



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
CELPIP 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

Fees and Refunds Policy

Category	Financial Management	Approval Date	08/24/2023
Policy Name	Fees and Refunds	Approved By	Board of Directors
Document ID	FIMA-POL-001	Effective Date	10/01/23
Policy Owner	Chief Financial Officer	Next Review Date/Mandated Review	08/24/24
Policy Lead	Chief Financial Officer	Revision History	
Department	Finance		

Policy Purpose

This policy details the framework MaKami College (the “College”) uses for tuition, fees and deadlines, along with fee refunds or adjustments. It also provides the basis for timely payment of tuition, fees, as well as fee adjustments or refunds.

Definitions

- **Tuition:** the fees that the College charges for delivering the agreed upon learning outcomes to a student enrolled in a program.
- **Books and supplies:** any materials needed for the program including, but not limited to computer hardware devices, student uniforms, course learning materials and course equipment and/or supplies.

Scope

This policy applies to all College students.

Policy Details

To enrol in a College program, students pay fees in the form of tuition or other related services by established deadlines. If students meet the withdrawal deadline or when otherwise applicable, fee adjustments, penalties or refunds may be applied.

1.0 Fees

1.1 Students are responsible for paying fees in effect within 30 days of their program registration date.

1.1.1 Payment plans may be arranged on a case by case basis by the Finance Department.

1.2 These fees

1.2.1 Consist of tuition, books and supplies.

1.2.2 May include an application fee, exam fee or any other associated fees.

- 1.2.3 Are outlined in the Enrolment Contract.
- 1.2.4 Are subject to approval by the College.
- 1.2.5 May change.
- 1.3 Non-payment of fees may result in the College removing the student from the program.
- 1.4 Partial or non-payment of fees may result in the College withholding transcripts and certifications for academic work completed by the student.
- 1.5 Partial or non-payment of fees may result in the College engaging collections agencies and/or legal firms for collection.
- 1.6 Interest calculated at five percent (5%) per annum shall apply to all late payments.

2.0 Refunds or Adjustments

- 2.1 Refunds will be provided according to the deadlines and terms specified in the Enrolment Contract.
 - 2.1.1 Students are responsible for formally withdrawing from any program they choose not to complete. Withdrawal deadlines are outlined in the College's Enrolment Contract.
 - 2.1.2 Students who withdraw from their program before the stated deadlines, or any other applicable deadlines, may qualify for fee refunds.
 - 2.1.3 Refunds due to extenuating circumstances or compassionate reasons will be considered on an individual basis.
- 2.2 Refunds or adjustments will be provided in situations where students are offered awards, have overpaid for their program or are granted assistance due to financial hardship.
 - 2.2.1 Students that overpay for the program, independent from financial awards, will be refunded at the earliest discretion of the College.
 - 2.2.2 Students that are entitled to a refund due to the application of a financial award, will be refunded at the earliest discretion of the College based on the terms and conditions of the award.
 - 2.2.3 Students that apply and are approved for financial hardship assistance will be awarded funds at the earliest discretion of the College.

Decisions made about assessments, payments, refunds, or any other fee covered in this policy are not subject to appeal.

Relevant Documents or Legislation

- Fee Payments and Refund Procedure

Fee Payments and Refunds Procedure

Category	Financial Management	Department	SAS
Procedure Name	Fee Payments and Refunds	Approval Date	08/24/2023
Document ID	FIMA-PRO-001	Approved By	Board of Directors
Parent Policy	Fees and Refunds Policy	Effective Date	09/01/2023
Procedure Owner	Chief Financial Officer	Next Review Date / Mandated Review	08/24/2026
Procedure Lead	Controller	Revision History	

The procedure details the process for fee payments and refunds.

Procedure Purpose

The procedure explains how fee payments and refunds for College students are assessed, calculated and applied.

The Fees and Refunds Policy is the parent policy of this procedure.

Definitions

- **Application Fees:** any non-refundable fees for international students applying to one of the College’s programs.
- **Tuition:** the fees that the College charges for delivering the agreed upon learning outcomes to a student enrolled in a program.
- **Books and supplies:** any materials needed for the program including, but not limited to computer hardware devices, student uniforms, program learning materials and program equipment and/or supplies.
- **SAS:** Student Advisory Services is a department of the College that helps students with all the resources needed before they begin school and during school, such as enrolment and student funding.

Scope

This procedure includes details on:

- Fees that students pay when enrolling in a College program.
- Refunds that the College may issue to students who withdraw from a program by established deadlines.
- Refunds that the College may issue to students due to financial hardship, awards or overpayments of fees and/or tuition.

The details in this procedure affect all College students formally registered in a program.

This procedure does not include:

- Non-refundable and non-transferrable fees, such as application fees.
- Fees paid for books and supplies.
- Program cancellations due to operational reasons.

Procedure Details

Payment of Fees

When a student enrolls in a program at the College, it is their responsibility to pay fees in the form of tuition or other related services by the established deadlines outlined in the Fee Payments and Refunds Policy.

The student is responsible for paying all outstanding tuition and fees in full through any of the accepted methods of payment. A payment plan within the College's pre-established guidelines is acceptable, but written approval from the Finance Department is required first.

Non-payment of Fees

A student who does not pay all outstanding tuition and fees in full by the established deadlines may be subject to penalties, restrictions or withdrawal from the program. These penalties may include, but are not limited to, restricting any new applications for programs or other services.

A student with penalties must still pay any outstanding fees. Other fees may include, but are not limited to, mandatory or voluntary labs, workshops and/or damage to the College property.

Refunds

Should a student withdraw within the established deadlines or when otherwise applicable, fee adjustments or refunds may be applied.

The Finance Department must first approve any refunds before they can issue that refund to the student. Refunds are calculated based on the withdrawal date, as specified in the Enrolment Contract. Refunds due to extenuating circumstances or compassionate reasons will be considered on an individual basis and will be reviewed consistent with the College's Withdrawal Procedure.

When a provincial, territorial, federal, Indigenous band or other approved loan provider or agency has issued the student funding, the College refunds the money directly to those providers or agencies first.

Refunds for student awards will be issued based consistent to the terms and conditions outlined in the student tuition credit letter provided to the student by the SAS department.

Refunds for financial hardship or overpayment of tuition will be issued at the College's earliest convenience after approval.

Receiving a Refund

After the College has approved a refund, how it is issued depends on the type of refund being issued. The situations requiring refunds are outlined below:

- Refund(s) due to withdrawal from program:
 - Refunds will be issued directly to the source of the funding (i.e., provincial/territorial/federal agency if student loans were used to pay for tuition costs; directly to the student if cash or RESPs were used to pay for tuition, etc.).
- Refund(s) due to student award or hardship:
 - Refunds will be issued directly to the student.
- Refund(s) due to overpayment of tuition:
 - Student will have the option to receive the refund directly or have the College return the funds to the source of the funding.

All refunds will be issued in the form of e-transfer, electronic funds transfer or cheque at the discretion of the College.

Relevant Documents or Legislation

- Withdrawal Policy
- Payment Plan Student Contract

Student Rights and Responsibilities Policy

Category	Academic & Students	Approval Date	08/24/2023
Policy Name	Student Rights and Responsibilities	Approved By	Board of Directors
Document ID	ACST-POL-001	Effective Date	09/01/2023
Policy Owner	Director of SALT	Next Review Date/Mandated Review	08/24/2026
Policy Lead	Director of SALT	Revision History	
Department	SALT		

This policy gives the framework for student rights and responsibilities and the approach for dispute resolution and appeals.

Policy Purpose

At the College, students have certain rights, responsibilities and expectations of acceptable behaviour, along with the means to an equitable approach for dispute resolution and appeals.

This policy provides the framework to make the College a safe and positive place for students to receive an education.

Definitions

- **Academic:** program activities or work relating to a student’s education within the College.
- **Academic honesty:** the expectation of students to produce their own ideas, credit others’ work and do their own work on assignments or exams.
- **Academic integrity:** the expectation of students to demonstrate honest and responsible behaviour in an educational setting.
- **Academic requirements:** the grades, work or participation required to graduate from a College program.
- **Appeal:** request for review and/or reversal of a decision.
- **Dispute:** a grievance against a person, College policy or administrative process.
- **Discrimination:** when someone’s behaviour, decision or action results in unfair, prejudicial or detrimental treatment of someone else. People often experience discrimination based on factors such as gender, race, religious beliefs or disability.
- **Harassment:** unwanted, offensive or humiliating verbal comments or physical actions. Harassment can be a single incident or repeated incidents.
- **Instructor:** an employee of the College who teaches certain subject matter of a College program.
- **Member of the MaKami Community:** a staff member, student, contractor, director of the College.
- **Student:** an individual registered or enrolled in any College program.

Scope

This policy applies to all College students and staff.

Policy Details

College students are entitled to personal rights and academic rights. Students are also expected to respect other students' rights.

1.0 Student rights

1.1 Students have the right to:

- 1.1.1 Learn in an environment conducive to providing education, to protecting their privacy, and that is safe, free of discrimination (race, gender, sexual orientation, beliefs), violence or harassment.
- 1.1.2 Exercise freedom of inquiry and expression, have political associations and religious beliefs and peacefully assemble. While students have this right, they must do so in a lawful manner that does not disregard others' rights, other policies or College operations.
- 1.1.3 Be informed of any relevant details about or changes to their program and classes.
- 1.1.4 Access relevant College policies and procedures.
- 1.1.5 Receive due process and equitable treatment during an investigation about alleged misconduct or violation of College policy.
- 1.1.6 Appeal a decision made by a College hearing or panel regarding academic or non-academic dishonesty or a dispute between any member of the MaKAMI Community.
- 1.1.7 Access the College campus and any relevant facilities during established hours.
- 1.1.8 Discuss assignments, tests or any other graded learning activities and request an objective review of grades.
- 1.1.9 Access their student records, with supervision.
- 1.1.10 Access instructors, tutors and other services offered by the College within established hours and guidelines.

2.0 Student responsibilities

2.1 Students have the responsibility to:

- 2.1.1 Respect the rights of other students to learn in a safe environment where they are not exposed to discrimination (race, gender, sexual orientation, beliefs), harassment or violence.
- 2.1.2 Be respectful of others and the College when exercising their right to freedom of inquiry and expression, beliefs, political association and assembly.

- 2.1.3 Be respectful of staff property, student property and College property and facilities.
- 2.1.4 Contribute to a positive learning environment by arriving on time and with required materials. Refrain from using cell phones during class, respect others' opinions, offer constructive comments and follow any other classroom etiquette.
- 2.1.5 Follow campus safety plans and notify staff of safety concerns.
- 2.1.6 Follow any guidelines or restrictions for staff or students with allergies or sensitivities.
- 2.1.7 Take accountability for unacceptable words, actions or behaviour.
- 2.1.8 Know, understand and abide by any College policies and procedures.
- 2.1.9 Know, understand and abide by non-academic requirements, honesty and integrity, along with academic requirements.
- 2.1.10 Follow attendance and participation policies and inform the instructor or staff member of absences in a timely and acceptable manner.
- 2.1.11 Respect the College's right to determine what is taught, how it is taught and how students are tested.
- 2.1.12 Respect the instructor's right to teach a class in a manner beneficial to that subject and expect acceptable behaviour from students.
- 2.1.13 Communicate in a respectful manner through the requested methods and as often as needed with College staff.
- 2.1.14 Follow the policies of host organizations when participating in work integrated learning (work experiences, practicums, applied learning and clinical placements).

3.0 Dispute resolution

3.1 Students are expected to:

- 3.1.1 Attempt to resolve problems informally and directly at the level closest to the source of that dispute. Minor complaints are not valid disputes.
- 3.1.2 Include written documentation of their dispute. Disputes without documentation, such as rumour or hearsay, may not be acted upon.
- 3.1.3 Follow the College privacy policies and privacy legislation.
- 3.1.4 Be aware that the formal process for resolving a dispute is not the same as a court case.

3.2 The College is expected to:

- 3.2.1 Review, process and resolve dispute cases in a timely manner.
- 3.2.2 Follow College privacy policies and privacy legislation.

4.0 Appeals

4.1 Students have the right to appeal a decision, unless restricted by the policy.

4.1.1 Students are expected to:

- 4.1.1.1 Ensure their appeals have a credible basis.
- 4.1.1.2 Provide documented evidence through the appropriate channels.

4.2 The College is responsible for reviewing, processing and resolving appeals.

4.2.1 The College is expected to:

4.2.1.1 Review, process and resolve appeals in a timely manner.

4.2.1.2 Follow College privacy policies and privacy legislation.

Relevant Documents or Legislation

- Appeals and Dispute Resolution Procedure

Appeals and Dispute Resolution Procedure

Category	Academic & Students	Department	SALT
Procedure Name	Appeals and Dispute Resolution	Approval Date	08/24/2023
Document ID	ACST-PRO-001	Approved By	Board of Directors
Parent Policy	Student Rights and Responsibilities Policy	Effective Date	10/01/2023
Procedure Owner	Director of SALT	Next Review Date / Mandated Review	08/24/2026
Procedure Lead	Director of SALT	Revision History	

The Appeals and Dispute Resolution Procedure (the “Procedure”) explains the process MaKami College (the “College”) follows for disputes and appeals. The Procedure applies to all student appeals.

Procedure Purpose

The Procedure explains the process the College follows when a student registers a dispute or appeals a decision, along with how such disputes are resolved and appeals are handled.

The Student Rights and Responsibilities Policy is the parent policy of this Procedure.

Definitions

- **Academic:** program activities or work relating to a student’s education within the College.
- **Academic honesty:** the expectation of students to produce their own ideas, credit others’ work and do their own work on assignments or exams.
- **Academic integrity:** the expectation of students to demonstrate honest and responsible behaviour in an educational setting.
- **Academic requirements:** the grades, work or participation required to graduate from a College program.
- **Appeal:** request for review and/or reversal of a decision.
- **Attendant:** a person designated by the complainant to accompany them to dispute meetings. This person can be any Member of the MaKami Community.
- **Complainant:** A current or former student at the College who registers a dispute or appeal.
- **Dispute:** a grievance against another student or staff member, the College policy or administrative process.
- **Discrimination:** when someone’s behaviour, decision or action results in unfair, prejudicial or detrimental treatment of someone else. People often experience discrimination based on factors such as gender, race, religious beliefs or disability.
- **Harassment:** unwanted, offensive or humiliating verbal comments or physical actions. Harassment can be a single incident or repeated incidents.

- **Instructor:** an employee or contractor of the College who teaches certain subject matter of a College program.
- **MaKami Leadership:** the executive leadership team and/or directors of the College.
- **Member of the MaKami Community:** a current or former staff member, student, contractor, or director of the College.
- **Non-academic:** any activities not related to a student's education within the College.
- **Program:** the required learning material a student must participate in, learn and pass to graduate from the College with a degree, diploma or certificate.
- **Respondent:** Any Member of the MaKami Community who is the source of the dispute the complainant has registered.
- **SALT:** The Strategic Academic Learning Team is a department of the College that supports students by removing any barriers to their education. This includes academic support, curriculum modifications, accommodations, counselling and disability funding.
- **SAS:** Student Advisory Services is a department of the College that helps students with all the resources relevant before they begin school and during school, such as enrolment and student funding.
- **Student:** an individual registered or enrolled in any College program.

Scope

This Procedure affects any academic and non-academic disputes or appeals initiated by a student and involving any Member of the MaKami Community.

Disputes

Disputes are separated into informal and formal categories.

A dispute is when a College student has a grievance against another Member of the MaKami Community, a College policy or an administrative process.

A complainant may register a dispute when there is a credible basis for alleged:

- Unfair application of College policy or process.
- Prevention of participation in College activities.
- Prevention of access to relevant College services.
- Unfair treatment due to harassment, intimidation or discrimination.

Appeals

The complainant may appeal a decision when there is a credible basis that the case reviewers did not:

- Follow the proper process for making the decision.
- Use all available evidence.
- Remove bias from their decision-making process.

The complainant must also demonstrate that the case reviewer's decision would likely have changed due to these factors.

Procedure Details

Informal disputes

An informal dispute is when a resolution is possible through a voluntary, structured interaction between the complainant and the respondent.

1. Complainants who have a dispute with another student, staff member or faculty member are expected to make every effort to resolve the issue in a positive and constructive manner by communicating openly with that person. The complainant may be accompanied by an attendant at any meeting(s).
2. Complainants unable to resolve the dispute are encouraged to invite a College approved mediator to help both parties listen to one another. The complainant is responsible for contacting a SALT supervisor to help resolve the dispute. The supervisor will respond within 3 to 5 business days.

Formal disputes

If the complainant and the other party cannot resolve the dispute, they have the option to refer the matter as a formal dispute.

1. A formal dispute must be written and submitted. The complainant is responsible for documenting the problem by completing the Campus Concern form on Moodle and including the details of "who, what, where, when, why and how".
2. After the complainant has completed the Campus Concern form, MaKami Leadership will review the case and respond to the parties in a timely manner and give priority based on the severity or degree of escalation determined as prudent.
3. The case reviewers will issue a written response to the dispute case, along with the reasons for their decision.
4. If the complainant is unhappy with the outcome of their dispute case, they may follow the process for appeals based on the conditions outlined in that process.

Written Appeals

1. The complainant is responsible for submitting documented evidence for an appeal within five business days of receiving the decision.
2. The appeal request must be submitted using the online Appeal Form, including all the required information. Incomplete forms will not be accepted.
3. If the appeal is considered to have a credible basis, MaKami Leadership will review the appeal and appoint a case manager.
4. The appropriate levels of College faculty members and MaKami Leadership will be consulted during the review of the appeal. MaKami Leadership will provide a final decision. This decision is non-negotiable and final.

5. The designated case manager is responsible for informing the complainant via email or other acceptable means of communication within 3 to 5 business days of receiving the decision.
6. Any appeal decisions are final and binding upon the parties.

Relevant Documents or Legislation

- Appeal Form
- Campus Concern Form
- Student Rights and Responsibilities Policy

Withdrawal Policy

Category	Academic & Students	Approval Date	08/24/2023
Policy Name	Withdrawal	Approved By	Board of Directors
Document ID	ACST-POL-002	Effective Date	10/01/2023
Policy Owner	Director of SAS	Next Review Date/Mandated Review	08/24/2026
Policy Lead	Director of SAS	Revision History	
Department	SAS		

Policy Purpose

This policy covers the circumstances under which formal withdrawal occurs from a MaKami College (the “College”) program.

Students may choose to withdraw from their program before completion for many reasons. Since this decision could impact the student’s educational future, they are required to meet in person with a Student Advisor or a member of the SAS or SALT team to discuss their decision.

The College may also choose to terminate the student from their program, as described in the Policy Details below.

Definitions

- **Enrolment Contract:** the legal agreement between the student and the College that specifies how the College provides its education, relevant deadlines, as well as the tuition the student pays. Both parties sign the Enrolment Contract prior to the commencement of the study period.
- **Pilot Program:** a new College Program that has not had more than one cohort of students who have enrolled.
- **Program:** the required coursework, upon completion, that leads to a student graduating and receiving a certificate or diploma, as approved by the Ministry of Advanced Education.
- **SALT:** the Strategic Academic Learning Team is a department of the College that supports students by removing any barriers to their education. This includes academic support, curriculum modifications, accommodations, counselling and funding.
- **SAS:** Student Advisory Services is a department of the College that helps students with all the resources needed before they begin school and during school, such as enrolment and student funding.
- **Withdrawal:** discontinuing enrolment in a College course or program before the student has completed the required coursework. Some (but not all) reasons for withdrawal may include student choice, medical reasons, non-payment of fees or academic misconduct. Either the student or the College can initiate the withdrawal.

Scope

This policy applies to:

- All students enrolled/registered in any of the College's credit programs.
- All students, including staff, who enrolled for one of the College's Pilot Programs.
- All admitted and unclassified learners.

Policy Details

- 1.0 Withdrawing from a program may be initiated by the student or the College, at the College's discretion.
- 2.0 Withdrawal means the student cannot complete the program. If the student wishes to re-enrol in that same program, they must follow the Admissions Policy.
- 3.0 The Enrolment Contract outlines the academic and financial consequences of a withdrawal based upon the amount of time that has elapsed in each program as of the date of withdrawal.
- 4.0 Students, employees, and contractors of the College are responsible for learning, understanding, and following the College's policies, procedures and/or other documents relating to their contracts with the College.

Relevant Documents or Legislation

- Enrolment Contract
- Withdrawal Procedure
- Student Initiated Withdrawal Form
- College Initiated Withdrawal Form
- Fee Payments and Refunds Policy
- Fee Payments and Refunds Procedure

Withdrawal Procedure

Category	Academic & Students	Department	SAS
Procedure Name	Withdrawal Procedure	Approval Date	08/24/2023
Document ID	ACST-PRO-002	Approved By	Board of Directors
Parent Policy	Withdrawal Policy	Effective Date	09/01/2023
Procedure Owner	Director of SAS	Next Review Date/Mandated Review	08/24/2026
Procedure Lead	Student Records Manager	Revision History	

The procedure explains how to formally withdraw from a College program.

Procedure Purpose

The procedure describes how to formally withdraw from a College program and identify the withdrawal date. It also explains the circumstances in which College withdraws students from their program, and how staff members follow that procedure.

It is important for both College staff and students to know and understand this procedure.

The Withdrawal Policy is the parent policy of this procedure.

Definitions

- **Academic Misconduct:** dishonest actions, such as plagiarism or cheating, which create an academic advantage the student wouldn't normally possess.
- **Non-Academic Misconduct:** when a student's behaviour adversely affects how the College operates, or adversely affects the well-being, rights or property of the College or any member of the MaKami Community.
- **Pilot Program:** the first cohort(s) of a new or updated version of a program curriculum, usually corresponding to a new College program.
- **Student:** a person who is registered in a credit program at the College. This includes people who are registered or who are applicants.
- **SALT:** The Strategic Academic Learning Team is a department of the College that supports students by removing any barriers to their education. This includes academic support, curriculum modifications, accommodations, counselling and funding.
- **SAS:** Student Advisory Services is a department of the College that helps students with all the resources relevant before they begin school and during school, such as enrolment and student funding.
- **Withdrawal:** discontinuing enrolment in a College program before the student has completed the required coursework. Some (but not all) reasons for withdrawal include student choice, medical

reasons, non-payment of fees or academic misconduct. Either the student or the College can initiate the withdrawal.

Scope

The Withdrawal Procedure applies to:

- All College employees.
- All College students, including those in discounted or pilot programs.

Procedure Details

The process of withdrawing from a College program can be initiated by either the student or the College.

It is important to know that program withdrawal may have academic or financial consequences for the student. Refer to the Enrolment Contract for these details, along with any deadlines or additional regulations.

Students can find information on important dates and deadlines in the Enrolment Contract.

Student-Initiated Withdrawal

The student may choose to withdraw from a College program any time before their program begins or during their program.

1. The student is encouraged to meet in person with a Student Advisor or a member of the SAS or SALT team to discuss the decision prior to submitting the Program Withdrawal Form.
2. The student must give their campus' SAS office written notice of their intention to withdraw via the submission of the Program Withdrawal Form.
3. A member of the SAS team will reach out to the student to set up a mandatory meeting to formally withdraw from the program.

The College accepts the following written notice:

- A signed Program Withdrawal Form, submitted in person to the SAS office. The SAS admin will scan the form and send it via email to the designated withdrawals email address and cc the student.
- Emailing either sas-edm@makamicollege.com or sas-cgy@makamicollege.com from their College email account. This email must include their name, cohort name/code and an electronically or physically signed copy of the Program Withdrawal Form.

NOTE: The College does NOT accept lack of attendance or participation as a student's intention to withdraw.

4. The SAS office will complete the final documentation and acceptance of withdrawal. The date of submission, be it via email or in person, is the official withdrawal date.

- a. The withdrawal date may be backdated at the SAS office's discretion and only for rare and exceptional cases. Exceptions shall be approved and documented by the Director of SAS and included in the student's file.
- b. Withdrawals due to extenuating circumstances, medical or compassionate reasons will be considered on an individual basis and shall be detailed in the Program Withdrawal Form. The student must include a detailed description of the circumstance and evidence for withdrawals due to compassionate or medical reasons at the time of their initial request for withdrawal. The Director of SAS will make the final decision with respect to refunds based on the circumstances, timelines and evidence provided for the withdrawal. Any request for consideration of extenuating circumstances, medical or compassionate reasons submitted after the initial withdrawal request may not be considered.

College-Initiated Withdrawal

The College may choose to withdraw a student from their program when the student is clearly not fulfilling their responsibilities outlined in the Enrolment Contract.

College Roles, Responsibilities and Withdrawal Circumstances

Certain roles or departments at the College have the authority to initiate a withdrawal when a student falls under specific circumstances. These roles may change or be delegated to the most appropriate College staff member or department.

College staff authorized to initiate the withdrawal process:

- Program Head or Manager
- Dean
- Director or Manager of Student Advisory Services
- Director or Manager of Student Academic Learning Team
- Director or Manager of Finance

Reasons for institution-initiated withdrawal, including but not limited to:

- Lack of academic progress
- Failure to pay fees and/or tuition
- Use of false or misleading documentation for admission requirements
- Academic misconduct
- Non-academic misconduct

When the College chooses to initiate a withdrawal, the SAS office will provide any relevant information to the student in writing.

All involved departments and College staff members will be informed about the withdrawal, maintaining appropriate discretion regarding personal privacy, including reasons for the withdrawal, effective withdrawal dates and any possible restrictions, such as restrictions of future enrolment.

The SAS Department will:

- Update the student's record/status with the recommended date of withdrawal, including the Student Database and Student Financial Services.
- Update the student's record with any restrictions against admission or enrolment to the same program or another program.

The official student record will be updated with any information related to withdrawals.

The Finance Department will:

- Obtain a listing of withdrawn students from the database on a semi-monthly basis and review the date of withdrawal.
- Generate any refunds to the student or the funding source directly based on the parameters outlined in the Enrolment Contract. Refer to the Payments and Refunds Procedure document for more information on the processing of any refunds resulting from withdrawal.

Relevant Documents or Legislation

- Enrolment Contract
- Student Initiated Withdrawal Form
- College Initiated Withdrawal Form
- Fee Payments and Refunds Policy
- Fee Payments and Refunds Procedure
- Withdrawals Policy