Upgrade your life!



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

admissions@cypresscollege.ca
www.cypresscollege.ca

CYPRESS COLLEGE

STUDENT HANDBOOK

For local and international students

Review edition | November 23, 2026

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01

LOCAL AND INTERNATIONAL STUDENTS

WELCOME TO CYPRESS COLLEGE

This Student Handbook provides important information for all Cypress College students, including policies, rules and guidelines, orientation information and available supports. Information specifically for international students is identified in the relevant sections.

- Contacts for help or concerns at Cypress College
- Orientation services and international settlement support
- Educational, social and community supports
- Administrative policies and procedures
- Attendance and academic progress requirements
- Course learning activities, assignments and completion requirements
- Writing guidelines and technical information

Need Assistance

403-581-6297
studentservices@cypresscollege.ca

Program Information

www.cypresscollege.ca/programs.php



02

CYPRESS COLLEGE PROGRAMS

CYPRESS COLLEGE PROGRAMS

MARKETING AND COMMUNICATION

1 Year Diploma Program

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



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

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



IN MARKETING AND COMMUNICATION, YOU WILL LEARN:

COMPUTER SKILLS

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

EMPLOYMENT SKILLS

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

PROGRAM DATES

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

PROGRAM TOTAL COST

$ 12,872.00CAD (See fee schedule for cost break down)

PROGRAM LENGTH

1 year Diploma. 28 weeks of in class delivery.

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

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

ADMINISTRATIVE TECHNOLOGIES

1 Year Diploma Program

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



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

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

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

POTENTIAL EMPLOYMENT FOR ADMINISTRATIVE TECHNOLOGY GRADUATES:

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

IN ADMINISTRATIVE TECHNOLOGIES, YOU WILL LEARN

COMPUTER SKILLS

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

EMPLOYMENT SKILLS

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

PROGRAM DATES

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

PROGRAM TOTAL COST

$ 12,872.00 CAD

PROGRAM LENGTH

1 year Diploma. 28 weeks of in class delivery.

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

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

COMPUTER TECHNOLOGY PROFESSIONAL

1 Year Diploma Program

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



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

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

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

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

IN COMPUTER TECHNOLOGY, YOU WILL LEARN

TECHNICAL TRAINING

- CompTIA A+
- CompTIA N+

EMPLOYMENT SKILLS

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

POTENTIAL JOBS FOR AN COMPUTER TECHNOLOGY PROFESSIONAL GRADUATE

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

PROGRAM DATES

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

PROGRAM TOTAL COST

$ 13,086.00 CAD

PROGRAM LENGTH

1 year Diploma. 28 weeks of in class delivery.

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

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



Business Management

2 Year Program

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

Our 2-year diploma program focuses on business management and its vital connection to client and employee relations as well as the most effective marketing, management and administrative techniques.

IN OUR BUSINESS MANAGEMENT PROGRAM, YOU WILL LEARN:

- Accounting and Finance
- Business Writing
- Communication Skills
- Human Resources
- Management & Leadership
- Marketing, Sales and Customer Service
- Productivity
- Personal and Professional Development
- Project Management
- Technology in the Workplace.

PROGRAM TOTAL COST

$20,510.00 CAD

CULINARY ARTS

1 Year Program

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



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

IN OUR CULINARY ARTS PROGRAM, YOU WILL LEARN:

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



PROGRAM DATES

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

PROGRAM TOTAL COST

$20,300.00 CAD

PROGRAM LENGTH

1 year Program. 28 weeks of blended class delivery. All labs and exams are required in person attendance. Calendar length of study will vary depending on start date, holidays and school closures.

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

HOTEL & RESTAURANT MANAGEMENT

2 Year Program

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



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

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

First Year

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

Second Year

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



PROGRAM DATES

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

PROGRAM TOTAL COST

$37,900.00 CAD

PROGRAM LENGTH

2 year Diploma. 53 weeks of blended in class delivery. All labs and exams are required in person attendance

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

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

APPLY ONLINE

www.cypresscollege.ca/apply

OR CALL US

Medicine Hat

+1 403-527-4382



03

STUDENT SUPPORTS

FOR STUDENTS TRAVELLING TO CYPRESS COLLEGE AND SUPPORTS FOR INTERNATIONAL STUDENTS

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

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

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

Who can Help You:

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

David Martin Bobbi Vertigans Neha Sharma Tracy McDonald

When you are ready to Travel Student Services coordinators and Cypress College Alumni are there to support your travel and housing arrangements and help you transition to Canadian Life. Ask them questions in WhatsApp or email. They can help you arrive smoothly to your pre booked room for much needed rest after a long journey. You can contact your support group chat in WhatsApp from 8:00am to 11:00pm 7 days a week, but we do ask that you reserve contacting support outside of school hours for emergencies only. Neha Sharma David Martin Bobbi Vertigans Tracy McDonald On Arrival Cypress College has a very robust Canadian orientation program. Service Canada will attend at the school and issue Social Insurance Numbers to students who need them. Students learn about healthcare access, health insurance, and applying for your health card. The public transit system in Medicine Hat, Landlord Tennant rules, Local Bylaws and customs, and during the warmer months we tour the city and show students all the parks and amenities you can enjoy living in Medicine Hat.

HOUSING

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

https://medicinehatsuites.com/

Every student has their own bed, shared kitchen with up to 3 other roommates, includes Utilities, Highspeed Internet & Access to Laundry and Fitness facilities as well as a Student Room with Chairs, tables, TV, Games and entertainment. Call the front desk at 403 527 2275 for up to the date information

As of January 2025 Pricing is as follows.

Semi Furnished Monthly Rentals – Monthly Rent $1150.00 (includes utilities, phone , tv and Internet)

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

E-mail student services: studentservices@cypresscollege.ca for more information.
You should estimate spending $750+ / month for rent depending on how many people the occupancy allows to share rent.

Housing Options include:

https://medicinehatsuites.com/

2. Pre-arranged rental housing

Some examples of rental housing can be viewed at:

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

3. Student arranged housing

EDUCATIONAL SUPPORTS

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

On your first day of class you will be assigned.

1. A Facilitator

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

2. An Instructor

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

3. Program Manager

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

4. Student Services Coordinator

If you have any challenges adapting to Canadian life.

HEALTH CARE

Do all international students need health-care insurance?

Cypress College strongly recommends that all students obtain health care insurance, for health needs not covered by Alberta public health services. Students are eligible for health coverage while studying , however public health does not include prescription drug coverage or most dental or optometry needs.

1. Students can obtain coverage from a private insurance company. You are encouraged to check with a few insurance companies as rates may vary.

2. Students from outside Canada may be eligible for Alberta Health Care Insurance Plan (AHCIP) coverage. You will need to apply for AHCIP coverage. Students under 18 years of age must be added to the AHCIP account of a custodian.

- Students who have a 12 month Study Permit (valid for an Alberta educational institute) and who will reside in Alberta for 12 months or more are eligible for AHCIP coverage.

- Students with Study Permits valid for more than 3 months, but less than 12 months, may be eligible for AHCIP coverage if their application is accompanied by a letter from the student confirming their intent to reside in Alberta for at least 12 months.

- If the application is received within 3 months of entry into Alberta, coverage is effective on the date of either entry into Alberta or the date signed on the Study Permit, whichever is later.

- If you are deemed ineligible for AHCIP, you will need to obtain private insurance in your home country or Canada. This is mandatory. Cypress College does not recommend any particular agency or plan.

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

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

Health care application forms can be found:

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

SOCIAL SUPPORTS

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

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

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

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

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

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

PROGRAM MANAGER

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

1. **Settling into Canadian Life**

2. **Academic Supports**

In class facilitators, instructors and program managers.

3. **Career Supports**

To discuss your education and employment goals.

4. **Personal, Medical and Mental Health resources**

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

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

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

STUDENT SUPPORT TEAM / ORIENTATION

You will introduced to the student support team who is available to you Monday through Friday 8:30am to 4:30 pm. You can ask and receive support with any aspect of your stay in Canada.

Bobbi Vertigans
Student Services Manager
bobbi@cypresscollege.ca

David Martin
President
dave@cypresscollege.ca

Tracy McDonald
Student Services Administrator
tracy@cypresscollege.ca

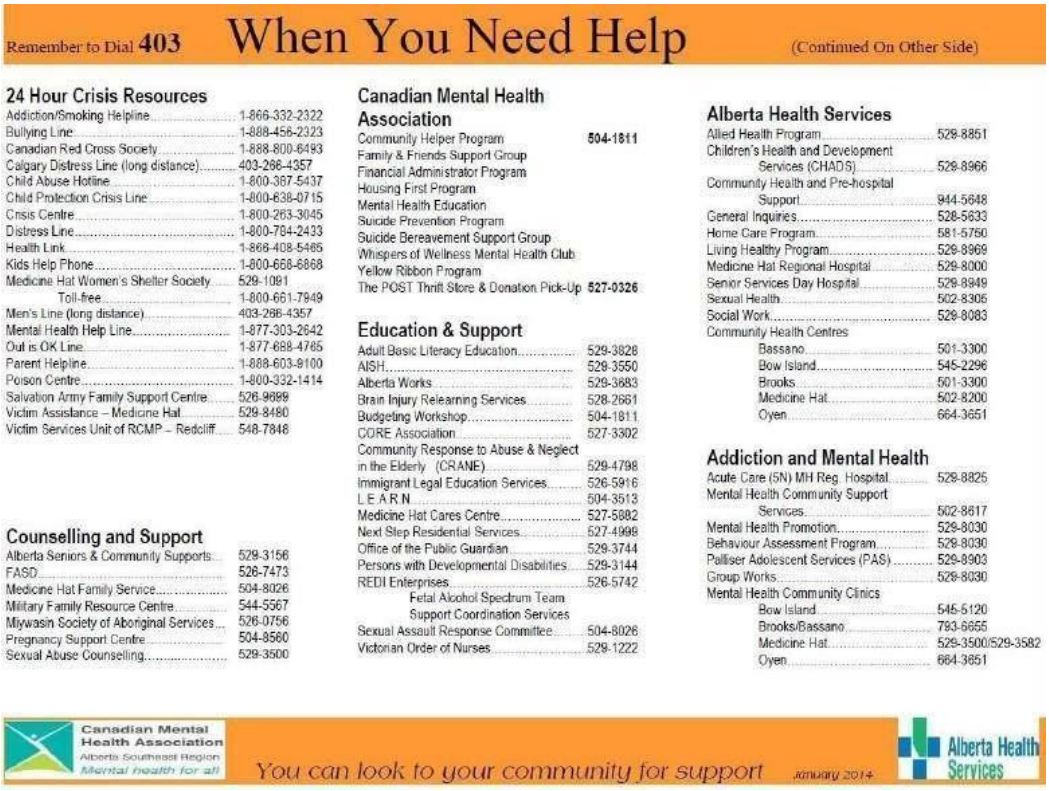
Neha Sharma
International Student Advisor
Neha@cypresscollege.ca

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

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

COMMUNITY RESOURCES

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



Remember to Dial 403

When You Need Help

(Continued On Other Side)

24 Hour Crisis Resources

Addiction/Smoking Helpline	1-866-332-2322
Bullying Line	1-888-456-2323
Canadian Red Cross Society	1-888-800-6493
Calgary Distress Line (long distance)	403-266-4357
Child Abuse Hotline	1-800-387-5437
Child Protection Crisis Line	1-800-638-0715
Crisis Centre	1-800-263-3045
Distress Line	1-800-784-2433
Health Link	1-866-408-5465
Kids Help Phone	1-800-668-6868
Medicine Hat Women's Shelter Society	529-1091
Toll-free	1-800-661-7949
Men's Line (long distance)	403-266-4357
Mental Health Help Line	1-877-303-2642
Out is OK Line	1-877-688-4765
Parent Helpline	1-888-603-9100
Poison Centre	1-800-332-1414
Salvation Army Family Support Centre	526-9699
Victim Assistance – Medicine Hat	529-8480
Victim Services Unit of RCMP – Redcliff	548-7848

Counselling and Support

Alberta Seniors & Community Supports	529-3156
FASD	526-7473
Medicine Hat Family Service	504-8026
Military Family Resource Centre	544-5567
Miywasin Society of Aboriginal Services	526-0756
Pregnancy Support Centre	504-8560
Sexual Abuse Counselling	529-3500

Canadian Mental Health Association

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

Education & Support

Adult Basic Literacy Education	529-3828
AISH	529-3550
Alberta Works	529-3683
Brain Injury Relearning Services	528-2661
Budgeting Workshop	504-1811
CORE Association	527-3302
Community Response to Abuse & Neglect in the Elderly (CRANE)	529-4798
Immigrant Legal Education Services	526-5916
L E A R N	504-3513
Medicine Hat Cares Centre	527-5882
Next Step Residential Services	527-4999
Office of the Public Guardian	529-3744
Persons with Developmental Disabilities	529-3144
REDI Enterprises	526-5742
Fetal Alcohol Spectrum Team Support Coordination Services	
Sexual Assault Response Committee	504-8026
Victorian Order of Nurses	529-1222

Alberta Health Services

Allied Health Program	528-8851
Children's Health and Development Services (CHADS)	529-8966
Community Health and Pre-hospital Support	944-5648
General Inquiries	528-5633
Home Care Program	581-5750
Living Healthy Program	529-8969
Medicine Hat Regional Hospital	529-8000
Senior Services Day Hospital	529-8949
Sexual Health	502-8306
Social Work	529-8083
Community Health Centres	
Bassano	501-3300
Bow Island	545-2296
Brooks	501-3300
Medicine Hat	502-8200
Oyen	664-3651

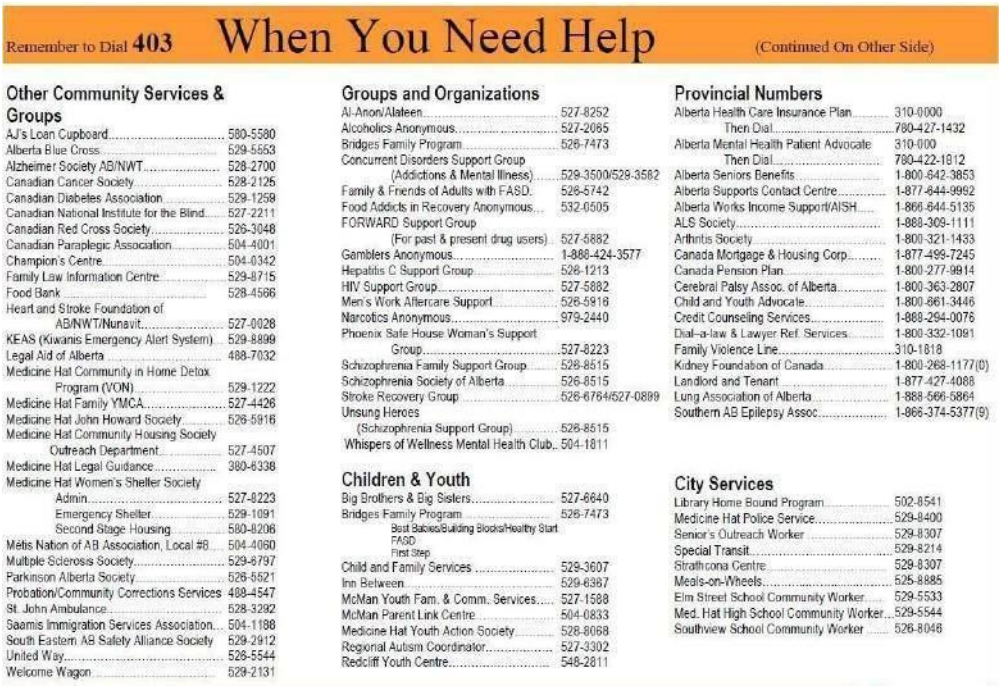
Addiction and Mental Health

Acute Care (5N) MH Reg. Hospital	529-8825
Mental Health Community Support Services	502-8617
Mental Health Promotion	529-8030
Behaviour Assessment Program	529-8030
Palliser Adolescent Services (PAS)	529-8903
Group Works	529-8030
Mental Health Community Clinics	
Bow Island	545-5120
Brooks/Bassano	793-6655
Medicine Hat	529-3500/529-3582
Oyen	664-3651

Canadian Mental Health Association
Alberta Southeast Region
Mental health for all

You can look to your community for support January 2014

Alberta Health Services



Remember to Dial 403

When You Need Help

(Continued On Other Side)

Other Community Services & Groups

AJ's Loan Cupboard	580-5580
Alberta Blue Cross	529-5553
Alzheimer Society AB/NWT	528-2700
Canadian Cancer Society	528-2125
Canadian Diabetes Association	529-1259
Canadian National Institute for the Blind	527-2211
Canadian Red Cross Society	526-3048
Canadian Paraplegic Association	504-4001
Champion's Centre	504-0342
Family Law Information Centre	529-8715
Food Bank	528-4566
Heart and Stroke Foundation of AB/NWT/Nunavit	527-0028
KEAS (Kiwanis Emergency Alert System)	529-8899
Legal Aid of Alberta	488-7032
Medicine Hat Community in Home Detox Program (VON)	529-1222
Medicine Hat Family YMCA	527-4426
Medicine Hat John Howard Society	526-5916
Medicine Hat Community Housing Society Outreach Department	527-4507
Medicine Hat Legal Guidance	380-6338
Medicine Hat Women's Shelter Society	
Admin	527-8223
Emergency Shelter	529-1091
Second Stage Housing	580-8206
Métis Nation of AB Association, Local #8	504-4060
Multiple Sclerosis Society	529-6797
Parkinson Alberta Society	526-5521
Probation/Community Corrections Services	488-4547
St. John Ambulance	528-3292
Saamis Immigration Services Association	504-1188
South Eastern AB Safety Alliance Society	529-2912
United Way	526-5544
Welcome Wagon	529-2131

Groups and Organizations

Al-Anon/Alateen	527-8252
Alcoholics Anonymous	527-2065
Bridges Family Program	526-7473
Concurrent Disorders Support Group (Addictions & Mental Illness)	529-3500/529-3582
Family & Friends of Adults with FASD	526-5742
Food Addicts in Recovery Anonymous	532-0505
FORWARD Support Group (For past & present drug users)	527-5882
Gamblers Anonymous	1-888-424-3577
Hepatitis C Support Group	526-1213
HIV Support Group	527-5882
Men's Work Aftercare Support	526-5916
Narcotics Anonymous	979-2440
Phoenix Safe House Woman's Support Group	527-8223
Schizophrenia Family Support Group	528-8515
Schizophrenia Society of Alberta	526-8515
Stroke Recovery Group	526-6764/527-0899
Unsung Heroes (Schizophrenia Support Group)	526-8515
Whispers of Wellness Mental Health Club	504-1811

Children & Youth

Big Brothers & Big Sisters	527-6640
Bridges Family Program	526-7473
Best Babies/Building Blocks/Healthy Start FASD First Step	
Child and Family Services	529-3607
Inn Between	529-6367
McMan Youth Fam. & Comm. Services	527-1588
McMan Parent Link Centre	504-0833
Medicine Hat Youth Action Society	528-8068
Regional Autism Coordinator	527-3302
Redcliff Youth Centre	548-2811

Provincial Numbers

Alberta Health Care Insurance Plan	310-0000
Then Dial	780-427-1432
Alberta Mental Health Patient Advocate	310-000
Then Dial	780-422-1812
Alberta Seniors Benefits	1-800-642-3853
Alberta Supports Contact Centre	1-877-644-9992
Alberta Works Income Support/AISH	1-866-644-5135
ALS Society	1-888-309-1111
Arthritis Society	1-800-321-1433
Canada Mortgage & Housing Corp.	1-877-499-7245
Canada Pension Plan	1-800-277-9914
Cerebral Palsy Assoc. of Alberta	1-800-363-2807
Child and Youth Advocate	1-800-661-3446
Credit Counseling Services	1-888-294-0076
Dial-a-law & Lawyer Ref. Services	1-800-332-1091
Family Violence Line	310-1818
Kidney Foundation of Canada	1-800-268-1177(0)
Landlord and Tenant	1-877-427-4088
Lung Association of Alberta	1-888-566-5864
Southern AB Epilepsy Assoc.	1-866-374-5377(9)

City Services

Library Home Bound Program	502-8541
Medicine Hat Police Service	529-8400
Senior's Outreach Worker	529-8307
Special Transit	529-8214
Strathcona Centre	529-8307
Meals-on-Wheels	525-8885
Elm Street School Community Worker	529-5533
Med. Hat High School Community Worker	529-5544
Southview School Community Worker	526-8046



04

ADMINISTRATIVE POLICIES AND PROCEDURES

Admission Requirements for the Business Management Diploma

1. Standard Admission

Students must meet one of the following criteria:

• Alberta High School Diploma or higher level of education, verified by transcript, with 50% or better in Grade 10 English and Grade 10 Math, or non-Alberta equivalent;

OR

• Alberta High School Equivalency, including Grade 10 English and Grade 10 Math, verified by transcript, or non-Alberta equivalent.

And must also meet the following requirement:

Successful interview with school admissions.

2. Mature Admission

Students must meet all of the following criteria:

• Be out of high school for at least two years;

• Complete a successful interview with school administration;

• Achieve a successful result on a Wonderlic aptitude test; and

• Have thirty-three credits toward an Alberta High School Diploma, verified by transcript, with 50% or better in Grade 10 English and Grade 10 Math, or non-Alberta equivalent.

Note - The College recognizes a Wonderlic SLE score of 18 as a successful result for Mature Admission. This standard is supported by historical Wonderlic guidance identifying an average SLE score of approximately 21 for high-school graduates, together with interpretation guidance indicating that scores within three points may be regarded as representing the same general ability level.

References: Wonderlic, Inc. Email correspondence to Cypress College, September 18, 2012, subject: “Wonderlic Scores,” Lorraine Brenner, Education Client Support Specialist, and Jessica Haig, M.A., Industrial-Organizational Consultant. Wonderlic advised Cypress College that its normative study showed an average SLE score of 21 for high-school graduates and provided program-specific minimum SLE recommendations, including a minimum score of 18 for a similar Diploma program..

Graves, Melissa Leigh McMahan. Emotional Intelligence, General Intelligence, and Personality: Assessing the Construct Validity of an Emotional Intelligence Test Using Structural Equation Modeling. Ph.D. dissertation, California School of Professional Psychology, San Diego, 2000. In discussing the Wonderlic Personnel Test, Graves cites the 1992 Wonderlic Personnel Test User’s Manual and notes that probable measurement error was approximately 1.3 to 1.8 points and that applicants scoring within three points of one another should be treated as having the same ability level.

3. English Language Proficiency

The College's published English Language Proficiency (ELP) requirements are listed below alongside the College's Ideal English Profile. The published requirements establish the minimum admission standards, while the Ideal English Profile provides additional guidance to admissions staff when assessing applicants' English language proficiency.

Assessment	Published admissions standard	Ideal English Profile for admission.
IELTS	Academic: 5.5 overall; minimum 5.5 in each band	Academic / General: 6.0 overall
CELPIP General	Overall score 6	CLB 7
Pearson PTE Academic	Overall score 45	47
CAEL	Overall 60; minimum 60 in each band	60
TOEFL iBT	80 (*91) — notation retained from published policy	83
Duolingo English Test	80	105

Published alternatives to English-language testing

Applicants whose first language is not English may demonstrate English language proficiency by providing evidence of any one of the following:

a. Successful completion of full-time education in English, through one of these pathways:

• Secondary or post-secondary education in Canada, including Grade 12;

• Education in a country where English is recognized as an official language of instruction; or

• Education at a recognized school or institution where English is the primary language of instruction.

b. Successful completion of full-time instruction at a Canadian school or institution where English was not the primary or official instructional language, provided that the English proficiency required for graduation is equivalent to that of English-language Canadian secondary or post-secondary institutions.

c. Completion of English Language Arts 10-1, or an equivalent course, with a minimum grade of 50%.

d. Successful completion of one of the English-language tests meeting the published minimum scores in the table above.

4. Admissions Interview and Suitability

All applicants, Standard and Mature, must complete an admissions interview.

The interview assesses:

• ability to participate in the program as prescribed.
• understanding of program expectations and demands
• communication ability sufficient for program success
• commitment to program completion and understanding of enrollment, student aid and methods of instruction.

A successful admissions interview is required as a condition of admission to the Business Management Diploma program.

REGISTRATION AND ENROLMENT PROCEDURES

Students apply directly through https://www.mycypresscollege.ca/apply using an email address they check regularly and will continue using during registration and study. College staff review the application and supporting records. Management checks admission requirements before admission is finalized.

Mandatory Enrolment Interview

Before enrolment is finalized, each student must complete an in-person or on-camera interview with Cypress College staff covering:

- Identity verification against government-issued photo identification, including signature confirmation;
- The program, delivery method, intake dates and student expectations;
- Student aid considerations, the student's budget, loan repayment and estimated repayments, where applicable;
- Book and material fees, inclusions and exclusions, and the option to provide equipment and resources independently;
- The Student Handbook and Attendance and Progress Policy;
- The Alberta Student Enrolment Contract and an opportunity to ask questions.

Students review and sign the contract with College staff present. Remote signing takes place on camera. Students are not enrolled before this process is completed. The College provides a copy of the fully executed contract.

International Students

Study-permit, medical-insurance and housing requirements are addressed in the international student information and the Letter of Acceptance, Deferral and Final Enrolment Policy.

Tuition and Assistance

Payments follow the enrolment contract and documented funding arrangements. Contact the Registrar at 403-527-4382 or studentservices@cypresscollege.ca. Cypress College may withhold credentials if fees are not paid in full at graduation.

WITHDRAWALS AND TERMINATIONS

A student wishing to withdraw must provide written notice to Cypress College. Notice may be delivered to the Office of the Registrar, Cypress College Administrative Office, 3 – 7th Street SE, Medicine Hat, Alberta T1A 1J2. Include contact information so the College can confirm receipt.

For student-initiated withdrawal, the contract is considered terminated when the College receives written notice. The College may also terminate enrolment by providing written notice to the student.

Effective Withdrawal Dates for College Removal

- **Five consecutive scheduled class days absent without contact:** Once the threshold is reached, withdrawal is recorded from the first missed scheduled day of the consecutive absence.
- **Thirty consecutive calendar days without attendance, participation or progress:** Once the threshold is reached, withdrawal is recorded from the first day of that absence, regardless of contact or an excused absence.
- **Academic removal for insufficient progress:** Withdrawal is recorded as of the student's last day of attendance.

The day on which a threshold is identified or notice is issued can differ from the recorded effective withdrawal date. Supporting attendance and progress records are retained.

Refunds and reporting are processed under the applicable contract, refund requirements and funding rules. Students receiving financial assistance must notify their funding source of withdrawal or termination. See the Attendance and Progress Policy for thresholds, warnings and support.

REFUND AND CANCELLATION POLICY

Tuition refunds are administered under the applicable enrolment contract and Private Vocational Training Regulation. Cypress College provides the following seven-business-day cooling-off period as its policy.

Cooling-Off Period

Students may cancel their enrolment contract on or before the **seventh business day after signing**, without penalty. Cypress College will refund any tuition or deposit paid by or on behalf of the student.

Registration Fee

The registration fee is the deposit that finalizes a student's seat in the upcoming program and is credited toward tuition.

Tuition

Tuition is payment for delivery of the program.

Books, Materials, Equipment and Software

Students are not required to purchase the College's optional books, materials, equipment and software package. Students who do not purchase the package must provide a suitable computer and other resources required to participate.

Cypress College provides required OpenSesame module access during the program and an educational Microsoft Office licence for the student's computer at no additional charge. The optional package includes the equipment and resources identified during registration, including continued access to applicable training materials for 12 months following the scheduled program end date.

Staff review the package, charges, inclusions and exclusions during the enrolment interview. The contract identifies applicable charges.

REFUNDS BEFORE TRAINING BEGINS

Registration Fees

Outside the seven-business-day cooling-off period, Cypress College retains the registration fee when a student terminates the contract before training begins, subject to applicable refund requirements.

The College refunds the registration fee if it terminates the contract before training begins, or if training does not begin on the contracted commencement date and the student terminates the contract as a result.

Tuition

Tuition collected above the registration fee is refunded when the student's contract ends before training begins.

Purchased Books and Materials

There are no refunds for purchased books or mandatory materials, and students may keep purchased materials. The optional package and its charges must be explained before signing. Required program-period module access and the educational Office licence are provided without an additional charge, as described in the fee section.

REFUND OF TUITION AFTER TRAINING BEGINS

If a student contract is terminated after training begins, Cypress College is entitled to some or all tuition depending on how much of the program has been delivered, under the applicable contract and refund requirements:

- When 10% or less of the training has been provided, Cypress College is entitled to 25% of tuition;
- When more than 10% but less than 50% has been provided, Cypress College is entitled to 60% of tuition;
- When more than 50% has been provided, Cypress College is entitled to 100% of tuition.

If Cypress College has been overpaid, the difference is refunded to the applicable source of payment. If the College abandons a program and does not provide the contracted training, the student is entitled to a full refund of tuition.

See the Attendance and Progress Policy and Withdrawals and Terminations for withdrawal information. Refunds and required records are processed under the requirements applicable to the student's contract.

Program Start and End Dates

The contracted start and end dates are recorded in the Alberta Student Enrolment Contract and student file and must coincide with funding dates. Changes require the student's agreement, a contract amendment initialled by both parties and immediate notification to the funding source.

An academic end-date extension may be approved by the VP of Operations. An extension fee applies where provided for in the student's agreement. International deferrals and final enrolment are addressed in the Letter of Acceptance, Deferral and Final Enrolment Policy.

CLASS CREDIT POLICY

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

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

ATTENDANCE AND PROGRESS POLICY

This policy guide is for Cypress College students. To remain enrolled, students must comply with both the attendance and academic progress requirements below throughout their program.

Student Identification and Access

During enrolment, Cypress College confirms each student's identity using government-issued photo identification before the student signs their enrolment contract. A copy is retained in the student record for identity and signature verification until graduation.

In-person classes and labs: Students must bring photo identification and sign the classroom attendance sheet with the instructor before the class or lab begins.

Asynchronous classes: Students must access their studies using their individual login credentials and complete the required two-factor authentication. Login credentials must not be shared.

Attendance Requirements

Students must participate in their scheduled studies and contact Cypress College when an absence prevents them from attending or completing assigned work.

Five Consecutive Scheduled Class Days Without Contact

A student who misses five consecutive scheduled class days without contacting the College to explain their absence is considered withdrawn from the program.

For Cypress College's asynchronous attendance tracking, five classroom days are treated as equivalent to **40 assigned instructional hours**. Business Management students receive **20 hours of assigned material each week**, so 40 assigned hours normally represents two scheduled weeks of study.

Attendance Requirements — continued

The following process applies to Business Management students who have no participation and have not contacted the College:

- **After one scheduled week:** The College issues a warning letter encouraging the student to contact the College about their absence or resume their studies.
- **At 12 consecutive calendar days:** The College issues a removal consideration letter advising that withdrawal will occur if the student has neither contacted the College nor resumed participation by the stated deadline.
- **At the end of the second scheduled week:** When the absence reaches 40 assigned instructional hours—the equivalent of five scheduled classroom days—the student is considered withdrawn if there has been no contact or participation. Under the regular Business Management schedule, this is normally the 14th calendar day.

The removal consideration letter will identify the applicable deadline. Once the five-day/40-hour threshold is reached, the effective withdrawal date is the first missed scheduled day of the consecutive absence.

Thirty Consecutive Calendar Days Without Participation

Regardless of contact with the College or whether an absence has been excused, a student who completes **30 consecutive calendar days without attendance, participation or academic progress** is considered withdrawn from the program.

Contacting the College does not, by itself, count as academic participation or progress. Once the 30-day threshold is reached, the effective withdrawal date is the first day of that consecutive absence.

Catching Up After an Absence

Staff review attendance and progress weekly and keep notes, learning plans and notices in the student record. Completing missed material can improve a student's academic progress. It does not erase an absence already recorded.

Academic Progress Requirements

Students must meet the attendance requirements above and keep up with their assigned coursework. Asynchronous material is assigned weekly.

The College uses two measures:

- **Progress against assigned material** identifies students who need additional support and determines monitoring, probation and suspension-monitoring status.
- **Progress across the entire diploma program** determines whether a student has exceeded the final withdrawal threshold for lack of progress.

Students must maintain sufficient progress to remain on pace to complete their program. For the final withdrawal threshold, a student must not fall **more than 30% of the total diploma program behind the scheduled pace**.

Academic Progress Status and Support

Active Student

An active student is participating in the program and progressing reasonably well through assigned material.

Academic Monitoring — 15% Behind Assigned Material

A student who falls 15% behind in completing assigned material is placed on academic monitoring. College staff work with the student to develop a learning plan for keeping up with new assignments and catching up on outstanding work.

Academic Probation — 20% Behind Assigned Material

A student who falls 20% behind in completing assigned material is placed on academic probation. The student must discuss and agree to a learning plan that addresses outstanding work and establishes a pace for keeping up and catching up.

Academic Suspension Monitoring — 25% Behind Assigned Material

A student who falls 25% behind in completing assigned material is at risk of withdrawal and is placed on academic suspension monitoring. The student continues studying and must discuss and agree to a learning plan that establishes a pace for catching up on outstanding material. Continued participation and progress are required.

Removal Consideration — 30% or More Behind Assigned Material

A student who falls 30% or more behind in completing assigned material is considered for withdrawal. To avoid withdrawal, the student must demonstrate significant progress and commitment to completing outstanding work under an agreed learning plan.

Reaching this stage does not, by itself, mean the student has fallen more than 30% behind across the entire diploma program.

Academic Withdrawal for Lack of Progress

A student who falls **more than 30% of the total diploma program behind the scheduled pace** is considered withdrawn for lack of academic progress.

Academic withdrawal is effective from the student's last day of attendance. For this calculation, the College compares the coursework the student should have completed by that point with the coursework actually completed, and measures the shortfall against the total diploma program.

Returning to Good Standing

As students catch up, the College may reduce their monitoring level—for example, from academic probation to academic monitoring, or from academic monitoring to active status.

Improved academic progress does not remove attendance requirements. The College issues written notice when it terminates enrolment. Conduct discipline remains a separate process.

COURSE AUDIT POLICY

Students may access and audit a course at no additional charge for up to 90 days after their scheduled program end date.

Students who paid the book fee for extended access may continue to access and audit the course for one year after their scheduled program end date.

Audited coursework is not marked and does not change the student's grades or transcript.

DRESS CODE POLICY

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

*Note the dress code policy may be different from program to program (IE Kitchen safety vs Business Casua) check with your program manager. Generally the dress code reflects the standards required by industry for employment in the field of study.

GRIEVANCE POLICY / STUDENT COMPLAINT

In the event a dispute arises between yourself and any aspect of your program at Cypress College. The following procedures will be followed

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

PLAGIARISM

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

SUSPENSION OR RELEASE POLICY

This policy applies to matters other than attendance and academic progress, which are addressed in their own policy. Cypress College reserves the right to exit a student if deemed necessary.

Any criminal activity or actions that threaten staff, other students or property may be grounds for immediate exit from the program.

Possible reasons for suspension or release include:

- Interrupting the learning of others
- Consistent tardiness
- Drinking alcohol or using narcotics during program
- Coming to program while under the influence of alcohol or narcotics
- Being physically or verbally abusive to others
- Carelessness with material or machinery
- Theft of merchandise, another person's belongings or Cypress College materials
- Continued use of loud, abusive or profane language or other inappropriate behavior
- Failure to maintain personal hygiene at an acceptable standard as per employment standards (i.e. shaving, bathing and clean clothing)
- Sexual harassment of participants, co-workers or Cypress College staff
- Repeated rejection of training or employment opportunities
- Plagiarism

The four-step conduct discipline policy remains separate from academic progress monitoring. The four-step discipline procedure follows this section. The Attendance and Progress Policy is restated after the discipline procedure, including academic suspension monitoring.

CYPRESS COLLEGE DISCIPLINE POLICIES

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

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

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

   a. Actions deemed by an Instructor to endanger other students or instructors

   b. Interrupting the learning of others

   c. Poor performance or refusal to participate in classroom instruction/projects/training components.

   d. Excessive absenteeism or constant tardiness

   e. Poor cooperation with Cypress College staff/ instructors

   f. Abuse of equipment/computers

   g. Abuse of internet privileges, use of personal email and or Facebook during classroom instruction.

   h. Use of profane of abusive language toward other students or instructors

   i. Excessive disruption to classroom instruction

   j. Anyreasondeemed by the instructor to be contrary to the best learning experience for other students in the program.

STEP 1: INFORMAL DISCUSSION

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

STEP 2: FORMAL DISCUSSION (VERBAL REPRIMAND)

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

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

If the formal discussion between the student and the instructor does not correct the inappropriate behaviour, a formal discussion with a written reprimand shall take place between the student, the instructor and the program coordinator. A meeting shall be called between the instructor, the student and the program coordinator. The student will be provided with an overview of the concerns identified and steps taken to address this concern. The student will be provided with a written memorandum which shall provide a statement outlining the difficultly, a summary of previous discussions, a clear statement(s) of the expectations by the instructor, an offer of assistance to address the identified difficulty, actions steps that will be taken by the student, the instructor or the program coordinator to immediately address the concerns within the time lines set out. This memorandum shall be signed and dated by all participants and the original copies placed in the student file.

STEP 4: DISMISSAL FROM THE PROGRAM

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

Prior to dismissal the following must be completed:

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

ATTENDANCE AND PROGRESS POLICY

This policy guide is for Cypress College students. To remain enrolled, students must comply with both the attendance and academic progress requirements below throughout their program.

Student Identification and Access

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The College uses two measures:

- **Progress against assigned material** identifies students who need additional support and determines monitoring, probation and suspension-monitoring status.
- **Progress across the entire diploma program** determines whether a student has exceeded the final withdrawal threshold for lack of progress.

Students must maintain sufficient progress to remain on pace to complete their program. For the final withdrawal threshold, a student must not fall **more than 30% of the total diploma program behind the scheduled pace**.

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Returning to Good Standing

As students catch up, the College may reduce their monitoring level—for example, from academic probation to academic monitoring, or from academic monitoring to active status.

Improved academic progress does not remove attendance requirements. The College issues written notice when it terminates enrolment. Conduct discipline remains a separate process.

COFFEE/LUNCH BREAKS

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

SMOKING

Cypress College is a smoke free environment.

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

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

PARKING

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

WHAT YOU CAN EXPECT

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

SUCCESSFUL COURSE COMPLETION

Students receive a course syllabus identifying the lessons and assessments, their respective weightings, and how the final grade is calculated. Successful completion requires the grades and other requirements specified for the program and course.

Refer to the syllabus for assignments, assessments, deadlines, grading, resubmissions and retakes. Questions should be raised with the instructor or program manager.

Completion and Academic Progress

For asynchronous study, material must be reviewed before its assessment becomes available. A unit counts as completed for progress tracking when the student writes the assessment. A completed assessment can receive a failing grade; completing work and achieving a passing grade are separate requirements.

The Attendance and Progress Policy measures participation and completion of assigned work. Its progress percentages are not passing-grade requirements. Students must meet both progress requirements and the academic standards in their syllabus.

Support and Learning Plans

Students who fall behind must work with College staff on learning plans and monitoring requirements. Catching up academically does not erase recorded absences.



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CYPRESS COLLEGE EXAM POLICIES

IN-PERSON EXAMINATION POLICIES

These policies apply when an examination is scheduled to be written in person at Cypress College. They do not make every online assessment an in-person examination. Students receive the assessment arrangements applicable to their course.

Identification and Attendance

Students must bring government-issued photo identification. Staff confirm identity before the examination begins. Students must arrive in time for identification, sign-in and instructions.

Examination Conduct

- Follow the supervising employee's instructions.
- Use only books, notes, software and equipment expressly permitted for the examination.
- Do not communicate with other students or receive unauthorized assistance.
- Do not photograph, record, copy or remove confidential examination materials.
- Keep phones and communication devices away unless expressly authorized.
- Notify the supervisor immediately about technical problems or interruptions.

Examination instructions and the course syllabus specify time limits, permitted resources and grading. Academic misconduct may be addressed under the plagiarism and conduct policies.

CHALLENGING AN EXAMINATION ITEM

A student who believes an examination item is unclear, inaccurate or incorrectly assessed may submit a written review request to training@cypresscollege.ca within four calendar days after the examination.

Information to Include

- Student name and student ID, if available;
- Course and examination name;
- Examination date and location;
- The item or assessment issue, without unnecessarily reproducing confidential content;
- A concise explanation of the concern and requested review;
- Contact information for the response.

The College acknowledges the request and responds within ten business days. If more time is required, the student is advised of the expected response date. Confidential material is handled to preserve examination integrity.

Other complaints are addressed through the Grievance Policy / Student Complaint procedure.

EXAMINATION ACCOMMODATION AND RETAKES

Accommodation

Students who require an examination accommodation should contact training@cypresscollege.ca in advance. Staff work with the student to identify the request and arrange appropriate support. Allow sufficient time for review and implementation.

Arrangements preserve the learning outcomes and academic standards being assessed. Discuss needs with staff rather than assume the format or time limit has changed.

Retakes

Retake and reassessment opportunities follow the requirements provided for the course or examination. Refer to the syllabus and speak with the instructor before arranging a retake. Applicable waiting periods, conditions or fees are explained before scheduling.

EXAMINATION CONFIDENTIALITY

Examination questions and confidential assessment materials are provided to assess the student's knowledge and skills. Students must not disclose, publish, reproduce, summarize, photograph, record or transmit confidential examination content without Cypress College's written authorization.

Students writing examinations in person must bring government-issued photo identification and comply with the identification and conduct procedures.

Student Information

Cypress College uses information necessary to identify students, administer examinations, record results and maintain student records. Questions about examination records or use of information may be directed to the College.

Student name: _____

Student signature: _____

Date: _____

TRANSCRIPT POLICY

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

STUDENT INFORMATION

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

EDUCATIONAL TAX CREDIT

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

ELIGIBLE TUITION FEES

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

A. a university, college, or other educational institution in Canada for courses at a post-secondary school level;

B. an educational institution in Canada certified by Human Resources and Skills Development Canada for courses.
(if you were 16 or older at the end of the year) to develop or improve skills in an occupation;

C. a university, college, or other educational institution in the United States for courses at a post-secondary school level if you lived in Canada near the border throughout the year and you commuted to the school; and

D. a university outside Canada, if you were in full-time attendance, for courses that were at least three.

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

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

You cannot claim the following tuition fees:

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

ELIGIBLE TUITION FEES INCLUDE:

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

YOU CANNOT CLAIM THE FOLLOWING AS TUITION FEES:

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

For more information on Students and Income Tax, see

http://www.cra-arc.gc.ca/E/pub/tg/p105/p105-e.html#P105e_0001

ACCOMMODATION

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



06

WRITING GUIDELINES

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

UNDERSTANDING AND AVOIDING PLAGIARISM

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

www.plagiarism.org for a variety of information on defining plagiarism and providing tips on how to avoid it.

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



07

RESPONSIBILITIES STATEMENT

RESPONSIBILITIES STATEMENT

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

1. Treating this training opportunity as employment, this includes maintaining acceptable attendance and work habits.

2. Participating in scheduled classes and assigned asynchronous study. Contact the College about absences, provide supporting information where requested, and work with staff to catch up on missed material and assessments.

3. Making every effort to pass all the components of your program.

4. Being on time. If you anticipate being late it is your responsibility to call Cypress College immediately to inform them of your tardiness. You may leave messages on the centers phone system. Under no circumstances leave messages with other students-it is not their responsibility to inform the Program Coordinator/ Instructor of your tardiness.

5. Arranging adequate daycare and/or alternate childcare arrangements for your children.

6. Arranging appointments outside of your training schedule.

7. Recording attendance as required for in-person classes and using your own credentials and required two-factor authentication for asynchronous study. Follow the Attendance and Progress Policy, report absences and keep up with assigned coursework.

8. Recording manuals received by yourself pertaining to the class attended. The sheet needed to be signed will also be in the class.

9. Not to interfere with the teaching and learning of others unless your instructor has advised of a group project.

10. Respecting personal space, rights and property of others.

11. Following the dress code.

12. Not receive or send telephone calls, text messages or emails during class. You are responsible for turning off cell phones and beepers upon entering class. If there is an emergency you can be reached through Cypress College.

13. Clean up after your selves and maintain your work areas clean and tidy.

14. Anyone that is suspected of any substance abuse during breaks, lunch etc. will be dealt with accordingly.

RESPONSIBILITIES STATEMENT CONTINUED

15. Show respect for all classmates, staff, themselves and property.

16. Using the Internet for valid academic purposes only; You may not use it for open access to other non-academic sites unrelated to the course.

17. Maintaining a civil attitude in class; You may not use inappropriate or offensive commentary or body language to show your attitude regarding the course, the instructor, assignments, or fellow students.

Student Handbook Acknowledgement

I acknowledge that I have received and reviewed the Cypress College Student Handbook. Its contents have been explained to me, and I have had an opportunity to ask questions.

I understand and agree to follow the policies, rules and student responsibilities contained in the handbook, including attendance and academic progress, conduct and discipline, suspension or release, academic integrity, examinations, withdrawals and refunds.

I have read and agree to follow this Responsibilities Statement.

Student name: _____

Student signature: _____

Date: _____

LETTER OF ACCEPTANCE, DEFERRAL AND FINAL ENROLMENT POLICY

LOA, PAL and study-permit steps apply to international applicants where applicable. All students complete the College's admissions and final enrolment requirements.

1. Application Submitted

The student applies through the College website and submits government-issued identification, transcripts and supporting documents.

2. Admissions Review

Cypress College assesses academic eligibility and admissibility, including English language proficiency.

3. Acceptance Issued

An accepted international applicant receives a Letter of Acceptance (LOA) with target start and end dates and a Provincial Attestation Letter (PAL), where applicable.

4. Study Permit Application

The international student applies to IRCC using the applicable LOA/PAL.

5. Mandatory Intake Interview

Following study-permit approval, where applicable, the student attends an in-person or on-camera interview. Staff verify identity and review the program, delivery, student aid considerations, book fees, attendance and progress policy, handbook and enrolment contract. Staff confirm the contracted intake and start and end dates. LOA target dates remain subject to documented final enrolment until dates are confirmed.

6. Final Enrolment

The student signs the contract with College staff present; remote signing takes place on camera. The executed contract is retained and a copy provided to the student. Cypress College provides seven business days after signing to cancel without penalty.

7. Credentials and Commencement Activation

The College issues credentials and activates program access only after final enrolment and commencement requirements are satisfied.

Deferrals

Deferrals may be approved only before final enrolment. Later changes follow documented enrolment status processes, such as leave, interruption, withdrawal or an approved extension. LOA dates are not routinely modified.

ATTENDANCE AND PROGRESS POLICY

This policy guide is for Cypress College students. To remain enrolled, students must comply with both the attendance and academic progress requirements below throughout their program.

Student Identification and Access

During enrolment, Cypress College confirms each student's identity using government-issued photo identification before the student signs their enrolment contract. A copy is retained in the student record for identity and signature verification until graduation.

In-person classes and labs: Students must bring photo identification and sign the classroom attendance sheet with the instructor before the class or lab begins.

Asynchronous classes: Students must access their studies using their individual login credentials and complete the required two-factor authentication. Login credentials must not be shared.

Attendance Requirements

Students must participate in their scheduled studies and contact Cypress College when an absence prevents them from attending or completing assigned work.

Five Consecutive Scheduled Class Days Without Contact

A student who misses five consecutive scheduled class days without contacting the College to explain their absence is considered withdrawn from the program.

For Cypress College's asynchronous attendance tracking, five classroom days are treated as equivalent to **40 assigned instructional hours**. Business Management students receive **20 hours of assigned material each week**, so 40 assigned hours normally represents two scheduled weeks of study.

Attendance Requirements — continued

The following process applies to Business Management students who have no participation and have not contacted the College:

- **After one scheduled week:** The College issues a warning letter encouraging the student to contact the College about their absence or resume their studies.
- **At 12 consecutive calendar days:** The College issues a removal consideration letter advising that withdrawal will occur if the student has neither contacted the College nor resumed participation by the stated deadline.
- **At the end of the second scheduled week:** When the absence reaches 40 assigned instructional hours—the equivalent of five scheduled classroom days—the student is considered withdrawn if there has been no contact or participation. Under the regular Business Management schedule, this is normally the 14th calendar day.

The removal consideration letter will identify the applicable deadline. Once the five-day/40-hour threshold is reached, the effective withdrawal date is the first missed scheduled day of the consecutive absence.

Thirty Consecutive Calendar Days Without Participation

Regardless of contact with the College or whether an absence has been excused, a student who completes **30 consecutive calendar days without attendance, participation or academic progress** is considered withdrawn from the program.

Contacting the College does not, by itself, count as academic participation or progress. Once the 30-day threshold is reached, the effective withdrawal date is the first day of that consecutive absence.

Catching Up After an Absence

Staff review attendance and progress weekly and keep notes, learning plans and notices in the student record. Completing missed material can improve a student's academic progress. It does not erase an absence already recorded.

Academic Progress Requirements

Students must meet the attendance requirements above and keep up with their assigned coursework. Asynchronous material is assigned weekly.

The College uses two measures:

- **Progress against assigned material** identifies students who need additional support and determines monitoring, probation and suspension-monitoring status.
- **Progress across the entire diploma program** determines whether a student has exceeded the final withdrawal threshold for lack of progress.

Students must maintain sufficient progress to remain on pace to complete their program. For the final withdrawal threshold, a student must not fall **more than 30% of the total diploma program behind the scheduled pace**.

Academic Progress Status and Support

Active Student

An active student is participating in the program and progressing reasonably well through assigned material.

Academic Monitoring — 15% Behind Assigned Material

A student who falls 15% behind in completing assigned material is placed on academic monitoring. College staff work with the student to develop a learning plan for keeping up with new assignments and catching up on outstanding work.

Academic Probation — 20% Behind Assigned Material

A student who falls 20% behind in completing assigned material is placed on academic probation. The student must discuss and agree to a learning plan that addresses outstanding work and establishes a pace for keeping up and catching up.

Academic Suspension Monitoring — 25% Behind Assigned Material

A student who falls 25% behind in completing assigned material is at risk of withdrawal and is placed on academic suspension monitoring. The student continues studying and must discuss and agree to a learning plan that establishes a pace for catching up on outstanding material. Continued participation and progress are required.

Removal Consideration — 30% or More Behind Assigned Material

A student who falls 30% or more behind in completing assigned material is considered for withdrawal. To avoid withdrawal, the student must demonstrate significant progress and commitment to completing outstanding work under an agreed learning plan.

Reaching this stage does not, by itself, mean the student has fallen more than 30% behind across the entire diploma program.

Academic Withdrawal for Lack of Progress

A student who falls **more than 30% of the total diploma program behind the scheduled pace** is considered withdrawn for lack of academic progress.

Academic withdrawal is effective from the student's last day of attendance. For this calculation, the College compares the coursework the student should have completed by that point with the coursework actually completed, and measures the shortfall against the total diploma program.

Returning to Good Standing

As students catch up, the College may reduce their monitoring level—for example, from academic probation to academic monitoring, or from academic monitoring to active status.

Improved academic progress does not remove attendance requirements. The College issues written notice when it terminates enrolment. Conduct discipline remains a separate process.

CYPRESS COLLEGE

STUDENT HANDBOOK

MAIN CAMPUS

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Hat, AB, T1A 1J2
P. 403-527-4382
F. 403-526-4388

admissions@cypresscollege.ca
www.cypresscollege.ca