

**Canadian Health and Business College**

*“The Institution that Provides Excellent Education”*

***Suite 210, 1212 1 Street, SE***

***Calgary, Alberta T2G 2H8 Canada***

***Tel No :403-453-3346***

***Fax No : 403-453-3347***

***Website : www.chbcollege.ca***

***Email : info@chbcollege.ca***

**International Student**

**Handbook**

**Revised 2024**

**Welcome Introduction**

To our Dear International Students,

The Board of Directors welcomes you to the Canadian Health and Business College. We are so excited about this opportunity to get to know you and we are looking forward to a happy and productive academic year. Our main goal is to help you with the best learning knowledge empowered with the greatest achievement and success in your chosen career.

Not only we are excited to begin working and teaching with you, students, but we look forward to the work we will do together in the College. The Board of Directors, Instructors and Staff cannot wait to share with you the great things they do throughout their days here at the Canadian Health and Business College. And of course, staff will be here to work with these students if they need any help navigating any aspect of their school days.

Further, the Canadian Health and Business College will provide a guaranteed, excellent education that will mold students to become globally competitive not only in the health sector but also in science technology and business trade industry. Our focus on the quality of teaching will embrace and enhance in a very dynamic school atmosphere that is conducive for learning and training of students in order to realize its goal and ideal “The Institution that will provide Excellent Education”.

Sincerely,

Oliver Cadiente, MSN, RN

Belen Banasen, RN

*Board of Directors*

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**PREFACE**

CHBC is pledged to provide a conducive learning and safe educational environment. Through the implementation of the mission, vision and core values, we continuously pursuit to gain knowledge, personal excellence and success for all students and eventually employed to all areas in the medical and business profession.

To accomplish our mission and vision, we believe that all students must commit to excellence in support of student learning.  As part of the new and recent school improvement process, we’ve made changes to our commitments that we feel are more specific and supportive to our mission and vision.  This process was done in collaboration with staff members and students in line with the guidelines set by the Alberta Advanced Education.

These collective commitments will continue to serve as a guide to the actions and support of staff and students undertake at Canadian Health and Business College to ensure high levels of quality learning for all students.

The information provided and the regulations and policies articulated in *The International Student* Handbook are not intended to be all-inclusive and do not constitute a contract. CHBC reserves the right at any time to add to, modify, or revoke any of its regulations and policies, including those in the handbook, without notice.

**MISSION**

To become globally competitive, Canadian Health and Business College is committed to unceasingly pursuit to quality, excellent education and produce a competitive and highly qualified health care and business professionals.

**VISION**

Canadian Health and Business College (CHBC) will provide educational services that allow student achieve optimal learning success and become contributing members of the society

**CORE VALUES**

CHBC focus on these guiding principles to better achieve and unselfishly fulfill the goals and objectives.

• To provide high standard and excellent quality education

• To ensure equal access to resources both health and business education

• To respect student’s dignity and multicultural diversity

• To encourage student innovation, creativity, community involvement and self-worth

**Application Process:**

**1**

**Complete the application forms(s):**

* Complete the international student application form, print it out and sign where indicated.

**2**

**Prepare the following documents:**

* School/Academic records from the past two years translated into English (copies must have a school stamp) See Page 9 section B
* Copy of Passport (picture page)
* Fill out application form
* Provide documentation of international English testing/training completed (e.g., TOEFL iBT, IELTS, CLBA, CAEL, CanTest, MELA, PTE)

**3**

**Prepare the application and reservation fees:**

* Application fee and reservation fee of $500.00

**4**

**E-mail the application form(s) with supporting documents & application fees to:**

Email: [directorschbc@yahoo.com](mailto:directorschbc@yahoo.com)

*\*Please submit application in PDF form/document*

**5**

**Notification of Acceptance**

You will be notified with in 2-3 weeks upon receipts of a full application package if the application has been accepted. A letter of acceptance will be mailed once all fees have been paid in full.

**6**

**Study Permit**

Once the letter of acceptance has been received, the student will apply for a Canadian study permit at the nearest Canadian embassy/consulate

**CONSULTATION WITH THE IMMIGRATION CONSULTANT**

The Canadian Health and Business College will be issuing an official Letter of Acceptance to prospect student(s) before applying for a Study Permit in their country of origin.

The student must visit personally the nearest Immigration, Refugee and Citizenship Canada (IRCC) or Canadian Immigration/Embassy, High Commission or Consulate to obtain Study Permit and/or Temporary Resident Visa.

For more information regarding application, processing time and obtaining Study Permit and/or Temporary Resident Visa, please visit Immigration, Refugee and Citizenship Canada website at [www.cic.gc.ca/english/information/applications/visa.asp](http://www.cic.gc.ca/english/information/applications/visa.asp)

The College has Licensed Immigration Consultant that International Students can avail of the services. These Immigration Consultants are Licensed under Immigration Consultants of Canada Regulatory Council (ICCRC). Check legitimacy of these Consultants to https://iccrc-crcic.ca/about-us/

1. Lydia Mangosing (British Columbia)
2. Vivian Leah Olaño (Ontario)
3. May Santos (Alberta)

Further, the College is aware of the Bill C-35 and quoted: Bill C-35, An Act to Amend the Immigration and Refugee Protection Act (formerly called the Cracking Down on Crooked Consultants Act) received Royal Assent on March 23, 2011 and is coming into force on June 30, 2011. More information can be found: https://www.canada.ca/en/immigration-refugees-citizenship/news/archives/backgrounders-2011/bill-35-highlights.html

**ACADEMIC REGULATIONS AND REQUIREMENTS**

**CREDENTIAL AND PROGRAM ASSESSMENT**

In order to be qualified to enrol in any of the programs offered by the Canadian Health and Business College,

1. AnInternational Students must be of 18 years and older and must meet the admission requirements ***(see page 9)***. It is encouraged that applicants should apply as early as possible, as the approval of study permit may take several weeks to months to obtain *(see study permit application in page 36).*

:

A candidate must be a graduate of a ***4-year course or grade 12 Canadian Equivalent*** and must submit to the Office of the Registrar the following documents for assessment, evaluation and authentication purposes. You need to scan and email documents to [info@chbc-college.com](mailto:info@chbc-college.com) or directorschbc@yahoo.com

1. International Student Application Form ***(see appendix C)***
2. College or University Diploma or it’s equivalent
3. Transcript of Record or Record of Academic background from a recognize College or University
4. Professional License Card or Certificate (if any)
5. (2) recent Government issued identification
6. The College will accept any assessment that is acceptable by the Alberta Advanced Education like IQAS. (https://www.alberta.ca/**iqas**-employment-education-licensure.aspx)**ADMISN REUIREMENTS**

**ADMISSION REQUIREMENTS**

**Standard Admission**

Students must meet ALL of the following criteria

* Alberta high school diploma, verified by transcript, with 50% or better in Grade 12 English and a Grade 12 Mathematics, or non-Alberta equivalent
* Successful interview with the Admission Advisor OR
* Successful completion of the General Equivalency Diploma (G.E.D.) with a standard score of 450 or better in English and Mathematics

**Mature Admission**

Students must meet ALL of the following criteria

* Be at least 18 years of age prior to admission
* Successful test result of Entrance Examination (Wonderlic Scholastic Level Exam)
* Successful interview with the Admission Advisor

**Pre-practicum requirement**

* Current Police Information Check (PIC) with a Vulnerable Sector Search
* Complete Immunization Record
* CPR & First Aid certificates.

**ENGLISH REQUIREMENT**

From a country where the language of instruction is not English, will need to provide an evidence of English Language Proficiency and valid for **2 years** from issue date.

*Acceptable English Proficiency Prior Admission:*

1. International English Language Testing System (IELTS-Academic Part). Over-all score 6.0 (<http://ielts.org>)
2. Canadian Language Benchmarks (CLBA) with a score of 7.0 but no section below 7 (<https://www.language.ca/home/>)
3. Test of English as Foreign Language Computer-based exam (TOEFL iBT) with standard passing score of 80 with 20 in each category. (https://www.ets.org/toefl)
4. Canadian Academic English Language (CAEL) with passing score of 60 points (<https://www.cael.ca/>)
5. CanTest with average passing of 4.5 (https://www.tpstests.com/cantest-exam.html)
6. The Michigan English Language Assessment Battery (MELA) with 70 passing (<https://michiganassessment.org/test-takers/tests/melab/>)
7. Pearson Test of English (PTE) with minimum score of 75 points

**ALTERNATIVE**

The College will accept authenticated or notarized letter stating that the mode of teaching or instruction is English from the College Registrar or Admission Coordinator from which the student graduated. The Admission Director will verify authenticity of letter. This letter/certificate will serve as an English language proficiency,

**OFFICIAL LANGUAGE**

CHBC is an institution with multi-cultural diversity. We cater all nationality from the different parts of the world.

Even though students may have a different “first language,” CHBC” is committed to providing a safe environment where everyone feels comfortable and respected.

As such, it is the policy of the College that English is the only language spoken within the CHBC property and during CHBC hours when off property. This includes lunch and break times both in the classroom and clinical settings.

Canadian Health and Business College requires that ***everyone speak English at all times*.**

**PROGRAM ASSESSMENT AND EVALUATION**

**Method of Evaluation**

* Written Tests and Reporting
* Comprehensive Examinations
* Skills Performance Test/Simulation Examinations
* Clinical Evaluations/OSCE

**Grading System**

The grading methods will be based on the theory and practice. This includes classroom instruction and participation, seminar, research work, assignments, seat work and performance in the practical area. It is a condition of approval that a student must be informed of the results of an evaluation of their progress in the program. Students are given 2 retakes of the exam or test. These retakes are allowed provided student must meet with the Academic Advisor for directions. *(More details in Passing the Examination in page 16)*

**Course Examinations**

Upon completion of each course, students write the final course exam to demonstrate theoretical competency of the course. These exams are supervised and are given in multiple-choice, short answers, matching type, identification and fill-in the blanks. A final mark of 60% or higher is required to pass the exam.

**Grading Scale**

|  |  |  |  |
| --- | --- | --- | --- |
| **RANGE** | **GRADE** | **AP/IB\*** | **DESCRIPTOR** |
| 97-100 | A+ | 5.5 | Excellent |
| 93-96 | A | 5.5 |
| 90-92 | A- | 5.5 |
| 87-89 | B+ | 4.5 | Very Good |
| 83-86 | B | 4.5 |
| 80-82 | B- | 4.5 |
| 77-79 | C+ | 3.5 | Good |
| 73-76 | C | 3.5 |
| 70-72 | C- | 3.5 |
| 67-69 | D+ | 2.5 | Satisfactory |
| 64-66 | D | 2.5 |
| 60-63 | D- | 2.5 |
| 59 or below | F | 0 | Fail |

*\*AP/IB (Advanced Placement/International Baccalaureate)*

**Non-Numerical Grades and Remarks**

|  |  |
| --- | --- |
| **INITIAL** | **REMARKS** |
| CR | Completed requirements, no grade point value assigned |
| EX | Exempted (92% equivalent) |
| IN | Incomplete |
| IP | In Progress |
| NC or F | Failed. No grade point value assigned |
| W | Withdrew from the Program with permission |
| RE | Repeat Examination |

**STUDENT ATTENDANCE**

Canadian Health and Business College recognizes the importance of a regular attendance at school that supports greater student success and achievement. Attendance supports student learning and promotes a sense of responsibility that students will need as they transition from the school system to technical and post-graduate studies. The College is expected that:

1. Students should be in school/class at least 15 minutes before the time
2. Students must be present in all class all day-both classroom and laboratories or practical areas
3. Attendance records are maintained and consequences apply to each course individually. There will be a corresponding percentage involved in the total grade/summary.
4. Admittance in a lecture and laboratory may be refused by the Instructor for any tardiness, misconduct or unable to complete essential task/work.

Success in school requires regular monitoring of attendance in class and in the practical areas. Students may be legally excused from school/class for the reasons specified below.

All others will be considered unexcused that includes:

\* Student Illness (up to 2 days only with doctor’s note)

\* Death in the immediate family

\* Court Summons

\* Physical or Mental incapacity documented by health care provider

\* Observance of an approved religious holiday

\* Commitment to attend occasions (with proof)

\* State of Emergency such as storms and weather conditions

\* Children activity like field trip or other activity approved by school authorities

**ETIQUETTE AND CLASSROOM BEHAVIOR**

Canadian Health and Business College is an institution for adult learning. Students are therefore expected to conduct themselves in a mature way that does not distract from or disrupt the educational pursuits and achievements of others.

All students are expected to observe and behave especially on a particular activities, classroom and other areas or in a particular occasion.

1. Students are expected to behave properly while in class or college premises.
2. The College does not accept negative social behaviors such as:
   1. Aggressiveness
   2. Argumentative
   3. Bossy
   4. Deceitful
   5. Inconsiderate
   6. Rude
   7. Dishonesty
3. Students must always uphold a respectful and courteous behavior while in classroom and clinical/practical areas.

**BEHAVIOR MATRIX**

The Canadian Health and Business College recognizes its importance to have a good working relationship between students to staff, to instructors and to the Directors. This matrix called 3R’s will align and adhere with the mission, vision and core values of the College.

|  |  |
| --- | --- |
| **EXPECTATION** | **BEHAVIOR(S)** |
| **READINESS** | Dress in Uniform (Scrub Suit)  Arrive on time in class and practicum  Be prepared with materials and assignment  Be accountable  Respond appropriately to any changes  Walk promptly without dragging the shoes/feet  Enter the classroom quietly  Turn off cellphones or in silent mode |
| **RESPECTFUL** | Use appropriate language and tone-ENGLISH only  Ask permission to use things  Use conversational tones. Talk softly and politely  Be mindful of others’ personal space and property  Keep hands off wall and displays  Raise hand to speak  Sit quietly once classroom begins |
| **RESPONSIBLE** | Accept direction and consequences without arguing/complaining  Work carefully and completely Clean up your area, put all trash in appropriate places  Keep hallways neat and clean  Keep cellphones and other electronic devices away during examination/practicum  Make good choices  No food or drink allowed inside the classroom |

**PASSING THE EXAMINATION**

Following initial enrolment, students may reschedule examinations as many times as they like, provided the student remains within the timelines described in the ‘Length of Program’ portion of the enrolment contract. Each time an examination is re-scheduled and re-take, an administrative fee of $25.00 will be charged except if sick (with doctors note) or any emergency purposes.

**Start Time:** Students who arrive past the scheduled start time will not be permitted to write the examination unless with valid reason otherwise student will be required to reschedule to another date.

**Mandatory Identification**: To gain admission to the examination room, students must present government issued photo identification (e.g. driver’s licence, passport or government issued ID). The identification must be current and valid and the name on the identification must be the same as the name that appears in the ‘Student Information’ section of the Enrolment Contract. In addition, students’ names must be included on the examination roster to write the examination. Identification will be inspected prior to the start of the examination. If it is determined to be invalid, students will not be admitted to the examination room.

**Approved Items**: Students may bring only pens or pencil inside the classroom or examination room and other materials if required by the Instructor. Snacks for diabetic or have medical conditions are permitted.

**Prohibited Items**: Students may not bring the following items into the examination room:

1. Wireless electronic devices (such as hand-held computers)
2. Laptop computers
3. Cellular telephones and Pagers
4. Dictionaries or translators
5. Personal data assistants
6. Headsets or any remote communication or photographic device
7. Other electronic organizers that permit the saving of text material, course textbooks, or loose-leaf papers

**Attempt**: Students have the right to review a written examination with the Instructor or Designate but not allowed to take notes about the exam content or questions. Likewise, student is allowed of 2 retakes if unsuccessful. The 1st retake is free of charge but the 2nd and 3rd retake has $25.00 charge collected in each retake and must meet with the Academic Advisor and go through the Individualized Learning Plan.

**LIBRARY USE**

The College Library serve the information needed for the College community, the scholarly world, and the general public. The resources and services of the Library have been assembled to meet the specific needs of the students of the College. The mission of the Library is based on the dual goals of providing access to information while assuring preservation of library resources and collections. In achieving these goals, the Library will ensure access for all users who need information while implementing appropriate standards to provide for the preservation of library materials and resources.

Canadian Health and Business College has an accessible library for our student. If our resources are not sufficient to our student, we recommend them to apply for the City’s Library card. To apply for a library card, students must go to a library or apply online at <https://calgarylibrary.ca/volunteer-application-form/>. If you reside in Calgary (Calgary address) you can apply for a library card by visiting the webpage or personally apply at the nearest location.

**TUITION FEES AND MANDATORY FEES**

Tuition fee varies depending on the program or course chosen. The detailed tuition fee and mandatory fees are reflected in the appendices, pages 60-64 of this handbook.

All full-time programs/courses

MOA/Unit Clerk CAD $ 36,850.00

Pharmacy Assistant CAD $ 36,850.00

Accounting and Payroll CAD $ 36,850.00

Hospitality Business Management CAD $ 38,850.00

Advanced Massage Therapy CAD $ 39,900.00

Mandatory fees CAD $ 2,000.00 – 3,000.00

Miscellaneous (optional) CAD $ 200.00 – 500.00

Reservation fee CAD $ 250.00

Application fee CAD $ 250.00

**TUITION FEE COLLECTION**

The College will adopt the tuition fee and other fee(s) collectionunder the Private Vocational Training Regulation.

**Registration fee**

14(1) Subject to subsection (2), a licensee may require a student to pay a registration fee of not more than $500 before that person’s vocational training begins.

(2) A licensee must not require or accept payment of (a) a registration fee in respect of a prospective student until that person has signed a student

contract, or (b) any other tuition fee or any incidental fee in respect of a student or a prospective student before that person’s vocational training begins.

(2.1) Despite subsection (2)(b), a licensee may accept a tuition fee referred to in that clause in respect of a student before that person’s vocational training begins if the fee is paid by a third party approved by the Director.

(3) A licensee who receives a registration fee must credit the fee to unpaid tuition fees if the student commences the vocational training.

**ACADEMIC POLICIES AND PROCEDURES**

**PRACTICUM POLICIES**

Clinical Instructor(s) must supervise the student skills in the practical areas or immersion such as hospital, home care, assisted facilities, long-term nursing homes and whether public or privately-owned company. *The College is responsible in the practicum or immersion or on-the-job training placement for all students.*

Students must perform the skills in the placement area that are within the scope of practice and follow the policies and procedures and the professional code of ethics.

Students must meet the following pre-requisites and conditions to be eligible for registration and commencement of practicum:

1. Satisfactory pass and completed all the modules/courses or by permission of the department/program head
2. Hold a valid Criminal Record Check with Vulnerable Sector Check
3. A completed Immunization Record
4. Time limit on eligibility for Practicum Courses that require coursework that should not exceed 12 months from date of registered enrolment
5. Students are required to attend all practicum seminar classes in order to be eligible to complete the practicum
6. All students are required to speak English all the time
7. Attendance of a 100% is required and must be on time always
8. Uniform/Scrub suit must be worn always with ID. Except for Pharmacy Assistant and Accounting and Payroll Administrator Programs
9. Must maintain safe practice and respect client’s right at all times
10. Must have an up-to-date CPR/BLS certification

**PERSONAL ATTITUDE AND APPEARANCE**

Personal appearance contributes to the climate of the school and are preparation for the world of art and work. Students attending skills laboratory, CPR/BLS class and WHMIS are required to wear the scrub suit.

Uniforms promote safety, business like atmosphere and will distinguish students from others. It will be introduced during orientation about the color coding.

1. Students are encouraged to wear prescribed scrub suit conveying the College common purpose.
2. The following uniform must be observed:
   1. There is an official scrub suit that must be worn during skills laboratory, CPR/BLS and practicum (laboratory gown for Pharmacy Assistant)
   2. Official College T-Shirt and jeans will be worn only during workshop/trainings, volunteering and festivity.
3. The use of jewelry must be limited to wedding ring/engagement ring must be used only during practicum.
4. Students must observe when use of uniform/scrub suit, an ID card must always be used upon entering the College premises.

***Shoes***

* Duty shoes are acceptable. No boots nor formal shoes allowed unless required by the College to attend special events or occasions.

***Personal Hygiene***

* Must appear neat, clean and odor free.  The use of perfume is limited, and makeup should be moderate
* Long hair is acceptable, but it must be tied back or pinned up
* Fingernails must be trimmed. No artificial nails are discouraged
* Beards and moustaches must be trimmed
* Refrain from chewing gum during clinical classroom and practicum.

***Jewelry & Body Art***

* Minimal jewelry.  No dangling jewelry is allowed
* Only wedding ring and small earrings may be used
* Watch with a second hand is acceptable
* Medic alert bracelet is permitted
* Tattoos must be avoided and cover if possible

***CHBC Identification***

All students will be issued ID Card for identification in class and practicum and discount (bus/c-train passes, goods and commodities). This ID Card is valid only on the day specified herein.

1. The photo signifies that the bearer is an official/registered enrollee of Canadian Health and Business College
2. The Logo is the official seal of the Canadian Health and Business College
3. Students are encouraged to wear ID all the time while in the school premises or in the practical areas or immersion.
4. Student who forgets the ID during examination may be refused from taking the examination and may be sent home if not worn/use in the clinical setting or on-the-job-training.
5. Lost or stolen ID card must be reported to the College. A replacement fee of $30.00 shall be collected.

**TRAININGS, WORKSHOPS AND SEMINARS**

The College will be conducting numerous seminars, workshops and trainings to help students familiarize the other tasks and responsibilities. These certificates are:

* Supportive Pathways Certificate
* Workplace Hazardous Materials Information System (WHMIS)
* Assisting with Medication Administration
* CPR/Basic Life Support (Heart and Stroke)
* Goals of Care Designation
* Musculoskeletal Injury Prevention (CCSA)

**PROGRAM COMPLETION PROCEDURE**

Requirements that a student should complete in order to graduate from the Program are the following:

* Student must pass all the program courses.
* A mark of 60% is required to pass the exam.
* Meeting with the Guidance Advisor if do not pass the exam/test.
* Student must successfully pass and complete the hours in the clinical practicum or immersion/on-the-job training.

Upon successful completion of the program and financial obligations have been settled, the College will provide to the student the following provided a signed clearance by all department must be presented:

* A CHBC Canadian Certificate
* An Official Transcript of Records
* Other Certificates like workshops and trainings
* Completion Letter

A Clearance Form will be attached together with the Request Form found in ***appendix I***. The requested certificates will be released after 4-5 weeks or it will take 5-10 business days if urgent but with corresponding fee. *See information to release personal information* ***(see appendix G)***if authorizing any representative on your behalf

**POLICIES AND PROCEDURES**

**POLICY ON EXPULSION**

Expulsion has no time limit. Expelled from the College for an indefinite time period. This means that you are not allowed to attend any school or school-related activities. If you receive this kind of expulsion, you will be assigned to a program for expelled students. A meeting with the Guidance Counselor will be set. Students are suspended first, while expulsion is being considered. These include:

1. Possessing a weapon, including a firearm
2. Using a weapon to cause or threaten bodily harm to another person
3. Committing physical assault on another person that causes bodily harm requiring treatment by a medical practitioner
4. Committing sexual assault
5. Trafficking in weapons
6. Trafficking in illegal drugs
7. Committing robbery
8. Giving alcohol to a minor **time pe**

**ACADEMIC POLICY ON SUSPENSION**

A suspension means students are removed from school temporarily for a specific period of time. Students may be suspended for a period of time ranging from one school day to 20 school days. Students who are suspended for more than five school days are considered to be on long-term suspension. Students cannot take part in school activities or events while suspended.

The Board of Directors must consider suspension if students have engaged in any of the activities listed below. These include:

1. Uttering a threat to inflict serious bodily harm on another person
2. Possessing alcohol or illegal drugs
3. Being under the influence of alcohol
4. Swearing at a teacher or at another person in a position of authority
5. Committing an act of vandalism that causes extensive damage to school property at the student’s school or to property on school premises
6. Bullying

**LEAVE OF ABSENCE**

**a weapon to cause or threaten bodily harm to another person**

*A leave of absence is approved/granted for up to one year at a time and the leave periods must coincide with the full terms. If a leave is initiated part way through a term approved, the leave will be backdated to the beginning of the term or begin at the start of the next term.*

There are three grounds for granting a leave of absence from an academic program: medical, parental, professional (experience or development), and compassionate.    
1. A leave of absence for compassionate reasons or professional leave may only be granted by the Program/Academic Head.

2. Leaves of absence are leaves from one’s academic studies. An academic leave has implications for current employment. A valid written explanation with supporting documents must be attached to the letter.

3. It is the student’s responsibility to inform any agencies providing scholarships or an employer requiring enrollment of the leave from the program.

**CANCELLATION OF CLASSES**

**Com**

To detail a process to notify students when classes need to be cancelled as a result of the absence of individual instructors/professors.

1. Students are provided a schedule of classes and course outline at the beginning of classes so they can commit themselves to responsible class attendance and plan their activities. If a class or laboratory will be cancelled, students must receive adequate notice and be provided with an explanation for the Instructor’s absence.
2. Scheduled classes are to be cancelled only with the approval of the Board of Directors or designate.
3. Notice is given to students as soon as the Instructor’s absence is known.
4. Students are provided with alternative learning experiences in order to make up the missed class(es).
5. The College accepts no responsibility for the cancellation or discontinuance of any class or course of instruction which may be made necessary or desirable as a result of an act of God, fire, riot, lock-out, stoppage of work or slow-down, labor disturbances, lack of funds, the operation of law, or other causes of the kind.

**mitting physical assault on another person that causes bodily harm requiring tr**

**STUDENT GRIEVANCE AND COMPLAINT PROCESS**

**STUDENT GRIEVANCE AND COMPLAINT PROCEDURE**

**4.** Canadian Health and Business College is consistent with our mission to welcome students’ opinions and feedback about our policies, programs, and services in order to make changes that contribute to your success, development, and goal attainment.

The complaint/grievance process is meant to answer and resolve issues arising between individual students and the College from practices and procedures affecting that relationship. In many cases, there are mechanisms already in place for the reporting and resolution of specialized complaints like sexual harassment, grade appeals, bullying and these should be fully utilized where appropriate. Violation of student conduct rules should be addressed through the process specifically designed for that purpose.

Complaint Procedures in the Academic Setting

1. For complaints in the academic setting, the student should talk personally to the instructor.
2. Should the student and instructor be unable to resolve the conflict, the student may then turn to the chair of the involved department for assistance.
3. The Dean will meet with both parties, seek to understand their individual perspectives, and, within a reasonable amount of time, reach a conclusion, share it with both parties, and reach a final resolution.

**STUDENT COMPLAINT/GRIEVANCE PROCEDURE**

STUDENT SHOULD TALK TO THE INSTRUCTOR

IF STUDENT-INSTRUCTOR NOT RESOLVED, THE DEAN WILL INTERVENE

THE DEAN WILL MEET BOTH PARTIES TO SOLVE THE PROBLEM

General Complaints Outside the Academic Setting

Students having complaints outside the academic setting, and who have been unable to resolve the matter with the individual directly involved, should process the complaint in a timely manner through the administration channels of the appropriate unit. Students uncertain about the proper channels are encouraged to seek advice from faculty advisors or deans’ office. Complaints that rise to the level of a grievance may be heard, as a final appeal, before a committee, chaired by an appropriate person chosen by the Board of Directors and including a representative of the faculty and a member of the student body. The grievance must be filed in writing. Grievances not deemed frivolous by the committee will be heard.

If a student believes he or she has been harassed or otherwise discriminated against because of race, color, gender, religion, nationality, ethnic origin, age, disability, the student should report the matter immediately to the Dean.

**Procedures of Complaints should be:**

1. Presented orally to the appropriate College official.
2. If an informal discussion of the matter is not satisfactory, a written statement of the complaint will be requested.
3. A formal grievance/complaint form ***(see appendix H)*** may be picked up in the office. A written statement should contain the following:

(a) the exact nature and details of the grievance,

(b) the date, time, and place of the grievance,

(c) the names of witnesses or persons who have knowledge of the problem

(d) any available written documentation or evidence that is relevant

(e) resolution being sought by student, and

(f) student signature and contact information

The College official who receives the written complaint will investigate the complaint, take whatever action is necessary and appropriate, and will respond to the student in a timely manner. If a student has followed the grievance policy process and remains dissatisfied with the response to the complaint, the student may appeal to the Board of Directors.

**PRVACY POLICY**

(EXCERPTS FROM THE FREEDOM OF INFORMATION AND PROTECTION ACT)

The Canadian Health and Business College prohibits the release of academic records without the written consent of the student. Students may obtain an official transcript of their academic records by submitting a letter of request. Official form must be filled out properly ***(see appendix I)***

**Section 64, Record of FOIP sub section a.**

1. Respecting the College records in the custody or under the control of the Office of Private Post-Secondary Institute, including their creation, Handling, Control, Organization, Retention, Maintenance, Security, Preservation, Disposition, Alienation, and Destruction.
2. The consideration under section 2 purposes of this act sub Sec. (a) (b)

b.1 To allow any person a right of access to the records in the

custody or under the control of a public body subject to limited and specific exceptions as set out in this Act,

b.2 To control the manner in which a public body may collect personal information from individuals, to control the use that a public body may make of that information and to control the disclosure by a public body of that information.

1. The relation to section 4 (2) In this section and sections 23(1)(b) and 94(1)(n), “governing body” sub. Sec. (a)(b)(c).

c.1 In relation to a university, means the board of governors or the general faculties council as described in the *Post-Secondary Learning Act,*

c.2 In relation to a public college, means the board of governors or the academic council as described in the *Post-Secondary* *Learning Act*, and

c.3 In relation to a technical institute, means the board of governors or the academic council as described in the *Post-Secondary Learning Act*.

1. Request of records, relation to Part 1 Freedom of Information. Division 1 Obtaining Access to Records. How to make a request section 7(1)(2)(3). Sub Sec (a)(b)
2. To obtain access to a record, a person must make a request to the public body that the person believes has custody or control of the record.
3. A request must be in writing and must provide enough detail to enable the public body to identify the record.

(3) In a request, the application may ask

a. For a copy of record, or

b. To examine the record

**THE STUDENT RECORDS**

**THE OFFICIAL TRANSCRIPT OF RECORDS AND DIPLOMA/CERTIFICATES**

Official Transcript of Records (OTR) and Diploma is a confidential document. As such, it cannot be sent by fax or by e-mail. Since the signature of the student or alumni is required before any record is released by the office, requests should be done personally, by mail or by fax with the signature of the requesting student or alumni. Authorization letter may be required if the requesting student cannot personally file the request and/or receive the document from the Registrar’s Office ***(see appendix H)*** to request an OTR.

There are no fees for issuance of transcripts and diploma; however, all students pay a transcript fee (for 2nd copy only) at the time of their registration with the College.

All students currently enrolled in the institution enjoy the privilege of securing certification of enrollment anytime during the academic year. They may request for a copy or copies of their temporary transcript of records issued for evaluation purposes. Official Transcript of Records are issued only to graduates of the College and to any institution or company for purposes of employment, continuance of studies – transferees or for further studies.

An official request form must be completed, and sent/mailed to the following address:

Office of the Registrar

CANADIAN HEALTH AND BUSINESS COLLEGE

Suite 210, 1212 1 Street, SE

Calgary, Alberta T2G 2G8 Canada

**REFUND AND WITHDRAWAL POLICY**

Applicants and international students who have landed in Canada and received a Canadian study permit based on a valid acceptance letter ***(see appendix B)***from the College and/or registered for a place in a Canadian Health and Business College programs are subject to this policy.

TheCanadian Health and Business Colleges’ International Student withdrawal/refund policy strictly follows with the *Ministry of Innovation and Advance Education Instruction and Citizenship and Immigration Canada (CIC) or the Immigration, Refugees and Citizenship Canada (IRCC) guidelines.*

To be eligible for refund, the student must submit an official written notice by completing/signing a withdrawal/refund request form ***(see appendix I and appendix E)*** on or before the deadline date. The withdrawal/refund request form is available in the campus.

The reasons(s) for withdrawal must be provided in the form. If the student is transferring to another Canadian College or University, the name of the school must be identified. Funds can be directly transferred to the institution at student’s request. The student is required to inform the Citizenship and Immigration Canada of a school transfer through their website at www.cic.gc.ca

Refunds must be initiated within **30 days of withdrawal**. The Financial form must be completed and submitted to the Office of the Registrar. Tuition, other fees, and refunds are assessed in accordance with the College’s fee schedule, refund policies and Alberta Student Contract of Private Career College Branch of Ministry of Advance Education Alberta.

Student Enrolment Contract

<https://www.alberta.ca/system/files/custom_downloaded_images/ae-alberta-student-enrolment-contract.pdf#search=ae-alberta-student-enrolment-contract.pdf>

The Tuition Refunds section of the Private Career Colleges Branch’s website located at<https://www.alberta.ca/tuition-refunds.aspx> is as follows:

The Canadian Health and Business College understand that the Institution may charge the candidate a registration fee of up to $250.00, which it must credit toward the candidate’s unpaid tuition fees (Section 14 of the Private Vocational Training Regulation). The Institution may retain this fee if a student does not attend the Program unless:

The candidate terminates this contract within four (4) business days of signing it (Section 15 of the Private Vocational Training Regulation.

The Institution terminates this contract before the Program begins (Section 16(2) (a) of the Private Vocational Training Regulation).

The Program does not begin by the start date in Part C of this contract and the candidate’s choice to terminate this contract as a result (Section 16(2)(b) of the Private Vocational Training Regulation).

The candidate understands that the school cannot require or accept payment of the registration fee until the candidate has signed this student contract and cannot accept payment of any other tuition or any incidental fees before the candidates Program begins (Section 14(2) of the Private Vocational Training Regulation).

**PAYMENT OF TUITION REFUND POLICY**

The candidate understands that if this contract is terminated after the Program begins, the Institution is entitled to the payment of tuition fees as outlined in Section 17 of the Private Vocational Training Regulation, which is as follows:

Private Vocational Training Regulation - Section 17(1) If a student contract is terminated after the vocational training begins, the licensee is entitled to the following amounts of the tuition fees:

(a) when 10% or less of the vocational training has been provided, 25% of the tuition fees;

(b) when more than 10% but 50% or less of the vocational training has been provided, 60% of the tuition fees;

(c) when more than 50% of the vocational training has been provided, 100% of the tuition fees.

The student must understand that if he/she paid more tuition than the Institution is entitled to under Section 17(1), the Institution must refund the candidate the difference. The candidate must understand that any refund that the Institution is required to pay will be paid to the source of payment for my tuition fees (i.e. the student, Government, agency, or person other than the student) and/or to any outstanding student loan where applicable (Section 21 of the Private Vocational Training Regulation). The candidate must understand that the Institution may withhold the candidate’s credential if the candidate does not pay the fee in full at the time of graduation.

*Important:*

*If a student misses the deadline for withdrawal, such student will NO longer be eligible to receive any refund.*

However, if the withdrawal request is due to medical or family emergency outside of the student’s control, the student may appeal to the Board of Directors for consideration. Official documentation such as doctor’s certificate is required to validate any claims of this nature.

In all cases, the application fee of $250.00 is non-refundable.

If the student is denied a Study Permit, and have requested a refund within the deadline date, the student is entitled for a refund, less a non-refundable administrative fee of $250.00. A copy of the visa denial letter issued by the Citizenship and Immigration Canada must be presented/submitted.

Subsequent semesters paid in advance: the student is eligible for a refund, less a $250.00 non-refundable administrative fee, if request made before the deadline date.

Refunds will be issued in the same method of payment as the original payment (i.e. if the student paid by wire transfer, then it will be refunded by the wire transfer to the same bank account or if the student paid by credit card, the refund will be credited to the same credit card). A cheque will be issued for student that paid by debit.

If the student is qualified for a refund and the student want the refund to be paid to a third party (a person other than student or another institution) who paid the tuition on their behalf, we require the student to sign the authorization on the Request Form to issue refund to that person. The person’s complete information including address and telephone number must be provided.

Any outstanding balances owing on the student’s account will be deducted from their refund. Refunds will be given within 6 weeks of the receipt of the Request Form (signed and type-written). The request form must include all required information and documentation. The process may take longer during peak/holiday periods.

**Cooling Off Period Policy**

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, your college must refund any tuition or other fees you've paid (including your registration fee).

**ABOUT THE IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA**

**THE STUDY PERMIT**

*The CIC or IRCC*

Apply to study in Canada as an international student, extend your study permit and find out about working while you study or after you graduate.

In Canada, each province and territory are in charge of their own education system and each post-secondary school has its own set of rules on how to apply, including the level of English or French you need to be accepted.

*Study Permit Application* (excerpt from the cic.gc.ca/study permit)

International Students has 2 options to apply for Study Permit:

*\* Study Permit Eligibility*

-the study permit is a document issued that allows foreign national to study at designated learning institution (DLI) in Canada. Student must apply before travelling to Canada. **Your study permit is not a visa.** You may also need a visitor visa or electronic travel authorization (eTA).

Requirements on how to obtain study permit can be found to this webpage:

*(http://www.cic.gc.ca/english/information/applications/student.asp)*

*Documents needed to apply for a study permit*

1. Proof of Acceptance from the College
2. Proof of Identity
3. Proof of Financial Capability form

Because International students holding Study Permits received their permit based on a Letter of Acceptance issued by the Canadian Health and Business College, the International Admission Advisor of the College is required to submit to the federal and provincial governments information related to enrolment and/or proof of progress in a program for all international students. Such information sharing will comply with applicable privacy legislation requirements.

Any change in study status (e.g. you are no longer at the College) will be updated with Citizenship and Immigration Canada (CIC) or Immigration, Refugees and Citizenship Canada (IRCC) as per requirements of the International Student Program.

International students are responsible for ensuring that their Study Permit is valid while they are studying at the Canadian Health and Business College. Students whose study permits expire after the withdrawal deadline, but before the completion of their academic program- and who have not applied for a permit extension before the expiry date- may not use an expired Study Permit or requirement for Study Permit restoration as a basis for refund request after the refund deadline date has passed. CHBC will offer support to the International Students to apply or re-apply said study permit.

*Responsibilities while studying in Canada*

(<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/eligibility.html>)

**While studying in Canada you must:**

* make progress towards completing your program
* respect any conditions listed on your study permit
* stop studying if you no longer meet the requirements and
* leave Canada when your permit expires

Depending on your case, there may be conditions on your study permit such as:

* if you’re allowed to work in Canada
* if you’re allowed to travel within Canada
* the date you must stop studying

*Changing Fee Status from International to Domestic*

In certain very specific circumstances (e.g. student on paternal work permit or submission of specific Permanent Residency status), students can request a change from international student fee status to domestic category. For fee changes to be approved and take affect all required documentation must be submitted prior to the start of the term/program. If documents are received partway through a semester, changes can only be made to future terms and not retroactive.

***Working in Canada (refer to IRCC website for more information)***

After you graduate from your program of studies, you may be able to work temporarily or even live permanently in Canada. To work in Canada after you graduate, you need a work permit. The work experience you gain while working may help you qualify for permanent residence. <https://www.canada.ca/en/immigration-refugees-citizenship/services/work-canada.html>

International students can work in Canada for only a certain number of hours. Visit the website on www.cic,gc.ca>helpcentre>answers. Our resume making workshop will help you on making a presentable resume for your career. The College has been using the CIWA-Calgary Immigrant Women’s Association (<https://www.ciwa-online.com/>) for this workshop.

*Health Insurance*

*Alberta Health Care Insurance Plan (AHCIP) and Blue Cross*

The College will help international students apply for the Health Care Insurance and Blue Cross. For more information, visit their website at: <https://healthalberta.ca/>

All students require health coverage. Alberta Health Care is available to International students who have valid student permit and who are in Alberta for at least one year. It is important to apply for coverage within 3 months before arrival. Download forms at: (<https://www.alberta.ca/ahcip-forms.aspx>)

**STUDYING IN CANADA AS AN INTERNATIONAL STUDENTS**

[*https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada.html*](https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada.html)

**SERVICES AND INFORMATION**

Apply to study in Canada as an international student, extend your study permit and find out about working while you study or after you graduate.

1. Prepare to study in Canada
2. Get a study permit
3. Get study permit faster
4. Work as a student
5. Stay in Canada after you graduate
6. Extend your study permit
7. Get a visitor visa to return to Canada
8. Learn about student life in Canada
9. Information for Canadian schools
10. Scholarships for international students

Find out more about this section by visiting the link above.

**INFORMATION ABOUT CALGARY**

*(Excerpts from and find out more in calgary.ca)*

Calgary has a relatively low crime rate. The biggest City in Alberta. As a visitor to Calgary, you have a good chance of staying safe. All of Calgary is considered to be safe during daylight hours.

Calgary’s got small-town heart and big-city diversions. Between street festivals, nightlife and all the things to do outside, the work-hard, play-hard approach is in this city’s veins. Every July, the Calgary Stampede transforms the City into a Wild West-inspired playground. It’s 10 days of infinite free pancakes.

Calgary has a prairie-steppe type climate. This means it usually enjoys sunny weather, even in winter, and most of its little rainfall comes in summer. Calgary enjoys a dry climate with little of the summer humidity that bothers many people in Ontario. Even in summer, Calgary's nights are rather cool.

Population in Calgary as of 2019 1,512,539

*Some of the places you must experience*

* HERITAGE PARK HISTORICAL VILLAGE
* CALGARY TOWER
* CALGARY DOWNTOWN INTRO WALK TOUR
* CALAWAY PARK
* COUNTRY INN CROSSIRON MILLS SHOPPING
* CALGARY ZOO
* TELUS SPARK SCIENCE CENTRE

Calgary is basically a dry climate, but experiences a wide range of temperatures and climatic conditions. The outstanding features of the climate are the moderate rainfall and snowfall, dry air, moderately cold winter and warm “chinook winds”. The Chinook is a dry westerly wind from the Pacific that can raise temperatures as much as 10 degrees in a few hours, thus melting snow. The comparatively low humidity in both winter and summer moderates both cold and heat. Our summer have long days and can be hot and dry; however, afternoon thundershowers are common. Students should bring or be prepared to buy warm winter clothing for the months of November through March. Appropriate winter clothing includes warm winter boots, winter parka, sweater, hat, scarf and gloves. Student coming from warmer climates are advised to purchase winter clothing in Canada rather than in their home country.

The City of Calgary is one of Canada’s most liveable cities with all the advantages of a large city with few of the problems. The downtown core is composed of modern high-rise buildings and many international company headquarters. Calgarian are among the most highly educated in Canada ranking above the national average for the post-secondary education. The City offers an abundance of parks, and excellent variety of sporting facilities, good shopping, hotels and restaurants. Each July, the City celebrates its western heritage through the world-famous Calgary Exhibition and Stampede. Residents of Calgary often cite the Rocky Mountains as the City’s most outstanding feature. The town of Banff (127 km west of Calgary) is the gateway to thousands of acres of national parklands, superb scenery and some of the best sightseeing, hiking, skiing, fishing and camping in the world.

**ABOUT HOSTING AN INTERNATIONAL STUDENT(S)**

**THE HOMESTAY AND HOST FAMILY**

The following describe our hosts’ family as essential contributors and partners in this visitor’s experience in Canada. As a student of Canadian Health and Business College, we provide a safe, secure and welcoming home stay family and environment in which to learn, grow and fonder.

Several services the Canadian Health and Business College can provide that includes:

1. Pick up the student from the airport/school and drop off at the airport when they go home to their country. There will be an optional fee for pick up and drop off. See tuition fee and miscellaneous.
2. Accompany and show the student how to get to and from the school by bus or c-train. This includes travelling both ways with the student on or before the first day of class.
3. Take an active role establishing and communicating behavior standards, curfew and house rules.
4. Provide information necessary to have a Security Check/Clearance obtained for ALL members of the household 18 years old and older initially and renewable every 2 years. It is strictly confidential and will only be used to determine suitability in compliance with the Freedom of Information and Protection of Privacy Act (FOIP).
5. Make sure confidentiality is very important in order to ensure dignity and worth of students and their parents in their country is honored.

**LISTS OF RENTAL OPTIONS/HOUSING:**

1. Canada Homestay International

(http://canada homestaynetwork.ca/for-students/)

1. Search4StudentHousing

(<http://www.search4studenthousing.com>)

1. Landlords and Tenants

(<https://www.alberta.ca/landlords-tenants.aspx>)

**THE HOMESTAY RESPONSIBILITIES AND POLICY**

*Orientation*

An orientation will be conducted by the College Admission Coordinator to international students and host family that will help and guide you around the campus. This will allow host family to sign the contract.

1. Secure and keep any important information provided by the Canadian Health and Business College including student and family information, academic transcript record, attendances and use it only in the performance of host family duties.
2. Never disclose, communicate, publish, copy, interfere with, alter or destroy any information without authorized to do so by the Canadian Health and Business College**.**
3. Provide a secure, healthy and warm home environment. Host family are expected to provide reasonable protection and safety for the student and act as a reasonably prudent host parent.
4. Host a maximum of 2 students at one time, only one student of each nationality and must be of the same gender.
5. Ensure that plans for family holidays or travel costs are incurred and discussed thoroughly and that costs agreed to by students and their parents, so they assist in sharing the costs. If the international student chooses not to participate in the activity, report to the Admission Coordinator no longer than 24 hours and ensure alternate arrangements to a responsible adult are in place.

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1. Host families are responsible for all home damages. The Canadian Health and Business College is willing to mediate if cases arise. The College takes no responsibility for the damages.
2. Provide an English-Speaking environment for the students. Only English must be spoken while student is present
3. Provide board and lodging for CHBC students. Fees shall be collected by the School and a check will be issued to host family every 2nd week of the month.

**THE HOMESTAY FEE AND INCLUSIVE CHARGES**

1. Full board rate is $750.00/month or $187.50/week that includes 3 meals per day (Monday – Sunday) with light snacks.
2. Half board rate is $650.00/month or $162.50/week only breakfast and dinner included with light snacks during Saturday and Sunday.
3. Provide with a suitable home and private bedroom (not shared room) like single bed, table, lamp, closet or dresser.
4. The College will charge $150.00 fee for pick-up and drop-off to and from the airport. This is mandatory.

**REFUND POLICY AND THE DO’S AND DONT’S**

1. If a student reports that there are problems in the home such as alcohol, drug abuse, sexual impropriety, inappropriate conduct or abusive language or behavior, the student(s) will be moved from the home without notice and legal action may be taken into consideration.
2. Host families are required to give full refund to the student for any paid weeks remaining after the two weeks’ notice period. The refund payment will be pro-rated if less than 2 weeks’ notice.
3. If a student takes a holiday for 1 week or more, student do not have to pay the homestay fee and they are required to remove their belongings from their room
4. Provide access to laundry facilities. Students are not expected to pay for laundry soap. If host family doing the laundry, no extra cost shall be charged to the student
5. Ensure that international students are not required to babysit.
6. If the student is unhappy of the host family, the College will provide them the option to choose or they can visit the website for another housing change.
   1. www.homestayfinder.com/Student/Calgary‎
   2. canadahomestaynetwork.ca › for-hosts
   3. https://www.calgary.ca/CSPS/CNS/Pages/immigrants-newcomers-and-refugees/Organizations-to-help-newcomers-get-settled.aspx#immigrant-agencies

**FAMILY INVOLVEMENT AND SOCIAL ACTIVITIES**

International Student of Canadian Health and Business College will be toured around their prospective city, to Banff or Lake Louise as a part of our cross-cultural counselling. They will be oriented on Canada’s History and Government. International students and Canadian students will collaborate on community services in the surrounding area of the City. This will be done within the 1st week on their arrival. Host family will provide pack lunch for their student.

**OPENING BANK ACCOUNT**

Every bank has different monthly charges, interest rates and fees. We do not have a specific bank to recommend. We help you peruse different banks and know their charges, interest rates etc. that will suit your needs as an International Student. Host family will have to accompany.

**INTERNATIONAL STUDENT SERVICES AND COMMUNITY INVOLVEMENT/SUPPORT**

Assessing the success and well-being of international students, their academic support, and their social integration. International Students can avail of the following services through the assistance of the College.

**TUTORIAL, PEER GROUP AND ACADEMIC COUNSELING**

As part of our Academic support, tutoring services are available for all subject areas. One-on-one or group tutoring is available. Reading and writing support are available in all our campuses.

1. Calgary Distress Centre <https://www.distresscentre.com/>
2. Calgary Mental Health Association <https://cmha.calgary.ab.ca/>
3. Multicultural Centre and Resources in Calgary <https://arts.ucalgary.ca/lrc/home/parent-counselling-service/multicultural-centres-and-resources>
4. Calgary Legal Guidance for Newcomers <http://clg.ab.ca/event/centre-for-newcomers/2019-08-14/>

**INTERNATIONAL STUDENT SERVICES**

The College also offers the following services to the new-arrived students.

1. CHBC Student Mentorship Program. This program aims to help and socialize with the students in terms of:
2. Regular monthly coaching
3. Welcome new students to the CHBC community/family
4. Provide peer-involvement in adapting to Calgary and the School
5. Building strong connections to the new students and the current students of CHBC
6. Students are also encouraged to connect to CCISS for more programs.

Centre for Canadian International Students Services. <https://www.ccisscanada.com>

**ON ARRIVAL**

International students will be picked up by the Homestay Coordinator from the College and will bring them to the host family. They will be advised to attend the general orientation conducted one day before classes starts. The College will hand-in the handbook and sign documents with the presence of the host family.

|  |
| --- |
| **IMPORTANT**   * To call family about arrival to Canada safe * Have money ready and converted to Canadian funds * Make note of the expiry of your study permit |

|  |
| --- |
| **ON ARRIVAL TO CALGARY**   * Make copies of your documents like passport, study permit, etc. and keep them in a safe place * Choose a mobile provider and plan. Homestay family to assist * Go to the bank with homestay family to open a bank account * Provide with your family and friends with your new contacts * Apply for health insurance (if there’s none yet) |
| **REMEMBER**   * To ask host family to show you how to get to and from the school by bus or C-train * Attend the orientation conducted by the College one day before classes begins. |

**ORIENTATION PROGRAM**

The International Student Advisor will conduct a mandatory orientation regarding:

1. Programs and Services
2. Living in Calgary and City Services
3. Being familiar living in the city as to the:
4. Weather
5. Festivals
6. Events/programs/workshop
7. School calendar
8. Student rights and where to go for help
9. Campus tour

**APPENDICES/TEMPLATES**

**FREEDOM OF INFORMATION AND PROTECTION PRIVANCY ACT (FOIPPA)**

*Consent for the Disclosure of Personal Information*

The purpose of this statement is to document the terms and conditions of the sharing of certain personal information between Canadian Health and Business College and practicum placement agencies in compliance with the Freedom of Information and Protection (FOIPP) Act.

**I,** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, authorize **Canadian Health and Business College** to disclose my personal information in relations to my Criminal Record Check to clinical agencies for the purpose of accommodating my placement. I further advise that I will notify **the College** of any criminal charges or convictions that may arise during my enrollment and that this information may also be disclosed to the appropriate clinical agency. This consent is in effect for the duration of my enrollment in the College for the chosen course/program:

Student Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Diploma Program

**MEDICAL OFFICE ASSISTANT/UNIT CLERK**

Evidence of Relevance Curriculum

Often, Unit Clerk and Medical Office Assistants are called Medical Office Administrator. This program is structured to deliver entirely and has access to the clinical facilities and clinical practices that will enable students attain or learn all competencies specified in the competency profile for the Health Science Profession.

It will provide a ***hands-on training*** and will lead by the Professional Instructors. These members of the health care delivery team and perform many administrative and basic procedures. The typical job title of Medical Office Assistant/Unit Clerk primary duties may require them to:

* Participate with the health care team members
* Scheduling of patient appointments
* Interview patients to complete forms, documents and case histories
* Application of claim insurances and other forms
* Maintain confidential medical files and records
* Prepare financial statements and handle billing procedures
* Plan and initiate procedural set up including those required for patient preparation and maintenance of supplies and equipment
* Assist with simple diagnostic procedures as reflected in the job description
* Performing general office work as required

**Overview of the Diploma Program**

The Medical Office Assistant/Unit Clerk prepares students to a solid understanding on the competencies. It will strengthen students develop the skills, knowledge and attitude specified below:

1. Understand the principles of quality, standards and safety as they apply to the medical environment
2. Know critical thinking and problem-solving techniques in the medical environment
3. Be familiar with office information distribution system and office equipment
4. Know the roles and responsibilities of health office professional including the personal, professional and technical skills that the Medical Office Assistant must possess to be successful
5. Have a basic knowledge of medical terminology, anatomy and physiology, related diseases and disorders and pharmacology
6. Use written and oral English communication skills to communicate appropriately, effectively and accurately in a timely manner to patients, team members and other individuals while maintaining confidentiality
7. Prepare accurate patient health records, medical correspondence, reports and other written documents that meet health care standards
8. Maintain and submit accurate billings and other financial documents and records for the medical office environment
9. Perform and assist with clinical procedures as required including patient preparation, procedural set-ups, diagnostic testing and therapeutic treatments and other procedures

**THEORY VS SKILLS**

CHBC is committed to offering an accessible and affordable career training programs and options in the Province of Alberta. The effective integration of learning components results in cohesive educational process that will ensure that theory will be taught and skills will be learned.

**Theoretical Learning (Theory)**

The objective is to understand the core competencies listed in each subject or module. Theoretical learning and clinical simulation activities are integral components of the educational processes and facilitates the acquisition of foundational knowledge with specific skills. As well as the opportunity to manage simulated patient cases can assist in the development of clinical readiness to deal with direct patient contact. One of the key elements is to understand the roles and responsibilities of health office professional including personal, professional and technical skills that must be possessed to be successful.

**Skill Competencies (Practical/Clinical)**

As part of the program, health education program enables students to attain and demonstrate clinical competencies through direct contact in the actual practice setting of the profession. Students will have the opportunity to integrate knowledge, skills, attitude and proper judgement in the real clinical situations that require problem solving, communication and critical thinking to address patient needs and conditions.

The integral part of this program will enhance the use of interpersonal skills to establish and maintain effective working relationships with the patient or client, team members and other individuals or groups to complete tasks, effective outcomes and provide services in the medical environment.

**MEDICAL OFFICE ASSISTANT/UNIT CLERK PROGRAM**

**CAREER OPPORTUNITIES**

Be certified to become a Medical Office Assistant/Unit Clerk that play a significant role in the Health Care Industry especially in managing communication and information in all areas of health and business workplace.

Upon completion of the Medical Office Assistant/Unit Clerk Diploma program, graduates may apply for employment in:

* Community Health Centres
* Doctor’s offices
* Hospitals
* Medical or Surgical Clinics
* Pharmaceutical Firms
* Government health agencies and
* Research and Care Agencies

**Key Responsibilities**

In a variety of settings, Medical Office Assistants/Unit Clerks are responsible for administrative and clerical duties necessary to manage the organization efficiently. These includes:

1. They will organize and maintain documents on file
2. Provide information by use of telephone, email and postal services
3. Focus with insurance rules, billing practices and hospital or laboratory procedures according to the province
4. Purchase supplies and equipment
5. Excellent interpersonal, organizational and time management skills
6. Ability to function in a stressful environment while maintaining professional demeanor
7. Efficient and excellent in writing, oral and non-verbal communication to the clients, colleagues, family and others

**ADMISSION REQUIREMENTS**

**Standard Admission**

Students must meet ALL of the following criteria

* Alberta high school diploma, verified by transcript, with 50% or better in Grade 12 English and a Grade 12 Mathematics, or non-Alberta equivalent
* Successful interview with the Admission Advisor OR
* Successful completion of the General Equivalency Diploma (G.E.D.) with a standard score of 450 or better in English and Mathematics

**Mature Admission**

Students must meet ALL of the following criteria

* Be at least 18 years of age prior to admission
* Successful test result of Entrance Examination (Wonderlic Scholastic Level Exam)
* Successful interview with the Admission Advisor

**Pre-practicum requirement**

* Current Police Information Check (PIC) with a Vulnerable Sector Search
* Complete Immunization Record
* CPR & First Aid certificates.

**ENGLISH REQUIREMENT**

From a country where the language of instruction is not English, will need to provide evidence of English Language Proficiency and valid for **2 years** from issue date.

*Acceptable English Proficiency Prior Admission:*

1. International English Language Testing System (IELTS-Academic Part). Over-all score 6.0 (<http://ielts.org>)
2. Canadian Language Benchmarks (CLBA) with a score of 7.0 but no section below 7 (<https://www.language.ca/home/>)
3. Test of English as Foreign Language Computer-based exam (TOEFL iBT) with standard passing score of 80 with 20 in each category. (https://www.ets.org/toefl)
4. Canadian Academic English Language (CAEL) with passing score of 60 points (<https://www.cael.ca/>)
5. CanTest with average passing of 4.5 (https://www.tpstests.com/cantest-exam.html)
6. The Michigan English Language Assessment Battery (MELA) with 70 passing (<https://michiganassessment.org/test-takers/tests/melab/>)
7. Pearson Test of English (PTE) with minimum score of 75 points

**Program Methodology and Delivery**

The total summary of the program consists of **30 units or** **30 weeks with a total number of 810 hours** both Theory and Skills or Practicum. It also provides with relevant administrative and high-level technological skills to meet the demands of the current and emerging health care system.

The modes of delivery provide reinforcement and logical progression through basic to advanced and specialized skills level. Workplace simulations assists these students in transferring the learned core competencies to the work environment.

**Standardized Grading System**

The grading methods will be based on the theory and practice that includes classroom instruction and participation, seminar, research work, assignments, seat work and performance in the practical area. It is a condition of approval that a student must be informed of the results of an evaluation of their progress in the program. Students are given 2 attempts to retake the exam or test.

**Diploma Program**

**PHARMACY ASSISTANT**

**PROGRAM DESCRIPTION**

The Pharmacy Assistants help Licensed Pharmacists provide medication and other health care products to clients. Pharmacy Assistant perform routine tasks to help prepare prescribed medications such as counting tablets and labelling bottles. They also perform administrative duties such as answering phones, sticking shelves, and operating cash registers.

Pharmacy Assistants refer any questions regarding prescriptions, drug information or health matters to pharmacist. This Pharmacy Assistant program is also designed to train students to work in community drug stores and hospital drug stores. The students will learn Pharmacy Assistant practices, basic pharmacology, drugs and medical terminologies. They will also explore pharmacy computer systems, hospital and community practices and procedures, drug dosage calculations and compounding labs.

In addition, this program is designed to prepare the students with the skills and knowledge that they will require to become a pharmacy assistant. Students will become familiar with the subject on pharmacology, pharmacy math and pharmacy billing software. Students will be able to:

* Experience ingenuity within the field as they formulate common products such as medicinal lozenges, powders, creams, tablets, capsules and suppositories.
* Learn basic human anatomy, physiology, pathophysiology, pharmacology and medical terminology that will help students identify with the major classifications of medicines to treat different conditions.
* Understand the scope of responsibilities, code of ethics and legal as well as regulatory requirements in the pharmacy industry.
* Ensure that the right medication or prescription products released is accurate and no tampering.
* Assist the pharmacists in compiling the best possible medication histories to patients, referring to the pharmacist patients who require assessment, clinical interventions or application to the therapeutic use and knowledge

**PROGRAM OVERVIEW**

In other province or territory across Canada, Pharmacy Assistants is also known as Pharmacy Aides or Assistant Pharmacists who work with Pharmacist and Pharmacy Technicians in variety of settings from retail stores or drug stores to hospitals.

The duties and functions of a Pharmacy Assistant includes:

1. Assisting the Pharmacist and Pharmacy Technician in the day to day operations of the pharmacy
2. Prepare or pre-pack medications including unit dose packaging, plastic bottles, blister pack, medical specialty bags, pouches and strip packs.
3. Medication refill orders including mixing, measuring, labelling, packaging and delivering drugs
4. Receiving and answering telephone prescriptions and logging into the computer data base.
5. Communicating with the doctor’s offices, suppliers and patients regarding medication needs.
6. Sterilizing and cleaning dispensing bottles and instruments and equipment
7. Up to date inventory including restocking, monitoring expired medicines and products

Pharmacy Assistant students will learn about the design and production of medications as well as effective communication skills specially when communicating with patients and doctors. This program will cover the dispensing of medicines, preparing aseptic techniques and products, drug distributions, third party billing, repacking pharmaceuticals and needing clerical functions as well.

**ADMISSION REQUIREMENTS**

**Standard Admission**

Students must meet ALL of the following criteria

* Alberta high school diploma, verified by transcript, with 50% or better in Grade 12 English and a Grade 12 Mathematics, or non-Alberta equivalent
* Successful interview with the Admission Advisor OR
* Successful completion of the General Equivalency Diploma (G.E.D.) with a standard score of 450 or better in English and Mathematics

**Mature Admission**

Students must meet ALL of the following criteria

* Be at least 18 years of age prior to admission
* Successful test result of Entrance Examination (Wonderlic Scholastic Level Exam)
* Successful interview with the Admission Advisor

**Pre-practicum requirement**

* Current Police Information Check (PIC) with a Vulnerable Sector Search
* Complete Immunization Record
* CPR & First Aid certificates.

**ENGLISH REQUIREMENT**

From a country where the language of instruction is not English, will need to provide evidence of English Language Proficiency and valid for **2 years** from issue date.

*Acceptable English Proficiency Prior Admission:*

1. International English Language Testing System (IELTS-Academic Part). Over-all score 6.0 (<http://ielts.org>)
2. Canadian Language Benchmarks (CLBA) with a score of 7.0 but no section below 7 (<https://www.language.ca/home/>)
3. Test of English as Foreign Language Computer-based exam (TOEFL iBT) with standard passing score of 80 with 20 in each category. (https://www.ets.org/toefl)
4. Canadian Academic English Language (CAEL) with passing score of 60 points (<https://www.cael.ca/>)
5. CanTest with average passing of 4.5 (https://www.tpstests.com/cantest-exam.html)
6. The Michigan English Language Assessment Battery (MELA) with 70 passing (<https://michiganassessment.org/test-takers/tests/melab/>)
7. Pearson Test of English (PTE) with minimum score of 75 points

**PROGRAM DELIVERY**

In big companies and evolving health-system, Pharmacy Assistant with a significant training, experience and certification can be accelerated and promoted to supervisory positions, mentoring and training pharmacy assistants with less experience. Some maybe into advance specialty positions such as chemotherapy technicians or even nuclear pharmacy assistant. This program will give the student the necessary skills and experience to be competitive in the field of expertise.

Pharmacy Assistant is a **full-time 37 weeks duration or equivalent to 1 year or less with a total number of 920 hours.** This includes field experience and practicum/clinical of 200 hours in various settings like community or retail pharmacy/drugstore, acute/sub-acute hospital and long-term care facility.

The Pharmacy Assistant is responsible for recording and selecting appropriate medicines for dispensing by verifying the prescription under the guidance of a Pharmacists. This is further reconfirmed by the fact that the Pharmacy Assistant is expected to learn and improve their practice while on the job and is referred as “skilled workers”

**THE FUTURE CAREER**

Where can these students work after graduation?

According to Alberta Careers, Learning and Employment Information System (ALIS) with National Occupational Classification (NOC) 3414.4, pharmacy assistant is under the medium in demand category with an outlook of above average. Salary of $23.80 is the average wage for this profession.

* Medical Centre Pharmacies
* Retail or Community Pharmacies
* Hospitals
* Long Term Care Facilities with own Pharmacy
* Health Insurance Companies
* Third Party Billing Centers
* Pharmaceutical Manufacturing Companies
* Drug Wholesalers
* Pharmacy Supply Companies
* Pharmacy Software Vendors
* Drug Information Sites
* Clinical Research Companies

**COURSE CURRICULUM**

The Pharmacy Assistant Program is to provide the graduates with the skills and knowledge that will enable these graduates to qualify for entry-level positions in a community or retail drugstore, manufacturing facility or long-term care pharmacy.

They will also be able to learn various pharmacy organization in the province especially ethical standards governing the profession. This 37-week program with the combination of in-class learning, hands-on clinical experience or practicum placement ensures the graduate with confidence what is learned from theoretical and practical skills.

**PRACTICUM/CLINICAL SKILLS**

This clinical or practicum experience is mandatory and the pharmacy or drug store or any business organization does not pay for the service of the student during this exposure

Students are selected for practicum on the basis of academic performance, skills and attitude, professional suitability, fitness and conduct and availability of the practicum site and this includes hospital pharmacy, long-term care facilities, retail or community pharmacy like Shoppers Drug Mart, Walmart, London Drugs, Medicine Shoppe, Co-op Pharmacy, Alliance Pharmacy, and others. Our pioneer students have 100% employability rate.

The enrolled students should be aware that:

1. Under the Protection for Person in Care Act (PPCA) they must be required to provide a current Police Information Check with Vulnerable Sector Search as specified in the General Admission Requirements to the practicum placement in-charge prior to starting of the practicum.
2. A current or up to date First Aid Certificate
3. Health Immunization Record will be required as well.

Enrolled students should be aware that under the Protection for Person in Care Act (PPCA) they must be required to provide a current Police Information Check with Vulnerable Sector Search as specified in the General Admission Requirements to the practicum placement in-charge prior to starting of the practicum. A current or up to date First Aid Certificate and Health Immunization Record will be required as well.

**Diploma Program**

**Accounting and Payroll Administrator**

**PROGRAM DESCRIPTION**

The Accounting and Payroll Administrators can work as an Accounts Payable Clerks, Accounting Clerks, Tax Clerks in Financial Accounting, Payroll Clerks or Officer, Bank Tellers and Bookkeeping Clerks in a variety of industries and companies.

Students will be equipped with basic understanding of office procedures including QuickBooks computerized accounting and other financial accounting and payroll related works. As per National Occupational Classification source, Payroll Administrators collect, verify and process payroll and accounts information and determine pay and benefit entitlements for employees within the department, company or other establishments. They are employed by the payroll administration companies and by establishments throughout the private and public sectors.

While accounting and related clerks calculate, prepare and process bills, invoices, accounts payable and receivable, budgets and other financial records according to established procedures. They are employed throughout the private and public business sectors and industry.

Illustrative examples as described further by the National Occupational Classifications includes:

* Benefits officer-payroll administration, pay advisor, Pay and benefits administrators, Pay and benefits clerk, Pay clerk, Payroll clerks, Payroll officers, Salary administration officer

**PROGRAM OVERVIEW**

At Canadian Health and Business College, Accounting and Payroll Administrator Diploma Program, students will be able to give you knowledge and understanding about accounting principles and bookkeeping practices specific to the Canadian jurisdiction and marketplace.

The students will also learn how to install the software, set-up of company books, create a data files, process and records accounts receivables and payables, inventory and bank/cash reconciliation through computerized accounting or the use of accounting application and software.

The areas of focus on this Program covers the information on the following aspect including the main duties and functions of an Accounting and Payroll Administrator as per NOC Codes 1311, 1431 and 1432:

* Maintain records of employee attendance, leave and overtime to calculate pay and benefit entitlements
* Prepare and verify statement of earnings for employees indicating gross and net salaries and deductions such as taxes, union dues, garnishments and insurance and pension plans
* Prepare employee payments and benefit payments by cheque or electronic transfer
* In charge for the preparation and processing of the monthly payroll
* In coordination between payroll and human resources, responsible to ensure proper flow and maintenance of employee data must be observed
* Learn and develop basic bookkeeping and how to perform day-to-day financial transactions including accounts payable and receivables
* Learn and gain fundamental knowledge on office procedures and develop business skills that is important to communicate in a dynamic atmosphere/workplace.
* Improve proper typing techniques and keyboarding accuracy
* Complete and submit on-line or paper regarding tax remittance forms, workers compensation forms, pension contributions and other government requirements and documents.

**PROGRAM DELIVERY**

Canadian Health and Business College primarily focused in providing students with the general background in basic accounting, bookkeeping, income tax fundamentals, and payroll processing. On the theoretical aspect, the College may use different version of the software or other resources that is up-to-date and most commonly use in Colleges and accounting/payroll company.

Accounting and Payroll Administrator Diploma Program is a full-time 50 weeks duration or equivalent to 1 year or less with a total number of 1000 hours. This includes field experience and practicum or on-the-job training of 200 hours in various accounting firms/settings both in private and public settings or workplace.

**HOURS OF INSTRUCTIONS**

There will be 3 intakes in a year. It will be delivered on a full-time study, in-class and on a Weekdays and Weekends basis only. The College will open Evening classes if the need arises. *One to two days will be allotted as the research day which is counted as a regular in-class. Student(s) will be given research related to the course/subject which will be submitted when required by Instructor and will be added to their grade/performance*

**ADMISSION REQUIREMENTS**

**Standard Admission**

Students must meet ALL of the following criteria

* Alberta high school diploma, verified by transcript, with 50% or better in Grade 12 English and a Grade 12 Mathematics, or non-Alberta equivalent
* Successful interview with the Admission Advisor OR
* Successful completion of the General Equivalency Diploma (G.E.D.) with a standard score of 450 or better in English and Mathematics

**Mature Admission**

Students must meet ALL of the following criteria

* Be at least 18 years of age prior to admission
* Successful test result of Entrance Examination (Wonderlic Scholastic Level Exam)
* Successful interview with the Admission Advisor

**Pre-practicum requirement**

* Current Police Information Check (PIC) with a Vulnerable Sector Search
* Complete Immunization Record
* CPR & First Aid certificates.

**ENGLISH REQUIREMENT**

From a country where the language of instruction is not English, will need to provide evidence of English Language Proficiency and valid for **2 years** from issue date.

*Acceptable English Proficiency Prior Admission:*

1. International English Language Testing System (IELTS-Academic Part). Over-all score 6.0 (<http://ielts.org>)
2. Canadian Language Benchmarks (CLBA) with a score of 7.0 but no section below 7 (<https://www.language.ca/home/>)
3. Test of English as Foreign Language Computer-based exam (TOEFL iBT) with standard passing score of 80 with 20 in each category. (https://www.ets.org/toefl)
4. Canadian Academic English Language (CAEL) with passing score of 60 points (<https://www.cael.ca/>)
5. CanTest with average passing of 4.5 (https://www.tpstests.com/cantest-exam.html)
6. The Michigan English Language Assessment Battery (MELA) with 70 passing (<https://michiganassessment.org/test-takers/tests/melab/>)
7. Pearson Test of English (PTE) with minimum score of 75 points

**The Practicum**

The Accounting and Payroll Administrator Diploma Program is designed to help students attain their dream to get involved and employed in the Accounting and Payroll business industry.

To help further facilitate and achieve students’ dream and aspirations, they must meet and pass the *200 practicum hours.* The College will be responsible in assigning students in their placement area or practicum or on-the-job-training.

These students will be in an actual work places related to their field of expertise and study. It will be buddied to a regular employee in a company whether private or public own and will be supervised on a weekly basis by the College Instructor or representative from the College. Students will be graded base on the performance, attendance and attitude. Feedback from the buddy mentor will be collected.

**Advanced Massage Therapy Diploma Program**

**OVERVIEW OF THE PROGRAM**

Massage Therapy has been shown to reduce anxiety levels. Massage therapy is proposed to have a positive impact on the quality of life and immune function through stress mediation. Massage is being used to provide relief from injury, stress, pain, and other acute and chronic conditions that includes an array of manual therapies that manipulate the soft tissues of the body in order to reduce anxiety, tension, stress, and depression. In addition, massage therapy increases circulation, controls pain, and promotes a sense of overall well-being. Touch is the main ingredient of massage therapy, which conveys a sense of caring – an important component in the healing partnership. Encyclopedia of Stress, 2nd Ed; 2007.

Typically, graduates from a Massage Therapy Diploma program complete studies in: human anatomy and physiology, musculoskeletal anatomy, kinesiology, pathology, general nutrition, therapeutic exercise, hydrotherapy and thermal therapies, massage theory and techniques, clinical assessment and treatment planning, treatment of various conditions, ethics, research literacy, and business and practice management. ([mtaalberta.com](mailto:https://www.mtaalberta.com/?page=331)). Massages are used to treat after-work out soreness, are linked to pain reduction, increase blood flow, provide lymphatic drainage, and stimulate the immune system. There are a lot of researches that show massage therapy is effective in fighting depression; there was also another research study showing a significant drop in stress hormones and a boost in serotonin and dopamine, the so-called feel-good hormones, after a massage.

As specified under the National Occupational Classification (NOC) 2016, massage therapists assess soft tissues and joints of the body for treatment and prevention of dysfunction, injury, pain and physical disorders. Massage therapists work in private practice, including group or team practices, hospitals, clinics, extended care facilities, rehabilitation centers and educational institutions.

They are categories under the NOC 3236 or similar titles as:

* Massage therapist (MT)
* Masso kinesitherapist
* Massotherapist
* Myotherapist
* Orthotherapist
* Registered massage practitioner
* Registered massage therapist (RMT)
* Thai massage therapist

Main duties of a massage therapists perform some or all of the following duties:

* Assess clients by conducting range of motion and muscle tests and propose treatment plans
* Explain procedures, risks and benefits to clients
* Administer massage techniques, treating soft tissues and joints of the body through soft tissue manipulation, relaxation techniques, hydrotherapy, trigger point therapy, joint pain and lower grade mobilizations, remedial exercise programs and client self-help programs
* Suggest home care instructions and provide information about techniques for further postural improvement and stretching, strengthening, relaxation and rehabilitative exercises
* Maintain records of treatments given
* May consult with other health care professionals such as physiotherapists, chiropractors, physicians and psychologists when developing treatment plans for clients.

**ADMISSION REQUIREMENTS**

**Standard Admission**

Students must meet ALL of the following criteria

* Alberta high school diploma, verified by transcript, with 50% or better in Grade 12 English and a Grade 12 Mathematics, or non-Alberta equivalent
* Successful interview with the Admission Advisor OR
* Successful completion of the General Equivalency Diploma (G.E.D.) with a standard score of 450 or better in English and Mathematics

**Mature Admission**

Students must meet ALL of the following criteria

* Be at least 18 years of age prior to admission
* Successful test result of Entrance Examination (Wonderlic Scholastic Level Exam)
* Successful interview with the Admission Advisor

**Pre-practicum requirement**

* Current Police Information Check (PIC) with a Vulnerable Sector Search
* Complete Immunization Record
* CPR & First Aid certificates.

**ENGLISH REQUIREMENT**

From a country where the language of instruction is not English, will need to provide evidence of English Language Proficiency and valid for **2 years** from issue date.

*Acceptable English Proficiency Prior Admission:*

1. International English Language Testing System (IELTS-Academic Part). Over-all score 6.0 (<http://ielts.org>)
2. Canadian Language Benchmarks (CLBA) with a score of 7.0 but no section below 7 (<https://www.language.ca/home/>)
3. Test of English as Foreign Language Computer-based exam (TOEFL iBT) with standard passing score of 80 with 20 in each category. (https://www.ets.org/toefl)
4. Canadian Academic English Language (CAEL) with passing score of 60 points (<https://www.cael.ca/>)
5. CanTest with average passing of 4.5 (https://www.tpstests.com/cantest-exam.html)
6. The Michigan English Language Assessment Battery (MELA) with 70 passing (<https://michiganassessment.org/test-takers/tests/melab/>)
7. Pearson Test of English (PTE) with minimum score of 75 points

**PROGRAM DELIVERY**

The focus of Advanced Massage Therapy at Canadian Health and Business College is to provide with the students the general background of the 2-year advanced diploma registered massage therapist with focus on professionalism and evidenced-based-theory and practice about massage with effective assessment and treatment planning and proper intervention of clients undergoing massage therapy.

Each education program is accountable in demonstrating its program design to effectively deliver the content specifications of the guidelines for professional boundaries, standards and scope of practice, professional development program as stipulated in the Massage Therapist Association of Alberta and Certified Registered Massage Therapists of Alberta. Under the MTAA and CRMTA, student has the option of becoming a member of the association, provided they must be currently enrolled in a 2,200-hour education program licensed within Alberta and by the CRMTA.

This 2-year course enables students’ transition from relaxation massage to more advanced remedial massage by exploring the physiological effects of their healing touch, principles relevant to work with depth and in various techniques towards the resolution of major soft tissue injury.

Further, students of Canadian Health and Business College must complete 1,100-hours for the first year and 1,200-hours for the second year to be eligible to join the association under student member and to be qualified to become a Registered Massage Therapist and can apply for membership with associations if students will pass the program and completed the required clinical/practice hours.

CHBC Advanced Massage Therapy Diploma Program is a **full-time 85 weeks duration or equivalent to 2 years (4 semesters) with a total number of 2,300 hours. This includes field/outreach experience and clinical practicum or on-the-job training of a total of 320 hours in various massage and therapy clinics or hospital both practicum 1 and 2**.

This program will be completed through [blended-learning](mailto:https://www.valamis.com/hub/blended-learning) courses that includes a combination of in-class and online instruction and directed independent student research or assignments. There will be 1 week each semester break starting from the 2nd Semester (*please see course outline*). This number of hours for semester break will be counted in the total number of intake hours for this program aside from the Alberta statutory holidays and Christmas breaks.

**THE FUTURE CAREER**

Where can these students work after graduation?

Based on the jobbank.gc.ca, the median salary in Alberta is ***$26.44 per hour*** as a Pay Account Clerk and Accounting Bookkeepers median salary is ***$25.48 per hour***. (attached documents in number 23. Further, according to Alberta Careers, Learning and Employment Information System (ALIS), with National Occupational Classification (NOC) Codes:

1311 Accounting technicians and bookkeepers

1431 Accounting and related clerks

1432 Payroll Clerks

And students can be employed as:

* Accounts Payable/Receivable Clerks
* Payroll Officer/Administrator
* Pay and Benefits Clerks
* Tax Returns Officer
* Bookkeeper Clerks

**COURSE CURRICULUM**

The main objective of the Accounting and Payroll Diploma Program is to train students in the fundamental principles and practices of financial accounting and payroll in Canada. Each student will have the necessary skills to enter into the workforce and workplaces and maintain a complete set of accounting and payroll documents and books, both manually and with computerized systems.

This program focuses on three fundamental elements namely: the theoretical principles of accounting and payroll, the immersion or “hands on” skills required to do the job, and the communication skills needed to work within the business and office environment.

The Accounting and Payroll Administrator Diploma Program provides the students with basic accounting skills in all phases of the accounting industry. With the skills you will be learning in school, students will be qualified for positions in most organizations as specified under Alberta Careers, Learning and Employment Information System (ALIS) and National Occupational Classification (NOC).

Lastly, this program provides our students the opportunity to begin preparation for the Payroll Compliance Practitioner (PCP) certification issued by the Canadian Payroll Association (CPA). The certification is a nationally recognized as a Standard of Excellence for payroll training. CPA exams are not included as part of the program but students will be prepared to consider this certification after graduation.

**Diploma Program**

**HOSPITALITY BUSINESS MANAGEMENT (HRM)**

**PROGRAM OVERVIEW**

This program, Hospitality Business Management is an integration of hotel and restaurant management where students focus primarily in the hotel, restaurant and tourism industry. This course/program is intended in seeking concise and accessible understanding on the key concepts of hospitality business management.

Understanding the nature and dynamics of the hospitality business industry including demand and supply, the environmental and socio-cultural impacts of the industry, and organizational structures at the community, state and national levels. Barrows, C, et.al. The students will be equipped with the following expectations as they finish the course as per National Occupational Classification ([noc.ca](https://noc.esdc.gc.ca/Home/Welcome/3867cc7251a943828fbabbf6eb461660?GoCTemplateCulture=en-CA)), NOC Code: 6313– Accommodation, travel, tourism and related services supervisors and 0632-Accommodations Service Managers or NOC Code 0631 hospitality business management programs’ roles and responsibilities includes:

* accommodation, travel, tourism and related services supervisors
* supervise and co-ordinate the activities of hotel accommodation service clerks, casino workers, reservation clerks and other travel and accommodations workers.
* front desk manager - accommodation services, Guest-house operator
* hotel assistant manager or Hotel director or Hotel manager
* motel manager

They will be employed by service establishments throughout the public and private sectors. The areas of focus also include hotel and resort management, hospitality sales and marketing and advertisement, front office management, hotel or motel security management, managing food and beverage operations, housekeeping management, human resource management, hospitality supervision, hotel and restaurant accounting, food safety.

**PROGRAM DELIVERY**

Hospitality Business Management (Hotel and Restaurant) Program/Course develop a unique toolbox of skills to implement programs, policies and plans that will enable businesses to respond to planned and unplanned business events. The also gain an enlightened understanding of the available research in hospitality and tourism businesses including the ability to understand and use big data to help identify and solve problems in the industry.

This program is a **1-year course** that includes **2 semesters**:

* 1st semester is 4 ½ months-theory (290 hours) with 2 weeks training (80 hours)
* 2nd semester is 6 ½ months (350 hours) with 5 weeks training (200 hours)
* 2 weeks for seminars, training, workshops-in-campus (40 hours)
* 2 weeks of Semestral Break (40 hours)

A total of ***48 weeks (1,000 hours) with 680 theory hours*** *including 2 weeks* ***(40 hours)*** *of semestral break* ***and 280 hours of internship or on-the-job training*** plus participation in in-campus training, seminars and workshop.

On the job training or internship for the 1st semester will be limited to observation and tour only. In some instances, instructor will give:

* An introduction to hotel/restaurant set-up
* Observe inventory of vacancies, reservations and room assignments
* Observe on how to register arriving guests and assign rooms
* Observe on how to co-ordinate, assign and review the work of hotel, motel and other accommodation services clerks, casino workers, reservation clerks and other travel and accommodations workers not elsewhere classified
* Observation in the use of the hotel/restaurant software

For the 2nd semester, it focuses on:

* Answer enquiries regarding hotel services and registration by letter, by telephone and in person, provide information about services available in the community and respond to guests' complaints
* Compile and check daily record sheets, guest accounts, receipts and vouchers using computerized or manual systems
* Present statements of charges to departing guests and receive payment.
* Establish work schedules and procedures and co-ordinate activities with other work units or departments
* Resolve work-related problems and prepare and submit progress and other reports
* Hire and train staff in job duties, safety procedures and company policies
* Ability to work and experience in a supervisorial or managerial role and competency
* Ensure smooth operation of computer software systems, equipment and machinery, and arrange for maintenance and repair work

**ADMISSION REQUIREMENTS**

**Standard Admission**

Students must meet ALL of the following criteria

* Alberta high school diploma, verified by transcript, with 50% or better in Grade 12 English and a Grade 12 Mathematics, or non-Alberta equivalent
* Successful interview with the Admission Advisor OR
* Successful completion of the General Equivalency Diploma (G.E.D.) with a standard score of 450 or better in English and Mathematics

**Mature Admission**

Students must meet ALL of the following criteria

* Be at least 18 years of age prior to admission
* Successful test result of Entrance Examination (Wonderlic Scholastic Level Exam)
* Successful interview with the Admission Advisor

**Pre-practicum requirement**

* Current Police Information Check (PIC) with a Vulnerable Sector Search
* Complete Immunization Record
* CPR & First Aid certificates.

**ENGLISH REQUIREMENT**

From a country where the language of instruction is not English, will need to provide evidence of English Language Proficiency and valid for **2 years** from issue date.

*Acceptable English Proficiency Prior Admission:*

1. International English Language Testing System (IELTS-Academic Part). Over-all score 6.0 (<http://ielts.org>)
2. Canadian Language Benchmarks (CLBA) with a score of 7.0 but no section below 7 (<https://www.language.ca/home/>)
3. Test of English as Foreign Language Computer-based exam (TOEFL iBT) with standard passing score of 80 with 20 in each category. (https://www.ets.org/toefl)
4. Canadian Academic English Language (CAEL) with passing score of 60 points (<https://www.cael.ca/>)
5. CanTest with average passing of 4.5 (https://www.tpstests.com/cantest-exam.html)
6. The Michigan English Language Assessment Battery (MELA) with 70 passing (<https://michiganassessment.org/test-takers/tests/melab/>)
7. Pearson Test of English (PTE) with minimum score of 75 points

**PROFESSIONAL SKILLS AND SEMINAR**

Students will be taught in a blended type of learning (until pandemic is over) that includes an on-line or virtual classes, module/books and in-campus which deals with the hands-on skills. Once the pandemic is over and per direction from the Alberta Advanced Education and Alberta Health then in-class type of study will take place.

Seminar on hospitality or hotel and restaurant will be held in the campus. Students will learn the basic presentation and set up of a hotel and restaurant industry. There will be a wine and food preparation and presentation (students does not need to cook in-campus) and a guest lecturer and presenter will facilitate the seminar/training/workshop.

**INTERNSHIP DRESS CODE**

Students will follow this dress code during the Internship 1 and 2 and they are reminded of professional practices that includes:

* No visible facial piercing. Females are permitted stud earring for their ears; no big flashy jewelry. No visible tattoos.
* Suits: Dark pants/skirt with a dress shirt and blazer/cardigan.
* Skirt: Knee length. No ski/sport jackets; all students should be in dress coats, blazers or dark cardigans.
* Pants: Dark dress pants, no tight skinny pants, low rider pants or jeans allowed.
* Shirt: Conservative collared dress shirt; no logos, no t-shirts, female blouses must not be tight fitting (buttons pulling).
* Dark blazer/cardigan: no casual sweaters or sport zip-ups.
* Ties: All males must wear ties at all times - dark and conservative, nothing flashy.
* Make-up: Females are encouraged to wear natural looking make up, nothing aggressive and no bright/extreme eye shadows/lipsticks allowed.
* Nails: Clean, groomed and trimmed at all times.
* Shoes: Closed-toe, flat black dress shoes are to be worn at all times. Casual wear is not to be worn into the building
* Socks: Black dress socks are to be worn with black/dark dress pants - light colored socks and ankle/sport socks are not acceptable.
* Facial hair: Men are required to shave every day. If a beard/mustache is previously established, it must be trimmed.
* Hair: Must be of a natural color, roots must be maintained at all times; no bright or crazy hair coloring. Hair must be clean, a presented nicely (males - gel and tidy). No flashy/bright colored hair clips.
* All haircuts must be professional and conservative.

Background about the College..

The Canadian Health and Business College, Ltd. (CHBC) started in early 2018 located in the southern part of the City of Calgary, surrounded by business offices, health clinics, restaurants, urgent care and the Canadian passport services office. It is 5 minutes drive by bus from c-train station to the school location. The College is one of the newest post-secondary certificate granting institution and all the programs are approved and licensed in accordance with the Private Vocational Training Act of Alberta, Canada.

CHBC is modern, new and safe place where you know you are guaranteed a great education and experience. The campus is beautiful, instructors care about the students and accommodating for you to succeed. The environment is welcoming, unique and it feels like a place away from home.

As to the demographic, CHBC has 3,300 sq. ft. or 307 sq.mtr. land areas. Inside has 4 classroom equipped with the latest and modern computer with high class laboratory equipment or materials needed for the hands-on training and demonstration for the students.

**THE COLLEGE**

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***Students in Action***





