



ALVIS
COLLEGE
Education that Matters

International

Student Handbook

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International Student Handbook

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Welcome to Alvis College!

From our admission process right through to our employment support after graduation, we strive to provide our students with a meaningful experience. It is this dedication that gives our graduates the competitive edge.

Once you begin your studies, you will become aware of how our learning process will stimulate, involve, and challenge you to succeed. You will build an impressive skill set in your area of study and gain the interpersonal expertise that will help make you successful.

Our friendly and dedicated staff are available to help you every step of the way. This team consists of your Faculty, International Admission Officer, Student Services, Employment Support Services personnel, Administrative Staff, and Director.

Our programs are designed to reflect the requirements of employers in your chosen career field. Throughout your studies, you will work in ways that reflect what you will find in the workplace, so that when you complete your program, you are ready to begin your career.

At Alvis College, you have access to:

- Accredited education by the Ministry of Advanced Education, Alberta
- High-quality curriculum
- High-standard campus facilities
- Excellent learning resources
- Small classes with individual focus
- Excellent educational environment
- Knowledge and skills focused education
- Qualified faculty
- A multicultural community
- A strong, dedicated support team

Please write to our International Admission Officer for more information at admissions@alviscollege.ca.

Why Canada?



Canada consistently ranks as one of the best countries in the world and is currently the No. 1 best country for quality of life.

Canada's multicultural and welcoming communities offer a life-changing learning experience, and its quality education can shape your future. It may lead to a career and a life in Canada, or to better career prospects back home. At the very least, it will give you access to four beautiful seasons, wide-open spaces, abundant wildlife, cultural diversity, a clean environment, and an excellent quality of life.

The following factors make Canada a destination of choice for international students:

- Quality education
- Affordable education
- Internationally recognized credentials
- A multicultural society
- The possibility of immigration
- Strong career prospects
- A student-friendly and safe country
- The ability to work during study

Programs of Study



- Diploma in Business Administration and Leadership (2 years)
- Diploma in Information Technology and Cyber Security (2 years)
- Diploma in Healthcare Management and Leadership (2 years)
- Diploma in Office Administration with Information Technology (15 months)

All of our programs are licensed by the Ministry of Advanced Education and regulated under the Private Vocational Training Act.

Business Administration and Leadership

Program	Duration	Hours	Weeks
Diploma	2 Academic Years	1,700	85



Program Overview

This diploma program is designed to produce graduates that possess a familiarity of business operations and equip them with critical decision-making skills for strategic and executive work necessary for competing in the ever-changing world of business. The program gives students a clear understanding of the functions of every division in a company, be it marketing, accounting, operations, human resources, and office management, with an emphasis on leadership skills that prepares them for managerial and supervisory positions.

Career Opportunities

- **Entrepreneurship-focused:** for students who want to start their own business, this program provides a thorough understanding of what's required to start and maintain a sustainable enterprise, including identifying opportunity, assessing entrepreneurial potential, and preparing a business, marketing, and sales plan.
- **Employment-focused:** graduates are prepared for roles such as Accounting Clerk, Bookkeeper, Payroll Clerk, Event Organizer, Trade Show and Exhibition Coordinator, Marketing Executive, Sales Promotion Account Executive, Import/Export Officer, Logistics Account Executive, International Marketing Consultant, Business Development Executive, Advertising Coordinator, Product Manager, Marketing Consultant, Sales Representative, and Logistics Coordinator.

Information Technology and Cyber Security

Program	Duration	Hours	Weeks
Diploma	2 Academic Years	1,700	85



Program Overview

This diploma program blends IT and cyber security to prepare graduates for a career as an Information Technology and Cyber Security Specialist in one of the fastest-growing industries. As the field of information technology continues to expand, the skills of an IT professional remain a valuable and employable asset.

Security violations, data breaches, and privacy failures are an ever-growing threat to businesses and individuals. Through classroom theory and hands-on projects in this diploma program, students will learn how to identify, analyze, and mitigate threats to internal IT systems and/or networks. Students will explore the systems, tools, and concepts used to minimize the risk to an organization's cyberspace, and the standards and procedures to protect the confidentiality, integrity, and availability of information and information systems.

As one of the world's fastest growing technology fields, the demand for IT and Cyber Security professionals has never been greater.

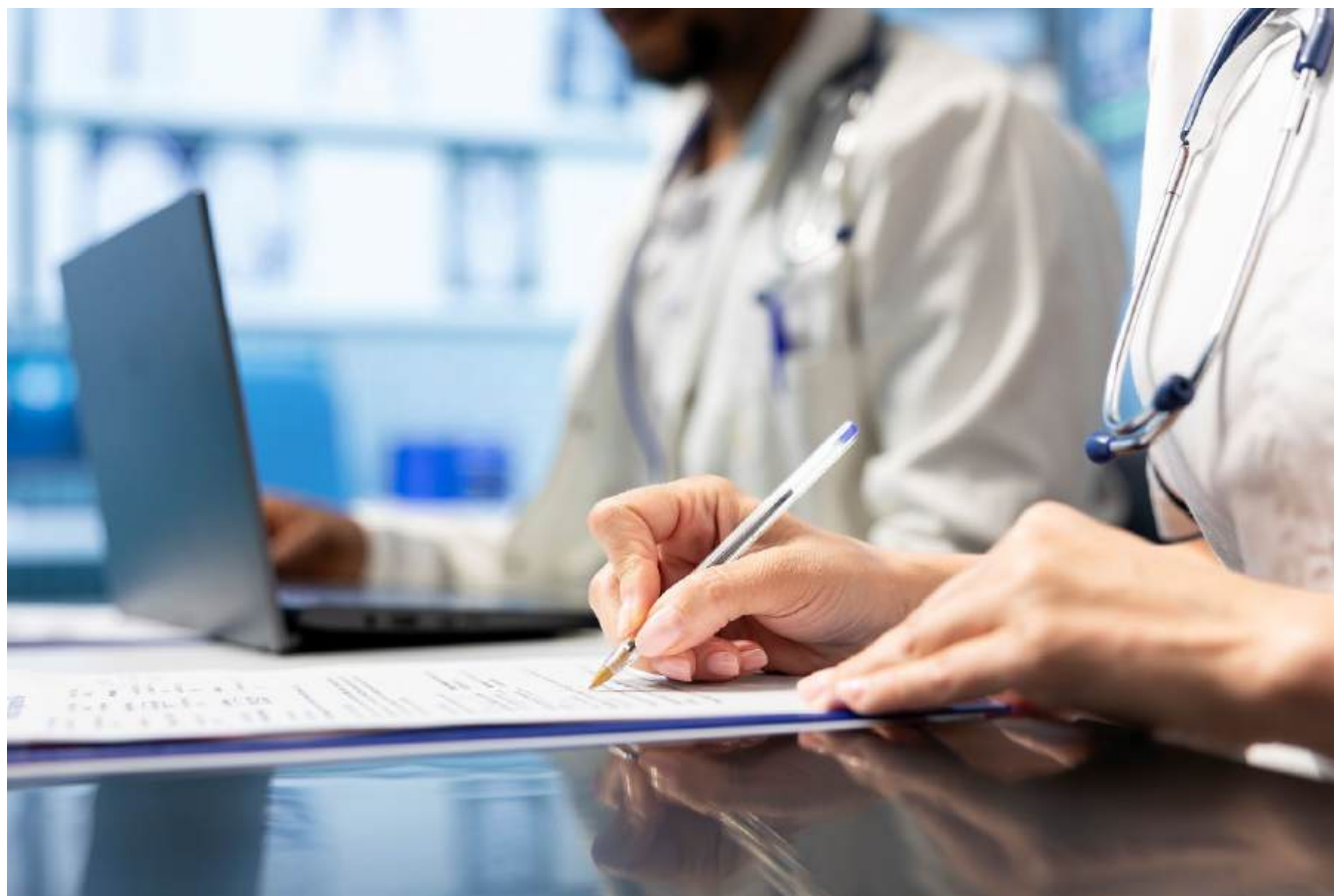
Career Options

Graduates may pursue entry-level positions in a wide variety of areas, including:

- IT Service Desk Analyst
- IT Technical Analyst
- IT Technician
- Technical Support Representative
- Information Technology Coordinator
- IT Support Specialist
- System Support Specialist
- Network Technician
- Network Security Coordinator
- Network Security Assistant
- Network Security Consultant
- Cyber Security Specialist

Healthcare Management and Leadership

Program	Duration	Hours	Weeks
Diploma	2 Academic Years	1,700	85



Program Overview

This Healthcare Management and Leadership Diploma — the first comprehensive program of its kind in Alberta — combines business fundamentals with healthcare leadership skills and knowledge, preparing students for healthcare positions across a range of specialized leadership areas in an integrated, interactive learning environment.

The program is designed to prepare students for a career in healthcare management, where there are a number of middle-management opportunities across community health, primary care, multi-service centres, community health boards, and other health institutions and agencies.

Career Options

Students learn the key trends and issues in healthcare that demand leadership excellence, and acquire the skills and competencies needed for today's healthcare management — critical thinking, project planning and problem solving, effective communication, quality and safety strategies, leading change and innovation, conflict resolution, risk management, and courageous leadership. Possible positions include (but are not limited to):

- Medical Office Manager
- Assistant Director
- Assistant Clinic Manager
- Health Care Executive
- Health Care Manager
- Program Manager
- Program Coordinator
- Case Manager
- Team Leader
- Team Supervisor
- Project Leader

Office Administration with Information Technology

Program	Duration	Hours	Weeks
Diploma	15 Months	1,100	55



Program Overview

This intensive, hands-on program is designed to provide students with the computer and business skills required for administrative positions today. Students learn up-to-date computer applications, keyboarding, customer service, communication strategies, office documentation in a legal setting, and fundamental business practices, including information and financial management, along with the interpersonal and leadership skills needed to be an effective member of any office environment. The program is ideal for students with no prior computing background as well as those looking to retrain or upgrade their current skills.

Career Options

Upon completion, graduates are prepared to work in an office environment as:

- Office Administrator
- Office Assistant
- Executive Assistant
- Administrative Assistant
- Administrative Officer
- Administrative Service Coordinator
- Liaison Officer
- Office Manager
- Administrator
- Receptionist

Fees and Costs

Program of Study	Duration	Total Program Fee (CAD)
Diploma in Business Administration and Leadership	2 Years	\$29,000
Diploma in Healthcare Management and Leadership	2 Years	\$29,600
Diploma in Information Technology and Cyber Security	2 Years	\$33,600
Diploma in Office Administration with IT	15 Months	\$16,950

All fees and costs are in Canadian dollars. Program costs may change without notice due to the additional cost of books and other supplies.

Tuition Payment Schedule and Policy

In accordance with the Private Vocational Training Regulation, Alvis College requires an initial registration fee of CAD \$500 to be paid upon acceptance of admission. This fee is credited towards total tuition, which is divided equally over two academic years, with each year comprising four terms. Tuition for each year is paid in four equal installments, due on the first day of classes for each term. No additional tuition fees are required before classes begin, apart from the initial registration fee.

For the Diploma in Office Administration with Information Technology, the total fee — less the registration fee, is divided over five terms.

Policies

Admission Requirements and Process

Admission to programs at Alvis College follows a formal application procedure, beginning with the student submitting an “International Application”. The application and admission process includes an interview with an “International Admission Officer” to assess and validate the student's eligibility and admission requirements for the program.

We strongly believe in **Truth, Fairness, and Accuracy**. Alvis College is responsible for providing students with accurate and up-to-date information about programs and fees so that students can make informed decisions. Admission is subject to suitability and to meeting the prescribed admission requirements.

Students must meet the following requirements:

- A Grade 12 High School certificate (or equivalent), along with transcripts
- Applicants must be 18 years of age or older at the time of application
- All non-English documents must be translated into English
- Additional requirements may include a police check, if required

A non-refundable, non-transferable Application Fee of **\$150** applies.

English Language Requirements

All international students, regardless of country of origin, must demonstrate proficiency in English to ensure success in their studies. To meet the minimum requirement, applicants must provide evidence of one of the following, achieved within the last 2 years:

- IELTS (Academic) 5.0, or an equivalent score on another recognized test such as TOEFL

Credential Assessment

All academic credentials for international students must be translated into English if issued in another language. The minimum qualification for admission is equivalent to Canadian High School (Grade 12). Where an evaluation or assessment of a qualification is required to determine equivalency, students may refer to:

- International Credential Assessment Service of Canada (ICAS) — www.icascanada.ca
- World Education Services (WES) — wes.org/ca
- International Qualifications Assessment Service (IQAS) — alberta.ca/iqas-overview
- Canadian Information Centre for International Credentials (CICIC) — cicic.ca

Refund Policy

Tuition fees paid by international students (as received by the college, per the guidelines of the relevant regulatory bodies) are refunded only as follows:

Registration Fee

- A registration fee of \$500 is required upon signing the student contract.
- This registration fee is credited toward the student's outstanding tuition.

Cooling-Off Period

- If a student terminates their contract within 4 business days of signing, all tuition fees paid by or on behalf of the student are fully refunded.
- A full refund is also made if IRCC refuses a student's "Study Permit". The original "Refusal Letter" from IRCC and the original "Acceptance Letter" from the college must both be provided to the college, along with a written request on the prescribed "Fee Refund Form", including the student's or parents' banking details.
- Only the received tuition fee is refundable. The Application Fee and any scholarship offered by Alvis College are not refundable or transferable.
- If tuition was originally paid by a government or organization, the refund is made directly to them.
- Refunds are made to the student or their parents, not to third parties such as international education agents.

Refunds Before Training Begins

- If a student arrives in Canada and withdraws before the program's start date, the college retains any paid registration fee.
- If Alvis College terminates the student contract before training begins, or training does not start on the agreed date, any registration fees paid are refunded.

Refunds After Training Begins

If a student contract is terminated after vocational training has commenced, the following tuition retention rules apply, per Section 17 of the Private Vocational Training Regulation:

- **Up to 10% of training provided:** Alvis College retains 25% of tuition fees.
- **More than 10% but up to 50% of training provided:** Alvis College retains 60% of tuition fees.
- **Over 50% of training provided:** Alvis College retains 100% of tuition fees.

If the college has received tuition fees in excess of the applicable rate above, the surplus is refunded to the student.

Privacy Policy & Student Records Security

Alvis College is committed to protecting the privacy and confidentiality of staff and students. Data is collected only as directly related to the needs of the college in administering the institution–student relationship.

Personal information that students provide when applying to Alvis College programs is protected under the **Personal Information Protection Act (PIPA)**. The college respects students' right to privacy and is committed to safeguarding personal information, including through employee training and control systems governing responsible use of information accessible to college staff in the course of their duties. Access to personal information is limited to:

- An individual accessing their own personal information
- Any organization or person authorized by the individual to receive the information
- A college employee with authorized access based on a legitimate academic or business need
- An authorized legal agent, government agency, or representative, where the college is required to release personal information
- Any individual or entity permitted by law where deemed necessary for the reasonable conduct of college business

All documents submitted to the college in support of a student's admission become the property of Alvis College. They are kept securely in the student's file and will not be returned.

Academic Policies

Attendance

Punctuality is as important as good attendance. The college expects regular and punctual class attendance. Notify the college immediately of any absence, in accordance with your enrollment contract.

Interruption of Studies

A student who interrupts their classes for five consecutive days must contact the Director or designee. Non-attendance does not constitute notice of withdrawal. The college accepts only two reasons as valid grounds for an interruption of studies:

- **Medical reasons** — the student must provide a physician's certificate confirming the illness and the dates the student is unable to attend classes.
- **Compassionate reasons** — presented to the Director or designee, stating the reason and situation that is beyond the student's control.

Students must submit a written request for re-admission to the Director or designee. Re-admission is considered on a case-by-case basis. The student remains responsible for payment of all dues to the college up to and including the date of termination, in accordance with the refund policy. Students may not be able to resume their program where they left off, and scheduling or completion dates may change as a result.

Resumption of Studies

Students who have interrupted their studies through an absence of five or more consecutive days, or by missing a scheduled examination, must obtain permission to resume classes. Students should book a formal interview with the Director or designee as soon as they are certain of their return date.

Suspension and Expulsion Policy

Alvis College reserves the right to enforce a student discipline policy consistent with the laws, resolutions, and policy directives of the Private Vocational Training Act, and to apply a graduated discipline policy at its discretion. Grounds for discipline include, but are not limited to:

- Failure to pay tuition or other fees/dues to the college — a student may be expelled if fees are not paid within 30 days of written notice from the college
- Dishonesty (including during the admission process), academic fraud, non-attendance, or abuse of drugs or alcohol, or endangerment of students, staff, or employees
- Harassment or discrimination — a serious offence subject to a zero-tolerance policy; students are required to be respectful toward classmates, instructors, and staff
- A reduction in grade to zero, where appropriate

Students who are suspended or expelled will be notified in writing, either by hand or by registered mail, with specific reasons for the action. Students wishing to appeal a suspension or expulsion must file their appeal in writing within three (3) working days of notification. If unsuccessful, students may be able to appeal to the Ministry of Advanced Education, where the discipline relates to an approved program.

Refunds are governed by the Private Vocational Training Act and other applicable laws and regulations. The college has no legal obligation to refund tuition, in whole or in part, to a student who has been suspended or expelled.

Students who damage, misuse, or steal college property may be expelled. A suspension or expulsion is recorded on the student's academic record and retained in the student's file.

Cheating and Misbehaviour

Cheating is the purposeful, willful, and concealed use of an unauthorized source for a test, exam, or other academic work. The college enforces a zero-tolerance cheating and plagiarism policy; a student found cheating or plagiarizing will be penalized, generally resulting in expulsion from the college.

Behaviours that constitute cheating include, but are not limited to:

- Using unauthorized material or aids during an exam or test
- Presenting oneself as another student for a class, test, or exam
- Unauthorized sharing of material during a test or exam
- Falsifying or misrepresenting academic records
- Deliberately preventing, or attempting to prevent, other students' fair access to learning resources
- Copying — visual, oral, written, or electronic notes or printed material — for the benefit of oneself or another student

Violations that threaten the academic integrity of the college may be subject to disciplinary action under the Disciplinary Procedure. Sanctions may include, but are not limited to:

- A mark of zero for the piece of work or examination
- A failing grade for the whole course
- Academic probation
- Suspension
- Expulsion

Students may respond in writing in accordance with the Dispute Resolution Policy.

Course Drops / Withdrawals

The college's withdrawal and refund policy adheres to the guidelines of Alberta's regulatory bodies. Students wishing to withdraw must meet with the Director or designee to discuss their reasons and submit a written withdrawal letter, in person or by registered mail, stating the reason for withdrawal and the withdrawal date. If a student stops attending without providing written notice, the college will consider the student absent and will report the absence to Student Loans, the relevant funding agency, and immigration authorities, as applicable.

Course Repeat Procedure

Each course or module within a program must be successfully completed to graduate. It may be necessary for some students to repeat a course or module. Unless otherwise stated, students may fail no more than three courses or modules over the duration of their studies; highly regulated programs may have different requirements. A student who fails one course or module may repeat it at no cost; subsequent failed courses are charged at full cost. A course repeat is permitted subject to the student meeting all of the following conditions:

- Completed an interview with the Director or designee
- Has been punctual for classes
- Has demonstrated good attendance and conduct in class

- Completed all course requirements but did not achieve a passing score on the first attempt
- Has met all other disciplinary and graduation requirements

Some elements of a program may be delivered online or through blended learning. The college reserves the right to make changes to adopted texts, or to the edition or version used, at any time. As with any material, errors may occasionally occur in textbooks used by the college.

Grading

Alvis College uses letter and/or percentage grades to indicate academic performance. Students receive a grade for each course or module, based on performance in class participation, projects, assignments, tests, and exams.

Grade Dispute

In the case of a disagreement on an academic matter, students should first attempt to resolve the issue with their instructor. If a satisfactory resolution cannot be reached, the student may seek resolution with the Director or designee, who will make a determination after consulting with the student and instructor.

Graduation

Graduation ceremonies are held annually. To receive an invitation to participate, students must:

- Complete all requirements of their academic program
- Ensure that all tuition and other dues have been paid in full

Dispute Resolution Policy

Alvis College is committed to ensuring a safe, comfortable, equitable, and responsive learning environment for our students, and to the prompt and equitable resolution of student concerns to the satisfaction of both the student and the college. In compliance with the Private Vocational Training Act, the Alvis College Resolution Committee addresses formal and informal complaints and grievances from students.

- A designated Student Counsellor is made available by Alvis College to address student complaints or grievances in a timely, appropriate manner.
- When a concern arises, the student should first attempt to address it directly with the individual most involved. If unsatisfied with the outcome, the student should submit a written complaint to the Student Counsellor.
- Students may use the Student Complaint Form to bring a matter to the attention of administration. All possible steps will be taken to resolve the issue as soon as possible.
- If the issue is not resolved at the level of the Student Counsellor, it is referred to the Resolution Committee, which will attempt to resolve it within 30 days.
- Once resolved, a copy of the resolution becomes part of the college record and is retained for up to 3 years.
- If the student is not satisfied with the college's decision following review by the Resolution Committee, they may refer the complaint to:

Alberta Advanced Education — Private Career College

8th Floor, Commerce Place, 10155–102 Street, Edmonton, AB T5J 4L5

International Office

International Student Services

The International Office at Alvis College welcomes international students! Deciding to study in another country is often filled with a mix of emotions. To make your transition to Alvis College — and to life in Canada — as stress-free as possible, the International Office provides support, services, and customized advising tailored to each student's needs.

For a prompt response to your questions, please email us at study@alviscollege.ca or call **+1 (403) 365-1515** between 9:00 AM and 5:00 PM (MST).

Two designated roles are available to assist and advise you:

International Admission Officer

Provides guidance and information at every step, from admission to enrollment — including interviews, screening, and processing your admission application, along with pre-arrival information.

International Student Coordinator

Assists, guides, and addresses the needs of international students, helping with their adjustment to life in Canada, including:

- Airport pick-up and drop-off arrangements
- Meet-and-greet on arrival
- International Student Orientation
- Cross-cultural communication and support
- Banking, city attractions, maps, and travel information
- Assistance with personal matters and other information as needed

Academic and Career Services

Alvis College provides career services and resources to help students bridge the gap between the classroom and the working world, equipping them with the skills to achieve their career goals. Services include, but are not limited to:

- Career services orientation
- Cross-cultural communication skills
- Career fairs
- Effective resume writing
- Tips and strategies for job interviews
- Effective job-search techniques
- Demonstrating skills and knowledge to employers

Academic Support and Counselling

Our counsellors offer the support and skill development you need to meet your academic, career, and personal goals. The counselling team has extensive experience helping students through academic, personal, career, and intercultural counselling.

At Alvis College, we believe every student has the strengths and potential to succeed, both academically and emotionally. Counselling is confidential and can be an active step toward taking care of yourself so you can take care of your education. You can book an individual appointment or join one of our Counselling Workshops.

Working During Study

International students are permitted to work up to 20 hours per week during their studies, and full-time during scheduled breaks. For more information, please visit cic.gc.ca.

Post-Graduation Work Permit (PGWP)

Please note that, under current IRCC guidelines, international students attending Alvis College are not eligible for a Post-Graduation Work Permit (PGWP).

More detailed information and guidance on the PGWP is available at canada.ca.

Immigration Services Support

Alvis College does not provide direct immigration services to its international students. Our staff cannot provide immigration-related advice — only regulated professionals are authorized to do so. A number of Regulated Immigration Consultants operate in Calgary and can be contacted directly at the ICCRC's public register.

For general questions about immigration and visas, please visit cic.gc.ca.

Resources

Life in Canada

Canada is one of the world's safest and most comfortable countries, and its citizens enjoy generally contented lives. Canada consistently ranks among the best places to live in numerous studies — in both 2018 and 2019, it was ranked the third-best country in the world by U.S. News & World Report, due in large part to its access to education, high life expectancy, universal health care, and low rates of crime and violence.

To help you adjust and learn more about your rights, responsibilities, and life in Canada, please visit:

- [Citizenship and Immigration Canada — welcome resources](#)
- [Discover Canada](#)
- [New life in Canada](#)
- [The Canada Guide — quality of life](#)
- [Living in Canada](#)
- [City of Calgary — resources for newcomers](#)

Housing

Calgary offers many advantages when comparing average living costs across Canada. If you're looking for a place to stay while studying, there are plenty of options, including renting and homestays. The following resources may help:

- [Alberta — Opportunity Alberta](#)
- [City of Calgary housing resources](#)
- [Calgary Rentspot](#)
- [RentFaster](#)
- [4Rent](#)
- [Homestay Calgary](#)
- [Homestay Bay Calgary](#)

Health and Wellness

HealthLink is a great source of health information and advice, accessible by simply dialing 811 — a valuable service for international students.

Further information is available at albertahealthservices.ca.

Alberta Health Care Insurance Plan (AHCIP)

International students are eligible for AHCIP if enrolled in a program of study of 12 months or longer.

Further information can be found at alberta.ca/ahcip-students. For private insurance options, visit internationalstudentinsurance.com.

Student Code of Conduct

Alvis College is committed to establishing and sustaining a positive, dynamic learning environment with qualified faculty across our diverse community. All students must familiarize themselves with the college's code of conduct.

Dress Code

Students are encouraged to dress as the professional they aspire to become. Regular or casual business attire is recommended, and clothing should be clean and neat. Clothing with offensive or discriminatory messages, or of a sexually suggestive nature, is not allowed.

Behaviour

Students are encouraged to maintain a positive attitude and polite behaviour toward fellow students, staff, and instructors. The college has zero tolerance for bullying, gender or cultural discrimination, and sexual harassment, and students must be respectful of other religions and cultures.

Computer Usage

- No food or beverages are permitted in computer labs
- All USB drives and removable media must be scanned for viruses and malware before use on college computers
- Deleting files or programs from college computers is strictly prohibited
- College computers may not be used for illegal or unlawful purposes, including copyright infringement, obscenity, libel, slander, fraud, defamation, forgery, impersonation, illegal gambling, or spreading computer viruses
- Access to unauthorized or restricted areas — including program files, registry files, and system files — is not permitted
- Accessing content that is pornographic, sexually explicit, or violent is strictly prohibited
- Uploading unauthorized files or programs is not permitted

Miscellaneous

- Students must be honest on resumes
- Students must be punctual and prepared for class
- Stealing books or study material is not permitted
- Damage to college property is not permitted
- Defamation or public criticism of the college or its staff is not permitted
- Smoking is not allowed on college premises except in designated areas
- Use of alcohol or drugs is not permitted

Welcome to Alvis College
We wish you good luck and great success!
INTERNATIONAL STUDENT HANDBOOK

STUDENT AGREEMENT AND CONSENT

- I hereby agree to all terms stipulated in Alvis College's International Student Handbook.
- I understand that the Student Handbook and the Student Code of Conduct provide the standards of conduct expected of all Alvis College students.
- I understand that I must abide by Alvis College's Cheating and Plagiarism Policy.
- I understand the tuition payment schedule and refund policy described in this handbook, and agree to pay tuition fees as they become due.
- I further understand that I am responsible for the consequences of my actions.
- I understand that failure to fulfill these responsibilities may result in withdrawal from my program or other sanctions.
- I understand that graduation participation is at the discretion of the college's management, and that I may be disqualified from eligibility due to any breach of the policies described in this handbook.

Student's First Name:	Student's Last Name:
Today's Date:	Signature:

IMPORTANT: Keep this handbook for future reference.

Admissions Department: admissions@alviscollege.ca