding of concepts taught. Practical work is regarded as the benchmark for understanding the unit. Extensions may be given based on individual cases.

# CYPRESS COLLEGE DISCIPLINE POLICIES

Cypress College shall maintain a uniform and fair disciplinary procedure to deal effectively with instances of inappropriate behavior. Instructors have the prerogative to enter the disciplinary procedure, depending upon the severity of the conduct being addressed, at whatever step is deemed appropriate. Disciplinary action is defined as an oral reprimand, written reprimand or termination of student.

**1. Disciplinary action must be reviewed and approved in advance by the program coordinator or his/her designate.**

**2. A student may be disciplined for any of the following reasons:**

- a. Actions deemed by an Instructor to endanger other students or instructors
- b. Interrupting the learning of others
- c. Poor performance or refusal to participate in classroom instruction/projects/training components.
- d. Excessive absenteeism or constant tardiness
- e. Poor cooperation with Cypress College staff/ instructors
- f. Abuse of equipment/computers
- g. Abuse of internet privileges, use of personal email and or Facebook during classroom instruction.
- h. Use of profane or abusive language toward other students or instructors
- i. Excessive disruption to classroom instruction
- j. Any reason deemed by the instructor to be contrary to the best learning experience for other students in the program.

## STEP 1: INFORMAL DISCUSSION

Upon identification of an inappropriate behaviour, an informal discussion between the student and the instructor shall take place. No formal documentation regarding the discussion is necessary; however, the instructor will make a note for future reference if the inappropriate behaviour is not corrected. The instructor is also responsible for bringing any informal discussions to the attention of the program coordinator during their weekly meetings.

## STEP 2: FORMAL DISCUSSION (VERBAL REPRIMAND)

If the informal discussion between the student and the instructor does not correct the inappropriate behaviour, a formal discussion between the student and the instructor shall take place. The instructor's expectations shall be clearly outlined, an offer of assistance to meet the expectation shall be given, and a reasonable time frame shall be set out in order for these expectations to be met. The instructor is responsible for documenting this formal discussion, expectations and time frame in a formal report and submitting this report to the program coordinator at the next weekly meeting.

### **STEP 3: FORMAL DISCUSSION AND WRITTEN DIRECTION (WRITTEN REPRIMAND)**

If the formal discussion between the student and the instructor does not correct the inappropriate behaviour, a formal discussion with a written reprimand shall take place between the student, the instructor and the program coordinator.

A meeting shall be called between the instructor, the student and the program coordinator. The student will be provided with an overview of the concerns identified and steps taken to address this concern. The student will be provided with a written memorandum which shall provide a statement outlining the difficulty, a summary of previous discussions, a clear statement(s) of the expectations by the instructor, an offer of assistance to address the identified difficulty, actions steps that will be taken by the student, the instructor or the program coordinator to immediately address the concerns within the time lines set out. This memorandum shall be signed and dated by all participants and the original copies placed in the student file.

### **STEP 4: DISMISSAL FROM THE PROGRAM**

If the formal discussion and written direction do not correct the inappropriate behaviour within the time lines set out the student can be dismissed from the training program.

#### **Prior to dismissal the following must be completed:**

- Meeting set with Cypress College President, Instructor, and Program coordinator.
- Documentation must be provided to substantiate the student's inability to correct the inappropriate behaviour which will then be placed on the student client files.

I have read and understand the classroom discipline as a student.

Signature: \_\_\_\_\_

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

# **CYPRESS COLLEGE DISCIPLINE POLICIES**

## **STEP 1: INFORMAL DISCUSSION**

Upon identification of an inappropriate behaviour, an informal discussion between the student and the instructor shall take place. No formal documentation regarding the discussion is necessary; however, the instructor will make a note for future reference if the inappropriate behaviour is not corrected. The instructor is also responsible for bringing any informal discussions to the attention of the program coordinator during their weekly meetings.

## **STEP 2: FORMAL DISCUSSION (VERBAL REPRIMAND)**

If the informal discussion between the student and the instructor does not correct the inappropriate behaviour, a formal discussion between the student and the instructor shall take place. The instructors expectations shall be clearly outlined, an offer of assistance to meet the expectation shall be given, and a reasonable time frame shall be set out in order for these expectations to be met. The instructor is responsible for documenting this formal discussion, expectations and time frame in a formal report and submitting this report to the program coordinator at the next weekly meeting.

## **STEP 3: FORMAL DISCUSSION AND WRITTEN DIRECTION (WRITTEN REPRIMAND)**

If the formal discussion between the student and the instructor does not correct the inappropriate behaviour, a formal discussion with a written reprimand shall take place between the student, the instructor and the program coordinator.

A meeting shall be called between the instructor, the student and the program coordinator. The student will be provided with an overview of the concerns identified and steps taken to address this concern. The student will be provided with a written memorandum which shall provide a statement outlining the difficulty, a summary of previous discussions, a clear statement(s) of the expectations by the instructor, an offer of assistance to address the identified difficulty, actions steps that will be taken by the student, the instructor or the program coordinator to immediately address the concerns within the time lines set out. This memorandum shall be signed and dated by all participants and the original copies placed in the student file.

#### **STEP 4: DISMISSAL FROM THE PROGRAM**

If the formal discussion and written direction do not correct the inappropriate behaviour within the time lines set out the student can be dismissed from the training program.

Prior to dismissal the following must be completed:

Meeting set with Cypress College President Manager, Instructor, and Program coordinator. ☐ Documentation must be provided to substantiate the student's inability to correct the inappropriate behaviour which will then be placed on the student client files.

I have read and understand the classroom discipline as a student.

Signature:

---

Date:

---





# 05

## CYPRESS COLLEGE EXAM POLICIES

# CYPRESS COLLEGE EXAM POLICIES

As part of our ongoing effort to enhance the value of Certiport certification, certain security measures are in place to protect the integrity of the exams. Please familiarize yourself with the following policies.

## TEST TAKING POLICIES

1. Upon arrival at test center, candidates must present personal identification bearing a photograph and signature.
2. Candidates may not take recording devices, such as paper/pencil, cameras, PDAs, computers, or communication devices, such as telephones, or pagers into the testing area.
3. Candidates must not communicate with other certification candidates either in the testing room or in any other area of the testing facility during authorized testing breaks.
4. Candidates must read and accept the terms of the non-disclosure agreement presented prior to the start of the exam.
5. Candidates must not remove exam content from the testing area, and must not reproduce exam content outside of the testing area.
6. Candidates must abide by the terms of the retake policy.

In certain circumstances, the computer on which you are taking the exam may stop responding or produce an error message. If you experience a computer interruption, notify the testing center administrator immediately to restart your exam. When the exam is restarted, the software will return to the point in the exam where you were interrupted and will retain both your score and keep your remaining time intact.

## CHALLENGING AN EXAM ITEM (GRIEVANCE POLICY)

An important part of the exam development process is to review each exam question to ensure technical accuracy, clarity, relevance, and absence of ambiguity and bias. However, in the event you believe a particular exam item is not valid, you may request an evaluation of the item.

# STEPS FOR CHALLENGING EXAM ITEMS

## STEP ONE

Within four calendar days of taking the exam, submit the following information by e-mail to [training@cypresscollege.ca](mailto:training@cypresscollege.ca) with "Exam Item Evaluation" in the subject line.

## STEP TWO

Provide the following information

- Name (as entered at the time of the exam)
- Student ID (if available)
- Mailing address
- E-mail address
- Exam name and version (i.e.; Computer Basics)
- Language in which exam was taken
- Browser the exam was taken
- Date the exam was taken
- Name and location of the testing center
- Exam score and result
- Number of attempts at the same exam (including system restarts)
- A concise description for the specific exam item(s) at issue
- A concise rationale for evaluation of the item
- Your submission will be acknowledged by e-mail. At that time, you will receive either the result of the evaluation or, if more time is needed for evaluation, an estimate of when you can expect a decision.

Your challenge will be evaluated and you will receive a response within 10 (ten) business days of receipt. Once a decision has been made, it will be regarded as final and no further evaluation will occur.

**Will I find out whether my answer to a specific item was correct or whether I would have passed if I had gotten it right?**

Exam development staff members will review your exam challenge as described above. To protect exam security, we will not provide information about whether your answer was correct, nor will we provide information about how your performance on that item may have affected your final score.

**What if I don't agree with the evaluator's decision? May I appeal it?**

The evaluator's decision in the item challenge process is final and no further evaluation will occur.

**Will I be given the rationale for the decision?**

To protect exam security, the rationale for the decision will be kept confidential and will not be provided. The evaluation will remain a part of Certiport's records until the exam is retired.

## **ACCOMMODATION OF DISABILITIES**

As a provider of exams, Cypress College is committed to insuring that those persons with the desire to certify their proficiency in the use of computers should have the opportunity to do so. Cypress College, accordingly, embraces the Americans with Disabilities Act (ADA) as well as other global accommodations for disabilities designed to advance those goals.

In keeping with this commitment, Cypress College will continue to explore expansions and refinements of its products and services to enable greater numbers of certification examinees with documented disabilities to register for, schedule and take certification exams.

Cypress College requires advance notification of requests for accommodation(s) as well as a reasonable amount of time to review and implement such requests. Cypress College is not obligated to accommodate examinees with language limitations unrelated to a documented disability (i.e.; English as a second language, literacy, etc.), nor to provide unlimited time for the completion of exams that are designed to certify not only knowledge, but also efficiency in the use of desktop computers.

## **RETAKE POLICY**

A Candidate may retake a failed exam. The retake policy varies based on the exam certification. Please view the retake policy for the corresponding exam.

## FINALS

If a test candidate does not pass one of the three modules — Computer Basics, Office Applications, Connecting to the Internet/Network — the candidate may retake the exam without a waiting period. If the same module is failed a second time, the candidate must wait (1) day before attempting the same module again. The candidate may, however, attempt a different exam module immediately. Should the same module be failed a third time, the candidate must wait (1) day before attempting the module again. Test results found to be in violation of this retake policy will result in the candidate not being awarded the attempted credential, regardless of score.

## NON-DISCLOSURE AGREEMENT (NDA) AND GENERAL TERMS OF USE FOR CERTIFICATION EXAMINATIONS

The content of Cypress College examinations is confidential and is protected by trade secret law and other applicable law. It is made available to you, the Examinee, solely for the purpose of skill measurement with regard to the examination(s) taken. Examinee is expressly prohibited from disclosing, publishing, reproducing, summarizing, paraphrasing, or transmitting these examinations, in whole or in part, in any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of Cypress College Inc.

## PRIVACY POLICY

Cypress College collects personally identifiable information when you register for an examination. Please refer to our policy to learn more about the privacy of this information and to specify how your information may be used by Cypress College and its partners.

This agreement shall be construed and controlled by the laws of the Province of Alberta, and Examinee further consents to jurisdiction by the state and federal courts sitting in the Province of Alberta.

Examinee Signature: \_\_\_\_\_

Witness: \_\_\_\_\_

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

## TRANSCRIPT POLICY

Cypress College will provide you with one transcript and designate free of charge at program completion. Additional transcripts for individual courses, or reprints of program transcripts, can be issued upon special request however, a nominal fee of \$10.00 (plus tax) per transcript will apply. All transcripts will be issued via email unless otherwise requested.

## STUDENT INFORMATION

Upon graduation, students need to agree to provide Cypress College with information regarding employment status, and employer's name and telephone number as agreed to in the Service Agreement. This allows Cypress College to provide data to the Government of Alberta to keep employment statistics current for the benefit of labor market information.

## EDUCATIONAL TAX CREDIT

As a designated educational institution with Canada Revenue Agency (CRA), Cypress College will only issue educational tax receipts (T2202A) for qualifying educational programs.

## ELIGIBLE TUITION FEES

You can claim only the fees paid for courses you took in the year. To qualify, the fees you paid to attend each educational institution listed below in A, B, or C must be more than \$100 for the year.

You can claim tuition fees paid to any of the following institutions:

- A. a university, college, or other educational institution in Canada for courses at a post-secondary school level;
- B. an educational institution in Canada certified by Human Resources and Skills Development Canada for courses.  
(if you were 16 or older at the end of the year) to develop or improve skills in an occupation;
- C. a university, college, or other educational institution in the United States for courses at a post-secondary school level if you lived in Canada near the border throughout the year and you commuted to the school; and
- D. a university outside Canada, if you were in full-time attendance, for courses that were at least three.

consecutive weeks long and that will lead to a degree at the bachelor level or higher.



If you are taking courses over the Internet, you will be considered to be in full-time attendance only if the program requires you to be in virtual attendance, on a full-time basis, for classes and other course-related activities.

**You cannot claim the following tuition fees:**

- fees paid or reimbursed by your employer, or an employer of one of your parents, where the amount is not included in your or your parent's income;
- fees paid by a federal, provincial, or territorial job training program, where the amount is not included in your income; or
- fees paid (or eligible to be paid) under a federal program to help athletes, where the payment or reimbursement has not been included in your income.

**ELIGIBLE TUITION FEES INCLUDE:**

- admission fees;
- charges for the use of library or laboratory facilities;
- examination fees
- application fees (but only if the student later enrolls in the institution);
- charges for a certificate, diploma, or degree;
- mandatory computer service fees;
- academic fees;
- the cost of any books that are included in the total fees for a correspondence course taken through a post-secondary educational institution in Canada; and
- fees, such as athletic and health services fees, paid to a university, college, or other educational institution in addition to your tuition for post-secondary courses, when such fees are required to be paid by all students. The amount of eligible fees is limited to \$250 if the fees do not have to be paid by all students

## **YOU CANNOT CLAIM THE FOLLOWING AS TUITION FEES:**

- students' association fees;
- medical expenses;
- transportation and parking;
- meals and lodging;
- goods of lasting value that you will keep, such as a computer, microscope, uniform, or an academic gown;
- initiation or entrance fees to a professional organization; or
- cost of books (other than books that are included in the total fees for a correspondence course). However, you may be entitled to the textbook amount

For more information on Students and Income Tax, see

[http://www.cra-arc.gc.ca/E/pub/tg/p105/p105-e.html#P105e\\_0001](http://www.cra-arc.gc.ca/E/pub/tg/p105/p105-e.html#P105e_0001)

## **ACCOMMODATION**

If you have a disability that needs accommodation for this course, please let the Student Advisor know at [training@cypresscollege.ca](mailto:training@cypresscollege.ca) and we will work with you to more effectively meet your needs.



# 06

---

## WRITING GUIDELINES

# WRITING GUIDELINES

## WRITING GUIDELINES

There are many writing style guides; the writing “rules” change depending on which format you follow. What is your format? Consistency is the key to effective written communication. We’ve included some writing pointers here to help you as you write your assignments.

## UNDERSTANDING AND AVOIDING PLAGIARISM

Cypress College defines plagiarism as follows: Quoting verbatim or almost verbatim from any source without the proper acknowledgment of the author, and without formatting quoted material in accordance with the style guide adopted by the relevant Faculty.

[www.plagiarism.org](http://www.plagiarism.org) for a variety of information on defining plagiarism and providing tips on how to avoid it.

Although not always intentional, plagiarism is not acceptable in an academic environment. The Referencing the Work of Others section (below) should help you to acknowledge and format quoted material in your assignments.



# 07

---

## **RESPONSIBILITIES STATEMENT**

## RESPONSIBILITIES STATEMENT

I am aware that I have been accepted into the program run by Cypress College and as a result, I am responsible for the following

1. Treating this training opportunity as employment, this includes maintaining acceptable attendance and work habits.
2. Attending all classes as scheduled. If you are to miss training, it is your responsibility to contact the Cypress College to inform them of your absenteeism. You must have a valid reason (illness, family death, etc.) and provide the appropriate documentation (doctor's note). When you do return, you should see your instructor about what you missed and schedule a time to make up any missed tests or quizzes. It is your responsibility to do what is necessary to catch up.
3. Making every effort to pass all the components of your program.
4. Being on time. If you anticipate being late it is your responsibility to call Cypress College immediately to inform them of your tardiness. You may leave messages on the centers phone system. Under no circumstances leave messages with other students-it is not their responsibility to inform the Program Coordinator/ Instructor of your tardiness.
5. Arranging adequate daycare and/or alternate childcare arrangements for your children.
6. Arranging appointments outside of your training schedule.
7. Recording your attendance on an attendance sheet in the morning/afternoon when you arrive for class. The attendance sheet will be posted in your classroom and will be submitted on a weekly basis so that it may be coordinated with your training pay.
8. Recording manuals received by yourself pertaining to the class attended. The sheet needed to be signed will also be in the class.
9. Not to interfere with the teaching and learning of others unless your instructor has advised of a group project. 10. Respecting personal space, rights and property of others.
11. Following the dress code.
12. Not receive or send telephone calls, text messages or emails during class. You are responsible for turning off cell phones and beepers upon entering class. If there is an emergency you can be reached through Cypress College.
13. Clean up after your selves and maintain your work areas clean and tidy.
14. Anyone that is suspected of any substance abuse during breaks, lunch etc. will be dealt with accordingly.



15. Show respect for all classmates, staff, themselves and property.
16. Using the Internet for valid academic purposes only; You may not use it for open access to other non-academic sites unrelated to the course.
17. Maintaining a civil attitude in class; You may not use inappropriate or offensive commentary or body language to show your attitude regarding the course, the instructor, assignments, or fellow students.

## **ACKNOWLEDGEMENT OF RECEIPT**

I acknowledge that I received the Cypress College Student Handbook, and its contents were fully explained to me and I was given an opportunity to ask questions. I have read and understand the rules and responsibilities as a student and agree to follow them.

Participant Signature: \_\_\_\_\_

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

# RESPONSIBILITIES STATEMENT

I am aware that I have been accepted into the program run by Cypress College and as a result, I am responsible for the following

1. Treating this training opportunity as employment, this includes maintaining acceptable attendance and work habits.
2. Attending all classes as scheduled. If you are to miss training, it is your responsibility to contact the Cypress College to inform them of your absenteeism. You must have a valid reason (illness, family death, etc.) and provide the appropriate documentation (doctor's note). When you do return, you should see your instructor about what you missed and schedule a time to make up any missed tests or quizzes. It is your responsibility to do what is necessary to catch up.
3. Making every effort to pass all the components of your program.
4. Being on time. If you anticipate being late it is your responsibility to call Cypress College immediately to inform them of your tardiness. You may leave messages on the centers phone system. Under no circumstances leave messages with other students-it is not their responsibility to inform the Program Coordinator/ Instructor of your tardiness.
5. Arranging adequate daycare and/or alternate childcare arrangements for your children.
6. Arranging appointments outside of your training schedule.
7. Recording your attendance on an attendance sheet in the morning/afternoon when you arrive for class. The attendance sheet will be posted in your classroom and will be submitted on a weekly basis so that it may be coordinated with your training pay.
8. Recording manuals received by yourself pertaining to the class attended. The sheet needed to be signed will also be in the class.
9. Not to interfere with the teaching and learning of others unless your instructor has advised of a group project. 10. Respecting personal space, rights and property of others.
11. Following the dress code.
12. Not receive or send telephone calls, text messages or emails during class. You are responsible for turning off cell phones and beepers upon entering class. If there is an emergency you can be reached through Cypress College.
13. Clean up after your selves and maintain your work areas clean and tidy.

14. Anyone that is suspected of any substance abuse during breaks, lunch etc. will be dealt with accordingly.
15. Show respect for all classmates, staff, themselves and property.
16. Using the Internet for valid academic purposes only; You may not use it for open access to other non-academic sites unrelated to the course.
17. Maintaining a civil attitude in class; You may not use inappropriate or offensive commentary or body language to show your attitude regarding the course, the instructor, assignments, or fellow students.

## **ACKNOWLEDGEMENT OF RECEIPT**

I acknowledge that I received the Cypress College Student Handbook, and its contents were fully explained to me and I was given an opportunity to ask questions. I have read and understand the rules and responsibilities as a student and agree to follow them.

Participant Signature: \_\_\_\_\_

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



CYPRESS  
COLLEGE

## STUDENT HANDBOOK

### MAIN CAMPUS

3 – 7th Street SE Medicine  
Hat, AB, T1A 1J2  
P. 403-527-4382  
F. 403-526-4388

[admissions@cypresscollege.ca](mailto:admissions@cypresscollege.ca)  
[www.cypresscollege.ca](http://www.cypresscollege.ca)