



International Student Package

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Who We Are

MaKami College is a post-secondary college with campuses in Calgary and Edmonton, Alberta. Operating since 2001, MaKami is licensed by the Government of Alberta and is on the Government of Canada's list of Designated Learning Institutions.

Our programs lead to Ministry-approved credentials, certificates or diplomas, upon completion of the required coursework.

MaKami's student service departments

MaKami offers two different student service departments to help you during your education: Student Advisory Services Department (SAS) and Strategic Academic Learning Team (SALT).

Student Advisory Services Department (SAS)

The SAS team is available to help you throughout your MaKami journey until graduation, and beyond. Our advisors help you with funding options, housing, transit and any other obstacles you may encounter. Graduates from our programs also benefit from the services of SAS with assistance with post-graduation employment advice and support.

For more information, visit [Student Advisory Services | MaKami College](#).

Strategic Academic Learning Team (SALT)

MaKami's SALT team helps you reach your potential while attending school. Our team members provide free in-person counselling, academic counselling, special need accommodations, help with resume writing, and much more.

For more information, visit [SALT Strategic Academic Learning Team | Academic Support | MaKami College](#).

International applicants

An international student has a permit to study, work or visit Canada, and are not Canadian citizens, permanent residents, refugees or landed immigrants.

Application requirements

International applicants must meet MaKami College's admission requirements listed below.

To apply, you must:

- Be 17 years of age or older.
- Provide international educational documentation for review. *Transcripts submitted in a language other than English can be translated in English and authenticated by MaKami College Inc.*
- Obtain and provide evidence of a study permit for the duration of the program before you arrive and begin your program.

- Demonstrate competence in the English language.

As English is the language of instruction in all programs at MaKami College, we require you to demonstrate communicative proficiency in the English language prior to admission acceptance. This will enable academic success for all international student applicants of MaKami College Inc.

As an international applicant, you will take a series of tests to demonstrate how well you communicate in English.

The grades listed below are the minimum required:

Tests	Minimum Score
TOEFL iBT	53
CAEL	50
CLB	7
IELTS Academic	5
Cambridge	CAE-C, CAE-B, CPE-C
MELAB	80
Can Test	4.5
CELPPI General Test	7

Transcripts

MaKami College requests official transcripts directly from the issuing institution, which must include:

- an official seal and signature from the educational institution
- final grades for every course/module the student has taken OR certified copy of credential/degree

MaKami College will also accept external, independent evaluations from:

- International Qualifications Assessment Service (IQAS)
- World Educational Services (WES)
- International Credential Assessment Services of Canada (ICAS)
- International Credential Evaluation Service (ICES)

Starting your education at MaKami

Arriving in Alberta

To prepare for your arrival, please contact your student advisor. They will provide you with information about important details, including dates for orientation and your first day of classes.

When planning your trip to Canada, be sure to come in time to attend MaKami's orientation, which takes place shortly before your program begins.

Orientation

All students are required to attend orientation before they begin their program. Two orientation sessions are offered for every student. The first one includes essential information about the services

MaKami provides to help them during their education. Students will also receive supplies (program specific) and their student photo ID. In the second session, students will receive their digital devices and will be introduced to their use. They will also familiarize themselves with Moodle, our online learning management system, which includes all of their learning materials.

Fees and refunds

Program costs at MaKami include tuition, technology, support and any other college-related amounts in one yearly fee.

Please read and understand MaKami's Fees and Refunds Policy and Fee Payments and Refunds Procedure. It will provide you with information about when to pay tuition and fees, along with deadlines and information about refunds.

You can find the policy and procedures at the end of this PDF:

MaKami College Fees and Refunds Policy

MaKami College Fee Payments and Refunds Procedure

In your Enrolment Contract, important refund policy information is included.

If you wish to withdraw from your program and to be eligible to receive a full refund, you must do so within 14 days after your program begins. If you choose to withdraw, please ensure you return any equipment in good condition. If equipment is not returned or is returned damaged, you will be charged \$1,500.

Ensure you pay all tuition fees in full before you graduate so that you receive your credentials. You may be charged a registration or administrative fee for unpaid tuition fees.

Health insurance coverage

When planning your trip, ensure you have secured healthcare insurance if you are arriving in Alberta before your program begins. Be sure your private or travel health insurance includes coverage for Canadian healthcare and that the coverage lasts until you have set up your provincial health care plan.

During your time here, you will have access to Alberta's Provincial Health Care Insurance Plan, but you must enrol in it when you arrive and have a place to live. Enrolment is not automatic.

The Alberta Health Care Insurance Plan is government-administered. You can visit www.health.alberta.ca and www.albertahealthservices.ca for more information and to register.

Additional services in Edmonton and Calgary

Health and social Services

MaKami College is housed in the Marlborough and Bonnie Doon neighbourhoods in Calgary and Edmonton, respectively. Our communities have multiple health and wellness services that are easily

accessible from our campuses. Please see below for the list of resources available nearby. For the most up-to-date information, please contact the locations directly.

Calgary - Marlborough Mall

Marlborough Mall Medical Clinic

Provides primary healthcare from family doctors. Some services include basic healthcare, urgent care, women's healthcare and minor surgery.

Phone: 403-272-6422

425 Marlborough Way NE

Peter Lougheed Centre

Large healthcare facility with a 24-hour emergency department as well as an extensive range of services.

Phone: 403-943-4555

3500 26 Ave NE

Distress Centre Calgary

Services for anyone in distress needing crisis support, counselling and referrals.

Phone: 403-266-1601

Edmonton - Bonnie Doon

Bonnie Doon Medical Centre

Provides primary healthcare from family doctors, along with healthcare and mental health specialists and other medical services.

Phone: 780-705-0707

8130 82 Ave NW

University of Alberta Hospital

Large healthcare facility with a 24-hour emergency department and an extensive range of services.

Phone: 780-407-8822

8440 112 St NW

WIN House

A shelter for people escaping violence. Win House is open to those who identify as women or non-binary.

Phone: 780-471-6709

The Salvation Army Edmonton Community Resource Centre

Provides programs and services, such as housing services, social services, community services and emergency services.

Phone: 780-424-9222

Edmonton Distress Line

Canadian Mental Health Association - Edmonton

Provides mental health support and resources to people in distress or a crisis.

Phone: 780-482-4357

Alberta-wide services

Catholic Social Services

Offers a range of programming and services, including mental health and addiction services, support services, foster care programs, newcomer programs and family programs.

More information: www.cssalberta.ca.

Alberta's ONE LINE for Sexual Violence

A toll-free line offering support to anyone who has experienced or been impacted by sexual violence.

1-866-403-8000

24-hour Addiction Helpline

An all-hours information, referral and support service to people calling about addiction and mental health.

1-866-332-2322

Kids Help Phone Line

Provides all-hours mental health support and services to youth.

1-800-668-6868

Health Link

Health advice and information from healthcare professionals.

Dial 811

Non-emergency help and information

Provides referrals, information and resources for people needing support in areas such as mental health, housing, finances and more.

Dial 211

Medical attention while on campus

If you have a medical emergency, call 911 and tell a MaKami staff member immediately. MaKami College employs staff licensed in various healthcare fields, including nursing, psychology, social work and counselling. These staff members are on campus during school hours and can help with an emergency.

Counselling services

At MaKami, our Strategic Academic Learning Team (SALT) is comprised of mental health professionals, learning strategists, tutors, ESL instructors and more to help support you during your academic learning journey.

Offering mental health support is a cornerstone of SALT's services to all students.

MaKami provides counselling services in the following areas:

- Mental health counselling: On-site counsellors and psychologists provide support to students and their families to encourage good mental health and wellness.
- Suicide prevention: Our staff provide suicide prevention services to help prevent emergency situations.
- Stress management: Balancing academics, work commitments and personal life can often lead to stress. MaKami offers stress management assistance and guidance to help you manage all life throws your way.

Housing resources

A variety of housing options for different needs and budgets are available in Calgary and Edmonton. MaKami does not offer housing for students, but we encourage you to talk to your SAS advisor about housing resources.

Please click on the following links for additional information:

[City of Edmonton](#)

[The City of Calgary](#)

Apartment, Condo and House Rental

[Rentals.ca Apartments, Condos and Houses for Rent Across Canada](#)

[Apartments & Houses for Rent in Canada - RentFaster.ca](#)

[Rental Apartments in Canada - Canadian Apartment Properties REIT \(capreit.ca\)](#)

Information about roles and responsibilities as a renter in Alberta

[Landlord and Tenant - CPLEA](#)

Homestay options

[For Students – The Canada Homestay Network](#)

[Commuting to the college](#)

Whether you are taking public transportation to MaKami or driving to the campus, accessible options are available.

Public transportation

MaKami's Edmonton and Calgary campuses are located centrally with direct access to public transportation.

MaKami College's NE Calgary campus is situated next to the Marlborough C-Train station, just a quick walk from our doors. Marlborough Mall can also be accessed by Calgary Transit buses, arriving from various parts of the city through many different bus lines.

The Bonnie Doon transit centre is located steps away from our Edmonton campus. There is also a new LRT Valley line that opened in 2023, and the line's Bonnie Doon stop takes you right to the campus.

Parking on campus

Our campuses have ample parking available at no cost in the parking lots adjacent to our entrances.

[Academic policies and expectations](#)

Before you begin your program at MaKami, it is beneficial to be aware of some key policies and procedures, as well as classroom expectations.

[Policies and procedures](#)

Student rights and responsibilities policy

As a MaKami student, you have specific rights, responsibilities and expectations of behaviour, as well as access to a fair process for any grievances or appeals. This information is included in MaKami's Students and Responsibilities Policy.

Please refer to the complete policy at the end of this document for more information:

MaKami College Student Rights and Responsibilities Policy

Appeals and dispute resolution procedure

MaKami College has a process if you wish to appeal a College decision or register a dispute against a College student or staff member, policy or process. This information is included in MaKami's Appeals and Dispute Resolution Procedure.

Please refer to the complete procedure at the end of this document for more information:

MaKami College Appeals and Dispute Resolution Procedure

Withdrawal policy and procedure

MaKami understands that you may wish to withdraw from your program before completing it, but it is important that you provide written notice and follow the proper steps, and the implications for your immigration status. MaKami may also choose to withdraw you from your program due to certain circumstances and will give you written notice of the withdrawal.

Please make sure you read and understand MaKami's Withdrawal Policy and Procedure.

MaKami's Withdrawal Policy and Withdrawal Procedure have all the information you need to know.

Please refer to the complete policy and procedure below for more information:

MaKami College Withdrawals Policy

MaKami College Withdrawal Procedure

Protection of Personal Information

MaKami College is committed to protecting students' personal information. Student records and files are stored in locked cabinets within locked rooms with FOB keys. Access to these rooms for designated staff is granted on a need basis. Digital information is stored within our Student Directory and in SharePoint folders. In both cases, the information is restricted to designated staff on a need to know basis according to their role responsibilities, it is password protected, and staff are required to have two-factor authentication set up for their accounts. Additionally, every MaKami staff member is required to sign a confidentiality agreement upon commencement of employment.

Classroom expectations

Community class environment

MaKami College wants every student to enjoy their learning experience, and we do this by creating a community class environment where all students respect the comments of instructors and fellow classmates and participate in positive and constructive conversation.

Classroom etiquette

At MaKami, classroom etiquette is followed so that students have the best possible learning environment.

Understanding classroom structure is essential, and MaKami expects students to respect their instructors as the classroom learning facilitator. Please do not speak out or have a personal conversation while your instructor or another fellow student is speaking.

Learning disturbances

A learning environment with minimal disturbances is crucial for all our students' learning processes. Some ways you can help include:

- Arriving early to class.
- Turning off your cell phone during lectures. Modifications can be issued for special circumstances.
- Being prepared with materials before class starts.
- Adhering to modifications given by SAS (Student Advisory Services) and SALT (Strategic Academic Learning Team).
- Keeping your space in the classrooms neat and organized.

Your help in fostering a productive learning environment will help everyone in the classroom setting.

Cell phones, technological devices and internet usage

Cell phones are not permitted to be used in class, and your instructors will authorize internet use. Your instructor will ask you to put away your cell phone or other device if you use it during class. Continual use may result in your instructor asking you to leave the classroom.

During exams, electronic devices are not permitted.

Students will not use MaKami College internet privileges or devices to search or look at inappropriate websites or content. Any content that is sexual or violent in nature, promotes any type of hate crime or discrimination, or is deemed inappropriate by MaKami College staff or representatives (including cyberbullying) may result in serious consequences and loss of privileges.

Exams, assignments and re-writes

Some MaKami programs have requirements for taking an exam or completing an assignment, such as a certain dress code for the Massage Therapy program students. Check with your instructor to ensure you follow any requirements to avoid being penalized.

Being absent or late in taking an exam or completing an assignment may result in a 25% penalty on your grade or not being permitted to attempt the exam. Documented medical notes, legal notes or obituaries can waive the penalty.

Students may re-write failed exams (64% or lower) up to 3 times with no less than 1 week between attempts. Once an exam re-write is passed (65% or greater), the marks are averaged between the original grade and the re-write grade to a minimum of 65%.

You may not re-write an exam once you have obtained a passing mark of 65% or higher.

You cannot write an exam less than 24 hours after a tutoring session through the SSC (Student Success Centre).

Attendance and absenteeism

MaKami College is committed to the success of our students, and we recognize the direct correlation between consistent attendance and success within the program. As a MaKami student, you are expected to attend all lectures, mandatory classes, practicums and other applicable events.

Should you not be able to attend due to illness or unforeseen circumstances, please call the reception desk and notify them, or email your instructor or student advisor. It is the responsibility of each student to catch up on any missed lectures, assignments and exams. If you need help academically, the SALT (Strategic Academic Learning Team) will support you in making a learning plan.

Safety and classroom maintenance

MaKami College prioritizes the safety of all students, so please notify staff if you have a safety concern. If there is an emergency, be sure to follow the College's evacuation plan.

Students are also expected to follow everyday safety measures, and this begins in the classroom. Because classrooms can be used for a variety of purposes, it is important to clean up after yourself each time you use the space. Use equipment properly so it isn't damaged and keep your own safety in mind as well as others' when using any equipment. Please notify MaKami staff if something needs to be repaired.

Drugs, smoking and vaping

MaKami College prohibits the use of drugs, and students must not attend classes or curriculum-related functions while under the influence of mind-altering drugs, alcohol etc. Such actions may result in instant student expulsion. This applies to both prescription and non-prescription drugs. If you are taking prescription drugs, please inform your instructor so that they are aware.

In Alberta, smoking and vaping are not permitted anywhere on campus. If you wish to smoke, follow the municipal bylaw of not smoking within 10 metres of any window, ventilation system or doorway.

Applying to MaKami College

If you would like to apply to MaKami College, click [here](#).

International Student Package Agreement

I _____, have read the International Student Package. I understand its intention and understand what the requirements for this program are. I agree to the responsibilities spelled out in the document including the payment of all tuition, books, and supplies fee on the first day of classes.

I understand that a **non-refundable tuition deposit of \$500** must be paid to MaKami College prior to being accepted into the program. This tuition deposit is **transferrable** to **ONE** future enrolment for the same applicant and will be considered **non-refundable if the applicant does not attend**. Deposits will be applied to program fees when an applicant starts the program.

Student's Full Name

Student's Signature

Date

International Student Package Checklist

To ensure that your application is processed on time, please include ALL of the following documents listed below:

- ☐ A completed International Student Package Agreement ensuring that you have read and understand its contents.
- ☐ A completed International Application of Admissions form.
- ☐ A copy of your International Educational Documentation.
- ☐ Evidence of your competency in English. *(Please refer to the section on Admissions in the International Student Package for more information).*
- ☐ A copy of government-issued identification *(e.g., passport picture page).*
- ☐ This completed International Student Package Checklist.

Student's Full Name

Student's Signature

Date

MaKami College Policies and Procedures

Fees and Refunds Policy

Fees and Refunds Procedure

Student Rights and Responsibilities Policy

Appeals and Dispute Resolution Procedure

Withdrawal Policy

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