



COLLEGE OF TECHNOLOGY ALBERTA

An education of exceptional quality paves the way for constructing a promising future.

College of Technology Alberta
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Admissions

Whether you are a recent high school graduate, a transfer student, or a working professional seeking to advance your education, our college welcomes you to join our dynamic learning community. Our Student Admission Coordinator will be thrilled to assist you in exploring all the aspects of College of Technology Alberta (CTA) and help you make an informed decision about your education. Our primary goal is to support you throughout the entire process and provide you with all the necessary information to help you choose the best path for your academic journey.

We have a comprehensive understanding of admissions standards, financing options, and employment opportunities, which will be invaluable as you navigate the choices ahead. Whether you have questions about the application process, financial aid, program offerings, or campus life, we're here to listen and provide answers.

Students are welcomed to share thoughts, concerns, and preferences with us. Our personalized approach ensures that you'll have someone by your side who understands your unique needs and helps you find the right fit at CTA. Our aim is to make you feel at home during your studies and demonstrate the value of the education you'll receive here.

Apply and Register

The available applications pertain to prospective students seeking admission to study at CTA College.

DOMESTIC APPLICANTS:

- 1.0 To apply, select your desired program. Per your selected program, you will be contacted by the admin office for further steps.
- 2.0 Application deadline for the fall, spring, or summer term is the first day of class of that term. Applications will not be accepted after this date. Applications for specific programs may be closed earlier than the first day of classes of the term. Please refer to the program's admissions requirements for more information.
- 3.0 The application fee is non-refundable.

INTERNATIONAL APPLICANTS:

- 1.0 To apply, select your desired program and per selected program international student advisor will contact you for further enrollment/application process.
- 2.0 Please apply minimum 90 days prior to the start date of the program.
- 3.0 A non-refundable application fee is required.

If you have any questions about submitting an application, please contact the Registrar's Office at info@ctalberta.ca or 825-436-7100.

We thank all applicants for their interest in CTA college. CTA College reserves the right to refuse an application or admission, even when stated requirements for admission have been satisfied, and those decisions are final.

Programs

Diploma in Software Development and Design

The two-year Software Development and Design Diploma program enables and inspires you to build core competencies in real-world software engineering, design, and architecture. This program concentrates on enterprise IT Governance methodologies, applied tools and practical real-world applications in software architecture, analysis, design and implementation of enterprise information systems.

Credential:	Diploma
Duration:	2 Years or less, 84 weeks (20 hours/week)
Mode of Delivery:	Onsite - In Person Online - Synchronous and Asynchronous

Admission Requirements:

A 'Successful' interview with school administration is required of all applicants.

Standard Admission

Students must meet ONE of the following criteria:

1. Alberta high school diploma, verified by transcript, or non-Alberta equivalent.
 - High School diplomas that are not from Canada must be verified by IQAS or the World Education Services Gateway Program.
- OR
2. Successful completion of the General Equivalency Diploma (G.E.D)
3. 55% in Math 30-1 or 60% in Math 30-2 and 55% in English language Arts 30-1 or 60% English Language Arts 30-2

Mature Admission

Students must meet the following criteria:

1. Be 18 years or older

2. Must complete an academic achievement test to demonstrate required competency. Passing score on CAST level 4 OR Grade 12 equivalent on Wonderlic (Verbal 303-321; Quantitative 294-313)

English Language Admission Requirement

Students must meet the English language requirements through ONE of the following:

1. Successful Completion of Grade 12 Alberta Education 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 where English was the primary language of instruction in a recognized nation where English is the primary language of instruction.
3. Demonstrating a Canadian Language Benchmark of at least 7, through the following assessment: IELTS (minimum overall score of 6), TOEFL (score of 83), and/or other equivalents

Specialized Diploma in Business Technology Management

The one-year Specialized Diploma in Business Technology Management will help you learn about business processes and analyze how to review and manage IT processes. Understanding Information technology is essential in today's business management, and this diploma will allow you to manage formation systems by creating and executing information technology strategies.

Credential:	Diploma
Duration:	1 Year or less, 41 weeks (20 hours/week)
Mode of Delivery:	Onsite - In Person Online - Synchronous and Asynchronous

Admission Requirements:

A 'Successful' interview with school administration is required of all applicants.

Standard Admission

Students must meet ONE of the following criteria:

1. Alberta high school diploma, verified by transcript, or non-Alberta equivalent.
 - High School diplomas that are not from Canada must be verified by IQAS or the World Education Services Gateway Program.

OR

2. Successful completion of the General Equivalency Diploma (G.E.D)
3. 55% in Math 30-1 or 60% in Math 30-2 and 55% in English language Arts 30-1 or 60% English Language Arts 30-2

Mature Admission

Students must meet the following criteria:

1. Be 18 years or older
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2. Transcripts demonstrating the successful completion of, at minimum, one year (two semesters) of full-time post-secondary education at a school where English was the primary language of instruction in a recognized nation where English is the primary language of instruction.
3. Demonstrating a Canadian Language Benchmark of at least 7, through the following assessment: IELTS (minimum overall score of 6), TOEFL (score of 83), and/or other equivalents

Additional Requirements

In addition to the criteria listed above, all applicants must:

1. Minimum 1 year experience working in related discipline. **OR**,
2. Prior Knowledge in Analysis, Finance, Policy, Marketing or related discipline. It will be evaluated and tested as part of admission screening process. **OR**,
3. Minimum 1 year Certificate/Diploma in the field of IT/Business/Accounting/Human Resources/Management.

Specialized Diploma in Applied Data Science & Analytics

The one-year Specialized Diploma in Applied Data Science & Analytics is designed for working professionals or individuals with education in relevant disciplines to advance their careers. The curriculum focuses on Data visualization and wrangling, Design of Experiments, Business Analysis, and ML frameworks that help individuals to enhance their careers as Data Scientists/Analysts.

The program concentrates on teaching real practical skills with hands-on workshops using Python and real-world analytical problems. The course has a capstone project that involves building a data product using the skills from the course material.

Credential:	Diploma
Duration:	1 Year or less, 41 weeks (20 hours/week)
Mode of Delivery:	Onsite - In Person Online - Synchronous and Asynchronous

A 'Successful' interview with school administration is required of all applicants.

Standard Admission

Students must meet ONE of the following criteria:

1. Alberta high school diploma, verified by transcript, or non-Alberta equivalent.
 - High School diplomas that are not from Canada must be verified by IQAS or the World Education Services Gateway Program.
- OR
2. Successful completion of the General Equivalency Diploma (G.E.D)
3. 55% in Math 30-1 or 60% in Math 30-2 and 55% in English language Arts 30-1 or 60% English Language Arts 30-2

Mature Admission

Students must meet the following criteria:

1. Be 18 years or older
2. Must complete an academic achievement test to demonstrate required competency. Passing score on CAST level 4 OR Grade 12 equivalent on Wonderlic (Verbal 303-321; Quantitative 294-313)

English Language Admission Requirement

Students must meet the English language requirements through ONE of the following:

1. Successful Completion of Grade 12 Alberta Education 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 where English was the primary language of instruction in a recognized nation where English is the primary language of instruction.

3. Demonstrating a Canadian Language Benchmark of at least 7, through the following assessment: IELTS (minimum overall score of 6), TOEFL (score of 83), and/or other equivalents

Additional Requirements

In addition to the criteria listed above, all applicants must:

1. Minimum 1 year experience working in related discipline. **OR**,
2. Prior Knowledge in Data/Software Development or related discipline. It will be evaluated and tested as part of admission screening process. **OR**,
3. 1 year Certificate/Diploma in the field of IT/Business/Data related courses.

Specialized Diploma in Cloud Infrastructure and Architecture

The one-year Specialized Diploma in Cloud Infrastructure and Architecture is designed for working professionals or individuals with education in related fields to help excel as a Cloud Architect. The diploma focuses on Cloud fundamentals, Cloud Databases, Cloud Storage, Networking Hosting, Data ETL & Data Security. The program concentrates on teaching and designing cloud infrastructure for native and hybrid applications, capped with a capstone to give you real-world experience.

Credential:	Diploma
Duration:	1 Year or less, 41 weeks (20 hours/week)
Mode of Delivery:	Onsite - In Person Online - Synchronous and Asynchronous

A 'Successful' interview with school administration is required of all applicants.

Standard Admission

Students must meet ONE of the following criteria:

1. Alberta high school diploma, verified by transcript, or non-Alberta equivalent.
 - High School diplomas that are not from Canada must be verified by IQAS or the World Education Services Gateway Program.

OR
2. Successful completion of the General Equivalency Diploma (G.E.D)

3. 55% in Math 30-1 or 60% in Math 30-2 and 55% in English language Arts 30-1 or 60% English Language Arts 30-2

Mature Admission

Students must meet the following criteria:

1. Be 18 years or older
2. Must complete an academic achievement test to demonstrate required competency.
Passing score on CAST level 4 OR Grade 12 equivalent on Wonderlic (Verbal 303-321; Quantitative 294-313)

English Language Admission Requirement

Students must meet the English language requirements through ONE of the following:

1. Successful Completion of Grade 12 Alberta Education 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 where English was the primary language of instruction in a recognized nation where English is the primary language of instruction.
3. Demonstrating a Canadian Language Benchmark of at least 7, through the following assessment: IELTS (minimum overall score of 6), TOEFL (score of 83), and/or other equivalents

Additional Requirements

In addition to the criteria listed above, all applicants must:

1. Minimum 1 year experience working in related discipline. **OR**,
2. Prior Knowledge in IT Infrastructure/Network related technologies or in related discipline. It will be evaluated and tested as part of admission screening process. **OR**,
3. Minimum 1 year Certificate/Diploma in the field of IT/Business/Network related courses.

Program Fees

CTA Program Cost Estimates for Domestic Students

Course Name	Year 1						Year 2						
	Term 1	Term 2	Term 3	Other fees	Books/Supplies	Total	Term 1	Term 2	Term 3	Other fees	Books/Supplies	Total	Total Cost
	Tuition Fee	Tuition Fee	Tuition Fee				Tuition Fee	Tuition Fee					
Diploma in Software Development and Design	\$2,500.00	\$2,500.00	\$1,000.00	\$100.00	\$1,000.00	\$7,100.00	\$2,500.00	\$2,500.00	\$1,000.00	\$100.00	\$1,000.00	\$7,100.00	\$14,200.00
Specialized Diploma in Applied Data Science & Analytics	\$4,000.00	\$4,000.00	\$1,550.00	\$100.00	\$1,000.00	\$10,650.00	<-->	<-->	<-->	<-->	<-->		\$10,650.00
Specialized Diploma in Business Technology Management	\$4,000.00	\$4,000.00	\$1,500.00	\$100.00	\$1,000.00	\$10,600.00	<-->	<-->	<-->	<-->	<-->		\$10,600.00
Specialized Diploma in Cloud Infrastructure and Architecture	\$4,000.00	\$4,000.00	\$1,500.00	\$100.00	\$1,000.00	\$10,600.00	<-->	<-->	<-->	<-->	<-->		\$10,600.00

CTA Program Cost Estimates for International Students

Course Name	Year 1						Year 2						Total Cost
	Term 1	Term 2	Term 3	Other fees	Books/Supplies	Total	Term 1	Term 2	Term 3	Other fees	Books/Supplies	Total	
	Tuition Fee	Tuition Fee	Tuition Fee				Tuition Fee	Tuition Fee	Tuition Fee				
Diploma in Software Development and Design	\$8,000.00	\$8,000.00	\$1,000.00	\$100.00	\$1,000.00	\$18,100.00	\$8,000.00	\$8,000.00	\$1,000.00	\$100.00	\$1,000.00	\$18,100.00	\$36,200.00
Specialized Diploma in Applied Data Science & Analytics	\$8,000.00	\$8,000.00	\$2,350.00	\$100.00	\$1,000.00	\$19,450.00	<-->			<-->	<-->		\$19,450.00
Specialized Diploma in Business Technology Management	\$8,000.00	\$8,000.00	\$2,500.00	\$100.00	\$1,000.00	\$19,600.00	<-->			<-->	<-->		\$19,600.00
Specialized Diploma in Cloud Infrastructure and Architecture	\$8,000.00	\$8,000.00	\$2,600.00	\$100.00	\$1,000.00	\$19,700.00	<-->			<-->	<-->		\$19,700.00

Policy on College Program Application and Admission

A. Objective and Scope

College of Technology Alberta strives to establish clear guidelines and principles for college admissions, ensuring equitable access and promoting student success. This policy applies to all individuals applying for admission to credit programs, as well as college employees and all individuals acting as representatives of the College responsible for processing and evaluating student applications.

B. Policy

College of Technology Alberta is committed to following a fair, transparent and published admission requirement process. The College provides admission to a diverse range of educational programs. Admission to these programs requires meeting both general college requirements and program-specific requirements.

1. **Admission:** The selection process considers three criteria: (1) College eligibility, (2) Program eligibility, and (3) Applicant selection. The programs may have specific or additional requirements; therefore, the students are responsible for reviewing and understanding of admission requirements prior to submitting the applications to the Program.
2. **General College Eligibility:** Applicant is to review the admission requirements for the program of interest.
 - 2.1. **Residency Status Requirement:** Canadian citizens and permanent residents receive priority in high demand programs.
 - 2.1.1 Domestic Students must confirm their legal status as a Canadian Citizen or Permanent Resident. The following documentation is acceptable as valid proof of legal status:-
 - Canadian Passport;
 - Certificate of Canadian Citizenship;
 - Confirmation of Permanent Residence; or
 - Any other legal documentation issued by Immigration, Refugees and Citizenship Canada.
 - 2.1.2 International Students must provide the following documentation:
 - A valid passport from the International Student's country of citizenship; and
 - A valid Study Permit.
 - 2.2. **English Language Proficiency:** All academic activities conducted at the College are in English; therefore, it is essential that all enrolled students possess strong writing, speaking, listening, and reading skills.
 - 2.2.1 Students must meet the English language requirements through ONE of the following:

- Successful Completion of Grade 12 Alberta Education 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.)
 - Transcripts demonstrating the successful completion of, at minimum, one year (two semesters) of full-time post-secondary education at a school where English was the primary language of instruction in a recognized nation where English is the primary language of instruction.
 - Demonstrating a Canadian Language Benchmark of at least 7, through the following assessment: IELTS (minimum overall score of 6), TOEFL (score of 83), and/or other equivalents
- 2.3. **Mature Students:** Individuals who do not meet regular admission requirements may be considered for admission based on program-specific requirements. The individuals are encouraged to meet with a Student Advisor to develop an educational plan to meet the requirements.
- 2.4. **Multiple Applications:** Applicants may be considered for multiple programs, and waitlisted applicants may be encouraged to enroll in a different program while waiting for a seat.
- 2.5. **Students with Academic Conditions:** Students with academic conditions should consult the Student Advisor to explore admission options based on their specific circumstances.
- 2.6. **Special Circumstances:** Applicants who do not meet general admission requirements may request an assessment of special circumstances through the Registrar.
3. **Program Admissions:** In addition to the General college requirements, applicants must meet specific program requirements. These may include academic and non-academic requirements such as designated courses(s) or programs with specific achievement levels. In exceptional circumstances, a student maybe admitted with lower formal qualifications when there is significant experience relevant to the proposed area of study.
4. **Applicant Selection:** The College is responsible for the final selection of all Applicants and reserves the right to accept only the Applicants who have met all the general admission and Program requirements, and who are best suited for the Program.
- 4.1. Applicants who are unsuccessful in their application to a program have the right to appeal that decision under the Student Appeals Policy.
 - 4.2. Directors have the authority to recommend program admissions requirements and waive specific applicant requirements.
5. **Reserved Rights:** The College reserves the right to make changes to admission requirements as needed, including modifying or canceling programs or courses.

Policy on Academic Standards, Assessment, Academic Standing, Academic Probation and Appeal Processes

1.0 Objective and Scope

- 1.1 College of Technology Alberta strives to establish clear guidelines and principles to promote student success. This policy is set to establish the formal Academic Standards, Assessment, Academic Standing, Academic Probation and Appeal Processes. This policy applies to all individuals enrolled as a student at the College, as well as college employees and all individuals acting as representatives of the College.

2.0 Policy

- 2.1 College of Technology Alberta emphasizes the importance of maintaining high academic and ethical standards while ensuring fairness and support for students' academic success within a professional and respectful environment. This policy outlines regulations regarding academic standards, including prior learning and transfer credits, assessment practices, including due dates for assignments, and final examination deferrals. The College focuses on the importance of transparent, consistent, and fair grading and assessment practices to support student performance and academic achievement. Students and staff are required to uphold the academic and ethical standards of the College of Technology Alberta. Violations of policies and standards may result in suspension and/or expulsion.

2.2 Academic Standard

- 2.2.1 The Academic Standard requirements are to ensure that students meet the necessary academic standards to successfully complete their program while also recognizing and rewarding exceptional academic performance. Requirements for successful completion of a College Program are as follows:
- .1 Minimum Standards in Courses: Students must achieve at least the minimum standards in all the courses within the program
 - .2 Minimum Passing Grade: A minimum passing grade of sixty-five percent (65%) is required for each course unless otherwise specified in the program outline.
- 2.2.2 Recognition for High Achievement: Students who achieve a cumulative grade average of ninety percent (90%) or higher will be awarded an Honours Diploma or Certificate, acknowledging their exceptional performance.

2.2.3 **Official Recording of Grades:** All courses taken and final grades obtained within a program at the college will be officially recorded in the students' transcripts, ensuring transparency and accountability for academic achievements.

2.2.4 **Ranking System:** The College uses the following criteria for scoring.

Percentage (%)	Grades	Description
90-100	A+	Exemplary
85-89	A	
80-84	A-	
77-79	B+	Proficient
73-76	B	
70-72	B-	
67-69	C+	Adequate
65-66	C	
0-64	F	Fail

2.3 Assessment

2.3.1 **Assessment Purpose:** The Faculty members use the student evaluations and assessment guidelines to assess the academic standing and academic progression of student. It helps in assessing student's current level of proficiency and to recognize student's accomplishments and academic achievement; and in decision-making regarding the student's advancement or Course completion.

2.3.2 **Assessment Procedure:** The student performance gets assessed throughout the year with variety of evaluation methods- assignments, quizzes, essays, field practice reports, practicums, group discussions, group assignments, group projects, presentations, case studies, exams.

2.3.3 **Submission Deadlines:** The College Assignment submission guidelines are as follows:

- .1 Faculty members are required to provide students with the due dates for all graded assessments on the first day of the course, ensuring clarity and transparency regarding expectations. Students must submit all graded assessments by the stipulated due date

to avoid potential mark deduction penalties and to receive complete feedback on their submission. All coursework must be submitted no later than 11:59 p.m. Mountain Time (MT) on the last day of the course, ensuring consistency in submission deadlines.

- .2 Students may submit an assessment up to one (1) week after the deadline without incurring additional mark deduction penalties, but they will not receive feedback on their assessment. Assignments submitted more than one (1) week after the due date will result in a five percent (5%) grade deduction per business day of lateness, and students will not receive feedback on their assessment.
 - a) Special consideration may be granted to students requiring an extension on a deadline due to extenuating circumstance(s), allowing flexibility for students facing unexpected challenges. Students seeking assessment extensions, excluding final examinations or assessments made in lieu of final examinations, must directly request extensions from their Faculty Members.
 - b) Requests for extensions due to extenuating circumstance(s) or emergencies must be submitted in writing via email to the Faculty Member at least two (2) business days before the assessment's due date.
 - c) Faculty Members reserve the right to issue a grade penalty in certain circumstances, including-
 - Conditions outlined in Section ii of the policy (related to late submissions).
 - If a student requests a due date extension on or after the assessment's due date,
 - Extension requests will not be considered on or after the last day of the course, emphasizing the importance of timely communication and adherence to deadlines
- .3 No assessments will be accepted after the course end date, emphasizing the importance of timely submission and adherence to deadlines.

2.4 **Final Examination:** The College's examination Final Examination scheduling and adherence policy.

2.4.1 **Final Examination Schedule:** The College provides an examination schedule at the beginning of a program or course, ensuring that all stakeholders, including the college, faculty members, and students, have sufficient time to prepare for upcoming examinations. Students are required to adhere to the timelines set for programs and courses. They must ensure that examinations are completed as scheduled.

2.4.2 **Final Examination – Postponements:** Deferred examinations may be granted in cases where an examination has been missed due to justified circumstances. These

circumstances include, but are not limited to-illness (requiring a doctor's note as proof), Death of a family member (requiring appropriate proof), Injury or accident (requiring a police report or proof of medical attention). Personal or professional scheduling conflicts such as vacations or business trips are not considered justified circumstances for granting deferred examinations.

- .1 In situations where extenuating circumstances arise immediately prior to the scheduled examination, the student must notify the Admin Office in writing no later than 72 hours prior to the scheduled examination time. All notifications must be in writing and accompanied by documentation.
- .2 The Admin Office will review the case and provide the decision by email within two (2) business days.
- .3 If student is dissatisfied with the decision of an examination deferral, the student may submit a formal appeal in writing to the Registrar within seven (7) calendar days of the decision of Admin Office.

2.5 **Course Failure and Reattempt:** This policy ensures that students who do not meet the minimum academic standards set by the college for a particular course are given the opportunity to improve their understanding and performance in that subject matter by retaking the course. The policy regarding students who achieve a final grade below a certain threshold is as follows:

- 2.5.1 If a student achieves a final grade of less than sixty-five percent (65%), or the minimum standard indicated on the Program Outline, they are required to retake the course.
- 2.5.2 A student who is reattempting a course will be required to pay full course fees.
- 2.5.3 A student may repeat the same course a maximum of two (2) times. Withdrawing from a course is considered a failed attempt.
- 2.5.4 A student cannot replace a grade by repeating the same Course. A failed Course attempt remains on the student record even if the student has received a passing grade for the repeated Course.
- 2.5.5 A student who fails a Course after the third attempt will be required to withdraw from the College and enroll again in the Program.

2.6 **Attendance:** The College's Attendance policy is outlined as follows:

- 2.6.1 **Mandatory Attendance:** Punctual and regular attendance in class is mandatory to ensure an optimal learning environment at the College of Technology Alberta. Classes

are designed to be interactive and participative, emphasizing the importance of student attendance for effective learning.

- 2.6.2 **Notification of Absences:** If a student has extenuating circumstances that result in an absence, they should notify the instructor or office staff as soon as possible. It is the student's responsibility to review course material before class to maintain continuity in learning and understanding of the current curriculum. Students are accountable for learning any missed material due to absences.
- 2.6.3 **Documentation for Extended Absences:** Absences lasting for more than two consecutive days require a valid reason accompanied by proper documentation. A reasonable excuse for an absence must describe circumstances necessitating the absence, such as medical issues or family emergencies. Failure to provide a valid reason/documentation may result in expulsion from the college.

Tuition Fee Refund Policy

1.0 Objective and Scope:

- 1.1 The purpose of this policy is to establish clear guidelines to ensure transparency and consistency in the tuition fees refund process. This policy applies to all the students – Domestic and International at the College of Technology Alberta.

2.0 Policy

- 2.1 Students wishing to request a tuition fee refund must complete a Program Withdrawal form with supporting documents to the Registrar's office.

- 2.2 The College will terminate the student's enrollment contract under the following circumstances:

2.2.1 The student provides Program Withdrawal notice.

2.2.2 The student is expelled from the program due to a violation of college policy.

2.2.3 The student is absent for more than 10% of the total hours of instruction within the first 2/3 of the program.

2.3 Study Permit Denial

2.3.1 International students who present documented visa denial before the start of the term will forfeit only the application fee. The written request must be received by the College within 4 weeks of the study permit refusal date.

2.3.2 A copy of the official refusal letter from Immigration, Refugees, and Citizenship Canada (IRCC) is required to process the deposit and tuition refunds.

2.3.3 Students may request to defer their admission if their application for a Study Permit is refused by IRCC.

2.4 Deferral

2.4.1 An applicant or student may request in writing to defer their admission to the next subsequent academic semester of study. Tuition fees paid will be transferred to the next subsequent semester. The first request for deferral is free of charge. If the student requires more than one deferral, an administrative fee of \$225 will be charged.

2.5 Refund of Consumables

- 2.5.1 In the event where a student withdraws or dismissed from their program, they are entitled to receive 100% refund for any as of yet to be received technical equipment that have been prepaid.
- 2.5.2 In the event where a student withdraws or is dismissed from their program after receiving technical equipment from the College free of charge: The student must return the equipment unopened or as issued within 7 calendar days; and If the student fails to return the equipment as set out above, the College may deduct the reasonable cost of the equipment from any amount to be refunded to the student.

2.6 Changes to program delivery

- 2.6.1 Change in program delivery method may change without penalty, provided the training received meets the requirements outlined in your signed Alberta Student Enrolment Contract. If your lessons are being supplied, marked and returned to you (such as through correspondence), then students are still able to complete your program and are not eligible for a refund.

3.0 Explanation of Tuition Refund

- 3.1.1 **Cooling Off Period:** After you sign your contract: Every student is given a 4-day cooling off period, where you can change your mind without penalty. If you choose to cancel your Alberta Student Enrolment Contract on or before the 4th business day after you signed it, the College will refund any tuition or other fees you've paid (including your registration fee).
- 3.1.2 **Before program start date:** The college will refund registration fee if:
- .1 You terminate your contract before the 4-day cooling off period
 - .2 The college terminates your contract before your program start date
 - .3 The program does not start by the agreed upon date and you terminate your contract
- 3.1.3 **After your program start date**
- .1 You may be entitled to a refund, under Section 17 of the [Private Vocational Training Regulation](#), if your Alberta Student Enrolment Contract is cancelled after your program start date. The amount is based on how much of the program you've already completed. If you've paid all of the tuition for the program and completed:
 - a) less than 10% of your program, your refund is at minimum 75% of your tuition
 - b) more than 10% but less than 50% of your program, your refund is at minimum 40% of your tuition

- c) more than 50% of your program, the college is not required to provide you with a refund
- .2 If you haven't yet paid all of the tuition for the program and completed:
- a) less than 10% of your program, the college is entitled to 25% of the total cost of tuition
 - b) more than 10% but less than 50% of your program, the college is entitled to 60% of the total cost of tuition
 - c) more than 50% of your program, the college is entitled to 100% of the total cost of tuition
- .3 If the college received a tuition fee in excess of the amount they are entitled to, you will be refunded the excess amount.
- 3.1.4 **Completed over half of your program:** If you have completed more than 50% of your program, the college will not provide you a refund.
- 3.1.5 Incidental Fees listed below will not be refunded:
- a) textbooks
 - b) lesson materials
 - c) supplies
 - d) printing
 - e) parking
 - f) equipment

4.0 Payment of Refund

- 4.1 If the student is no longer with the College of Technology Alberta, refunds will be issued to the original sender by the original payment method after four weeks of student contract is terminated.
- 4.2 If the student is enrolled in any program within the College of Technology Alberta, a credit balance will be issued to carry forward the funds.
- 4.3 If a college receives payment of a student's tuition from a government, agency or person other than the student, any refund of the student's tuition will be paid to the government, agency or other person from whom the original payment was received.

Resources:

[Program Withdrawal Form](#)

[Alberta Student Enrolment Contract](#)

Privacy of Students Records Policy

1.0 **Objective and Scope:**

- 1.1 In accordance to the *Freedom of Information and Protection of Privacy Act* (the FOIP Act), College of Technology Alberta respects the confidentiality and privacy of student records. The privacy of Student Records Policy outlines the regulations and College's practices regarding the collection, use and distribution of personal student information.
- 1.2 The policy is applicable to all the prospective and current students as well as the employees of the College of Technology Alberta.
- 1.3 The security and protection of student records and information is of utmost importance to the associated staff of College of Alberta Technology and appropriate procedures and protocols are in place to support this.

2.0 **Privacy of Student Records Policy**

2.1 **Collection and use**

- 2.1.1 The student personal information is collected at the time of registration to assess the eligibility for enrolment into a program for admission purposes.
- 2.1.2 The information is used to record academic results and maintain academic file at the College as per the requirements of *Private Institute Training Regulation*.

2.2 **Disclosure**

- 2.2.1 The college will not release any information to a third party without the student's consent. Students will be provided with the consent form at the time of enrolment.
- 2.2.2 In any given circumstances, if the release of personal and confidential information were required, for instance for arranging external examination or if there is a court order, student's consent would be required.

Student Concern and Complaint Policy

1.0 Objective and Scope

The Student Concern and Complaint Policy applies to all the students enrolled at the College of Technology Alberta. This Policy aims to provide a transparent, fair, and efficient process for addressing and resolving student complaints. It ensures that student concerns regarding academic experiences, services, or interactions with other students are handled in a nondiscriminatory manner that upholds the rights of all parties involved. This policy is in accordance with Section 5(g) of the Private Vocational Training Regulation of Alberta, which governs student complaints.

2.0 Policy

The Student Concern and Complaint Policy defines complaint as any expression, whether oral or written, of discontent or dissatisfaction with the college, its operation, or its employees. The College Administration have a designated person to receive and handle complaints from students. This ensures that there is a formal channel for students to voice their grievances. The complaint must be raised in good faith, meaning that the student genuinely believes there is an issue or problem that needs to be addressed. The college strives to address complaints fairly and in a timely manner. The College will take immediate measures to ensure the safety of its community and interests when safety is a concern. Complaints should be filed within a reasonable timeframe after the incident or situation, preferably within one month.

3.0 Complaint Procedure

The College of Technology Alberta recognizes that students may encounter unsatisfactory situations during their time at the college, including issues arising between individuals within the community. The Student Concern and Complaint Policy offers students to utilize both formal and informal process whereby, a student may request a review of the concern if a resolution has not been reached through informal communication between staff and students; which, in most cases, results in immediate resolution.

3.1 Informal Complaint Procedure

- 3.1.1 The intent of Informal Complaint process is conflict resolution through communication and negotiation. If the conflict involves College Policies and Procedures, the students are encouraged to speak with the appropriate administrative supervisor.
- 3.1.2 If the conflict is related to another student or the staff member, the student is encouraged to discuss the matter with the member of staff whose action gave rise to the complaint. Failing resolution, the students should discuss the concern with the immediate supervisor of the staff member whose action gave rise to the complaint.

3.1.3 **Administrative Responsibilities:**

An administrator, upon hearing an informal complaint, shall consider, investigate and respond within 14 calendar days of hearing the complaint. A student who has not received a response within 14 calendar days may initiate a formal complaint.

3.2 **Formal Complaint Procedure**

3.2.1 To initiate a formal complaint under this policy, the complainant(s) shall, submit the attached completed and signed form, identify the nature of the complaint, providing, where appropriate and possible, the following information:

- .1 the grounds on which the complaint is based;
- .2 the name(s) of the party(ies) involved;
- .3 the date(s) of the alleged occurrence(s);
- .4 the desired resolution.

3.2.2 A body within College Administration reviews complaints forms that takes necessary actions by involving the right parties in conflict to ensure suitable conflict resolution.

4.0 **Appeals**

4.1 If a complainant or respondent is dissatisfied with the outcome of the complaint process, they may submit a written appeal to the appropriate appeals body within ten (10) business days of receiving the resolution.

4.2 The appeals body will review the complaint, investigation, and resolution to determine if the process was followed appropriately and if the outcome was reasonable.

4.3 The appeals body may uphold the original resolution, modify the resolution, or order a re-investigation.

4.4 The decision of the appeals body is final and not subject to further appeal within the College of Technology Alberta.

5.0 CONFIDENTIALITY

- 5.1 The College Administration who are involved in dealing with a complaint must respect the student's right to confidentiality. This means that the details of the complaint and the identity of the student making the complaint is be kept confidential, except where disclosure is necessary for the resolution process or required by law.

Related Documents:

[Student Complaint Report form](#)

Health Care Resources

1.0 Alberta Health Care Insurance

1.1 The Alberta Health Care Insurance Plan (AHCIP) is provincial health care insurance that covers the costs of insured hospital and physician services in Alberta for all eligible Alberta residents. Each individual has a personal health care number that is used to claim for coverage eligible medical services through the provincial health care system.

1.2 Eligibility:

1. Permanent Residents or Citizens of Canada
2. Individuals who are committed to being physically present in Alberta for at least 183 days in any 12-month period
3. Students with a 12-month study permit, who will be staying in Alberta for at least one year. Student need to provide a copy of Study Permit for 12 months or more. It must be registered within three months of arrival into Alberta. Spouse or common-law partner may also be covered as long as their immigration documents show that they are authorized to be in Canada for at least 12 months.

For more information on eligibility and how to apply, please visit website:

<https://www.alberta.ca/ahcip>

2.0 Health Care Coverage for International Students:

2.1 College of Technology Alberta Health Insurance Plan provides coverage for international students, and their families who reside in Canada but are not eligible for provincial health coverage. The College has contracted with a Private Insurance Company to provide the insurance plan available for International Students.

3.0 Health Care Resources in the community:

3.1 Alberta Health Services:

3.1.1 Alberta Health Services (AHS) is province-wide, integrated health system, responsible for delivering health services to people in Alberta. Programs and services are offered at more than 900 facilities throughout the province, including hospitals, clinics, continuing care facilities, cancer centres, mental health facilities and community health sites.

3.1.2 Health Link 811

- .1 For health related advice or information, call Health Link 24/7 by calling 811 or visit website <https://myhealth.alberta.ca/>
 - .2 Health Link can provide advice in finding a healthcare provider, addiction and medical health, rehabilitation and Nutrition information.
 - .3 It also helps provide support to new mothers and newborn babies.
- 3.1.3 To access the Alberta Health Services in time of need, please refer to their website for information: <https://www.albertahealthservices.ca/amh/page16759.aspx>

3.2 Health Care Centers:

- 3.2.1 Finding a right physician can be challenging, especially if the student has moved from a different town or province or internationally. Here are some resources to help to find the doctors, walk-in clinics in the City of Edmonton:
- .1 Using Find a doctor tool: [Find a Doctor - Alberta](#)
 - .2 Walk-in Clinic: [Walk In Clinic Locations \(Medicentres\)](#) , [Public Health Centre](#)
- 3.2.2 In case of Emergency, major hospitals in Edmonton can be found on this link: [Hospitals & Facilities](#)

International Student Services

College of Technology Alberta believes in providing the best support and services to our students that have come across the overseas to receive their education and experience the overseas culture. Moving overseas can be very challenging for new students so the CTA have laid out clear policies and guidelines to capture all the needs of the international students.

- 1.0 **Support and Resources:** The International Student Services Office plays a crucial role in providing support and resources for international students. The key areas they seem to cover:
 - 1.1 **Immigration Support:**
 - 1.1.1 Assistance with visa and immigration-related queries.
 - 1.1.2 Guidance on maintaining legal status in the host country.
 - 1.2 **Settlement Support:**
 - 1.2.1 Resources and assistance to help students adapt to their new environment.
 - 1.2.2 Information on local culture, customs, and community services.
 - 1.3 **Social Insurance Number (SIN):**
 - 1.3.1 Guidance on the process of acquiring a Social Insurance Number, which is often necessary for employment and other purposes.
 - 1.4 **Tax Filing Assistance:**
 - 1.4.1 Information and support regarding the filing of taxes, which can be a complex process for international students.
 - 1.5 **Public Transportation Guidance:**
 - 1.5.1 Assistance with understanding and using public transportation systems, such as the Edmonton Transit System. This can be crucial for students who may not be familiar with the local transportation infrastructure.
 - 1.6 **Banking:**
 - 1.6.1 Information and assistance on how to open a bank account in the host country, including any documentation or requirements.
 - 1.7 **General Information:**
 - 1.7.1 Addressing common queries and providing information on various topics that international student may encounter during their stay.

- 1.7.2 The International Student Services Office seems to serve as a comprehensive resource center, aiming to enhance the overall experience of international students by addressing practical concerns and helping them navigate life in a new country. This type of support can significantly contribute to the well-being and success of international students during their studies.

2.0 International Student Orientation

- 2.1 College of Technology Alberta hosts pre-arrival webinars and orientation sessions. These provide you with tools, resources, and information that will ease your transition to student life. Attending orientation is mandatory and essential for student success. The Orientation dates are published on the website and communicated to the students through Student Newsletters. During this orientation, you will meet the International Office along with staff members from other departments, connect more with other international, and exchange students from all over the world.
- 2.2 The orientation includes information on the following:
- 2.2.1 **Immigration Matters:** Immigration-related matters (advising about study permits, work permits, temporary resident visas, spousal temporary resident documents, and Permanent Residency after graduation) and how an academic plan affects immigration compliance.
 - 2.2.2 **Settlement Guidance:** Resources and assistance to help students adapt to their new environment and provide information on local culture, customs, and community services. Provide information about housing, career and counselling services.
 - 2.2.3 **Important Dates:** Inform the students about important dates and deadlines to remember regarding last days to withdraw course, Breaks, Canadian holidays etc.
 - 2.2.4 **Health Insurance:** Provide students the information about Health Care and Alberta Health Care Card
 - 2.2.5 **Additional Support:** Discussion of topics related to everyday needs like Cellphones, Banking, Public Transportation, Social Insurance Numbers, etc.
 - 2.2.6 **Tips:** Discussion of important tips for a Successful Study Experience in Canada. Topics also include about Edmonton Weather, dressing up right for the weather, Things to do in Edmonton, Places to visit etc. to ensure the international students feel welcomed.

3.0 Additional Support

- 3.1 College of Technology Alberta understands that moving to a new country is very challenging and take responsibility to help students experience the best by providing the best services and support required.

3.2 Housing Support

- 3.2.1 College of Technology Alberta does not offer on or off-campus housing, however we offer a list of resources for housing options, including, homestay, rentals, and student housing.

Please note that College of Technology Alberta is not affiliated with any of these companies. We cannot guarantee the quality of service or accommodation.

- .1 rentals.ca
- .2 rentfaster.ca
- .3 rentcanada.com
- .4 rentboard.ca
- .5 rentseeker.ca
- .6 canadahomeshare.com: Matches older adult home providers (55+) with students who pay reduced rent while providing companionship and/or up to seven (7) hours per week of assistance around the home.
- .7 Facebook Marketplace
- .8 Kijiji

3.3 Counselling Services

- 3.3.1 The College of Technology in Alberta provides free counseling services to its students. The availability of short-term personal counseling and specialized group workshops can be invaluable for students dealing with various challenges. Here's a breakdown of the services:

- .1 **Free Counseling Services:** The fact that counseling services are offered free of charge is a significant benefit for students, as it ensures that mental health support is accessible to all
- .2 **Short-Term Personal Counseling:** Providing short-term personal counseling suggests that the focus is on addressing immediate concerns and offering support during critical times.
- .3 **Special Group Workshops:** The availability of group workshops for study skills, exam anxiety, and time management indicates a proactive approach to addressing common academic challenges.
- .4 **Academic Support from Professors:** The students are encouraged to first seek help from their professors for academic matters. It reinforces the importance of building a strong student-instructor relationship.
- .5 **Instructor Support on a Smaller Campus:** Our smaller campus provides a more intimate learning environment, making it easier for students to access support from instructors. This can contribute to a sense of community and personalized assistance.

By combining academic and mental health support, the College of Technology is fostering a holistic approach to student well-being. This can positively affect students' overall experience and contribute to their success academically and personally.

3.4 Career Services

3.4.1 Career Services at the College of Technology Alberta plays a crucial role in supporting students, graduates, and alumni in their career development. Here is an overview of the comprehensive services they provide:

- .1 **Targeted Career Planning:** Assisting individuals in identifying and planning their career paths based on their skills, interests, and goals.
- .2 **Personality Testing:** Providing tools like personality tests to help individuals gain insights into their strengths and preferences, which can inform career decisions.
- .3 **Job Search Strategies:** Offering guidance on effective job search techniques, helping individuals navigate the competitive job market.
- .4 **Resume and Cover Letter Writing:** Offering support in creating professional and impactful resumes and cover letters to make a strong impression on potential employers.
- .5 **Professional Portfolio Development:** Assisting individuals in developing comprehensive professional portfolios that showcase their skills, achievements, and qualifications.
- .6 **Interview Preparation:** Conducting mock interviews and providing tips to help individuals prepare for job interviews, increasing their confidence and readiness.
- .7 **Labour Market Information:** Keeping individuals informed about trends in the job market, helping them make informed career decisions.
- .8 **Transition from School to Work:** Supporting students in transitioning from academic life to the professional workforce.
- .9 **Networking Opportunities:** Facilitating connections between students and industry professionals through networking events and clubs.
- .10 **Career and Volunteer Fairs:** Organizing events that bring together potential employers and individuals seeking career opportunities or volunteer experiences.

- .11 **Employment and Volunteer Postings:** Providing a platform for individuals to access job and volunteer opportunities relevant to their career goals.

By offering such a diverse range of services, Career Services is contributing significantly to the success and professional development of students and alumni. This holistic approach prepares individuals not only for finding employment but also for building fulfilling and rewarding careers.

3.5 **International Social Engagement services (Leadership, Volunteering, and more)**

- 3.5.1 The International Office is actively organizing special events and providing support to enhance the experience of international students. The International Student Engagement Officer provides dedicated support to help them transition into the Canadian education setting, adjusting to a new culture, and integrating into Canadian society.
 - .1 **Special Events Throughout the Academic Year:** Hosting gatherings and events that create opportunities for international students to connect, share experiences, and celebrate cultural diversity.
 - .2 **Personal Connections and Cross-Cultural Communication:** Fostering an environment where students can personally connect with each other, enhance cross-cultural communication skills, and build a sense of community.
 - .3 **Cultural Adjustment and Community Building:** Supporting students in their cultural adjustment process and providing a platform for them to form a community, share experiences, and discuss challenges.
 - .4 **Celebrating Cultural Diversity:** Organizing events that allow students to celebrate and showcase their own cultures, fostering an appreciation for diversity within the College of Technology Alberta community.
 - .5 **Support for Homesickness and Building Connections:** Offering assistance for international students dealing with homesickness and helping them build connections with others, both within the international student community and the broader campus.
 - .6 **Leadership Skills Development:** Providing opportunities for students to develop leadership skills, empowering them to take on active roles within the community.
 - .7 **Information on Student Programs and Activities:** Keeping students informed about various programs, events, and activities on campus, including volunteering, the Peer Mentorship program, and Campus Meet-Ups.

This holistic approach to supporting international students goes beyond academic assistance, focusing on their overall well-being, cultural integration, and community building. These initiatives contribute to creating a welcoming and inclusive environment for international students during their time at the College of Technology Alberta.

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 - b) Health Link can provide advice in finding a healthcare provider, addiction and medical health, rehabilitation and Nutrition information.
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- .3 To access the Alberta Health Services in time of need, please refer to their website for information: <https://www.albertahealthservices.ca/amh/page16759.aspx>

4.2.2 Health Care Centers:

- .1 Finding a right physician can be challenging, especially if the student has moved from a different town or province or internationally. Here are some resources to help to find the walk-in clinics in the Southside of Edmonton:
 - a) Using Find a doctor tool: [Find a Doctor - Alberta](#)
 - b) Walk-in Clinic: [Walk In Clinic Locations \(Medicentres\)](#) , [Public Health Centre](#)

- .2 In case of Emergency, major hospitals in Edmonton can be found on this link:
[Hospitals & Facilities](#)

Appointment:

International Students can contact international student center in multiple ways for general inquiries and/or any additional information. Appointments are available in person or online.

The appointments are conducted in a safe, respectful, and positive environment, using a student-centered approach.

Students can request a one-on-one appointment by email, please contact: admin@ctalberta.ca

Monday-Friday, 8:00am-4:00pm