



ROBERTSON
School of New Work



Student Guide

School of Business • School of Health • School of Technology

2020 – 2021

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Welcome to Robertson

Welcome to Robertson College! We are pleased you have chosen us to pursue your education. Robertson College offers you the opportunity to earn a diploma, train for a new career, update your current job skills, or complete courses that transfer to a university.

You will leave your program feeling confident and experienced in the skills introduced throughout your program.

Our programs are:

- aligned with in-demand careers
- taught by industry experts
- learning experiences that support industry expectations.

Our students are supported by dedicated teams including student services, teaching and learning and a Workforce team that provides career development opportunities and lifetime career services.

Robertson College can put you on the fast track to in-demand careers in the fields of business, information technology, health or community services. It is our goal to provide you with challenging content, the opportunity to develop in-depth understanding, and the tools necessary for you to begin your career. Your commitment and dedication will ensure your success in the program you have chosen.

*Robertson College reserves the right to change the information outlined in this guide at any time.

About Robertson

The School of New Work

The world is changing and so is Robertson.

The simple formula for success of 'go to school and get a good job' isn't so straightforward anymore. Industries are emerging and disappearing so fast it's becoming increasingly difficult to navigate and make good career decisions. Society's expectations of what defines a good job are changing, which is why at Robertson we want our students to find opportunities to contribute to the world and their workplaces in a meaningful way. To learn, be valued and be valuable – this is our mission for our students.

This is the School of New Work.

Robertson College's Approach to Education

In operation for over 100 years, Robertson College has established itself as a leading private post-secondary institution. We pride ourselves on offering students an inclusive community that respects the diversity and uniqueness of our students. At the heart of our philosophy is the pursuit of knowledge and personal growth and development.

Robertson will provide you with the opportunity to expand your horizons and prepare you for the next stage of your personal journey. Meaningful, challenging, industry-reviewed programs taught by highly qualified, dedicated instructors are at the core of Robertson operations.

Regulatory Information

Robertson College is a licenced private vocational institution under provincial Private Vocational Institutions Acts: Alberta Regulation 341/2003 and Manitoba Regulation 237/02.

In Manitoba, Robertson is accountable to the Registration and Accountability Office of the Department of Economic Development and Training.

In Alberta, Robertson is accountable to the Private Career Colleges Branch of the Department of Education and Training.

Accreditation & Recognition

We are partnered with industry associations and have the required credentials to deliver the most relevant and industry-focused curriculum to our students. Some of our industry partners are:

- CCAPP (Canadian Council for Accreditation of Pharmacy Programs)
- Massage Therapy Association of Manitoba (MTAM)
- Canadian Council of Massage Therapy Schools
- Accreditation Canada
- Canadian Payroll Association (CPA)
- Calgary Chamber of Commerce
- Winnipeg Chamber of Commerce
- Edmonton Chamber of Commerce
- Long Term & Continuing Care Association of Manitoba
- Manitoba Trucking Association
- Supply Chain Canada
- Dental Office Managers Association of Canada
- Government of Alberta - Alberta Health

Campus Locations

Calgary, Alberta
2912 Memorial Drive SE
Unit 100
Calgary, Alberta T2A 6R1
(403) 920-0070

Edmonton, Alberta
206 - 10145 109th Street NW
Edmonton, Alberta T5J 3M5
(780) 705-6633

Winnipeg, Manitoba
180 Main Street
Winnipeg, Manitoba R3C 1A6
(204) 943-5661

Brandon, Manitoba
Town Centre
800 Rosser Avenue
Brandon, Manitoba R7A 6N5
(204) 725-7200

While Winnipeg, Calgary and Edmonton campus locations are distinct in location, all Robertson ground campuses operate as OneRobertson. This means that the same policies, procedures and approach to education is consistent among these three campus locations and they operate as one cohesive campus.

Online Division

Robertson College Online
2912 Memorial Drive SE
Unit 100
Calgary, Alberta T2A 6R1
<http://www.robertsoncollege.com/online-studies/>
(855) 416-3610

Robertson Schools

At Robertson, we have a repertoire of certificate and diploma programs that students complete on campus, online, and in a blended environment. The programs are in four schools: the School of Health, the School of Business, School of Community Services and the School of Technology. Programs within these schools include a wide range of industry training such as Massage Therapy, Health care Aide, Digital Marketing, Recreation Program Leader, Legal Assistant, and Network Systems Administrator.

Campus Safety

Robertson is committed to providing a safe environment for students, faculty, staff, and visitors. Knowing what to do is the best protection and is your responsibility. In the event of a health, safety, or environmental emergency please contact campus management immediately.

Students should be familiar with the fire safety procedures, evacuation routes, and the locations of emergency equipment for their campus location. Students are expected to understand and follow Robertson's Health and Safety protocols as outlined below:

- Students should immediately report any hazard or unsafe situation to their instructor or campus management.
- Students are required to report an accident, an injury, a "near miss," or any equipment damage to their instructor or campus management immediately. Reporting includes completing written documentation related to the incident.

- Students are responsible to ensure they are using all personal and protective equipment and take every reasonable precaution to protect themselves and others at the college.
- Students must cooperate with responding emergency personnel and comply with all directions and/or instructions they give.
- Robertson adheres to all public health orders and will communicate changes in policy, programs, or safety in accordance with those orders.

Emergency Closures

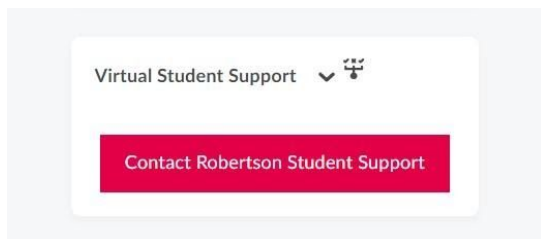
Robertson will make every effort to communicate emergency closure details to students via media or electronic communication. In the event of inclement weather, Robertson will follow the local public school board closures.

Due to the nature of online education, an emergency closure for online and virtual courses is unlikely; however, should an emergency closure of the Robertson College Administrative Office occur, students will be notified through the News tool in Brightspace and by an email from our Marketing team.

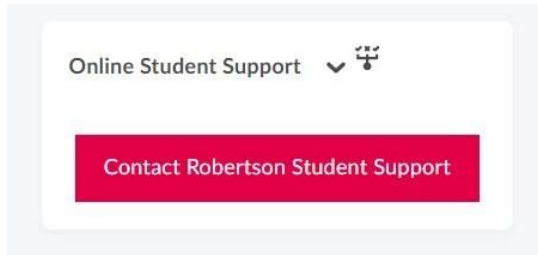
Student Support Help Desk

Students may seek help on matters that are not related to their courses through the Student Support Ticketing System. Students may access the ticketing system by clicking on the widget located in Brightspace as follows:

OneRobertson (Winnipeg, Calgary and Edmonton campus locations)



Online



Students can also email the Student Support Help Desk Ticketing System as below:

OneRobertson (Winnipeg, Calgary and Edmonton campus locations)

Email: help@robertsoncollege.on.spiceworks.com

Portal: <https://robertsoncollege.on.spiceworks.com/portal>

Online

Email: help@robertsononline.on.spiceworks.com

Portal: <https://robertsononline.on.spiceworks.com/portal>

Course Schedules

Students are provided with a program schedule prior to the start of their program. Robertson will automatically register students in the courses required for their program . Below is an example of a typical program schedule.



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Robertson College Program Schedule

Program Name: Network Security Technician

Theory Duration (wks): 44

Class Name: WPG.NST2009

Program Start Date: Monday September 7th, 2020

Practicum Duration (wks): 4

Program End Date: Friday August 27th, 2020

Program Duration (wks): 48

Week	Time	Start Date	End Date	Course	Instructor
1	9:00am - 1:00pm CDT	September 7, 2020	Fri 11-Sep-20	Business Communications	Sandra Durodola
2	9:00am - 1:00pm CDT	September 14, 2020	Fri 18-Sep-20	Business Communications	Sandra Durodola
3	9:00am - 1:00pm CDT	September 21, 2020	Fri 25-Sep-20	Business Communications	Sandra Durodola
4	9:00am - 1:00pm CDT	September 28, 2020	Fri 2-Oct-20	Career Prep	Shawna Harline
5	9:00am - 1:00pm CDT	October 5, 2020	Fri 9-Oct-20	A+ Certification	Simrat Kaur
6	9:00am - 1:00pm CDT	October 12, 2020	Fri 16-Oct-20	A+ Certification	Simrat Kaur
7	9:00am - 1:00pm CDT	October 19, 2020	Fri 23-Oct-20	A+ Certification	Simrat Kaur
8	9:00am - 1:00pm CDT	October 26, 2020	Fri 30-Oct-20	A+ Certification	Simrat Kaur

Students are asked to refer to their program schedule throughout the program as needed.

Robertson reserves the right to adjust course schedules and to cancel and/or merge courses.

Holidays

Robertson is closed on provincial, civic, and national holidays. The online learning management system, Brightspace, will be available to all students during holidays and administrative office closures. Robertson will be closed on the following holidays as well as the period between Christmas and New Year's Day:

HOLIDAY	DAY OBSERVED	OBSERVANCE
Canada Day	July 1 st	
Civic Holiday	1 st Monday in August	
Labour Day	1 st Monday in September	

Thanksgiving Day	2 nd Monday in October	
Remembrance Day	November 11 th	
Christmas Day	December 25 th	
Boxing Day	December 26 th	
New Year's Day	January 1 st	
Louis Riel Day	3 rd Monday in February	Manitoba residents
Family Day	3 rd Monday in February	AB, SK, ON residents
Good Friday	Friday before Easter Sunday	
Victoria Day	Monday preceding May 25 th	

Religious Holidays

Students may choose not to attend class or write exams or tests on holy days of their religion. Students must inform their instructor – in writing (via email) of their intention at least one week before the holy day. If the student informs their instructor of their intention, the instructor will make arrangements for the student to make up any work missed without penalty to the student.

Following is a list of religious holidays within this policy:

Baisakhi	Sikh
Visakha Puja	Buddhist
Ramadan	Muslim
Shavuot	Jewish
Lailat Ul Qadr	Muslim
Eid al Fitr	Muslim
Obon	Buddhist
Asalha Puja Day	Buddhist
Eid al Adha	Muslim
Krishna Janmashtami	Hindu

Rosh Hashanah	Jewish
Yom Kippur	Jewish
Day of Ashura	Muslim
Navaratri	Hindu
Diwali	Hindu
Mawlid an Nabi	Muslim
Guru Nanak Dev Sahib Birthday	Sikh
Hanukkah	Jewish
Christmas	Christian
Chinese New Year	Buddhist
Magha Puja	Buddhist
Baisakhi	Sikh
Good Friday	Christian
Passover	Jewish
Easter	Christian
Easter Monday	Christian

Textbooks/eBooks/Course Materials

Course instructional materials are in the form of physical textbooks, eBooks, or other electronic materials, software, and/or media which will be provided to students by Robertson.

Any educational material loaned to a student must be returned in the original condition before a practicum placement or a charge will apply. Students with outstanding textbooks will not be eligible to graduate until textbooks have been returned.

Hardware Requirements

All students must have a PC laptop or desktop computer and a reliable internet connection before the start of their program. Macs are accepted for most programs. Tablets and mobile devices are

not sufficient to complete required coursework. Students should also ensure they are running the most current version of their browser for an optimal experience. Students must ensure that they have a minimum of 4GB Memory and up to 2GB of free hard drive space

Students taking the Accounting Administrator Program or the Accounting Technician Program must have a PC computer, as the software required for these programs is not compatible with a Mac or other devices.

Software Requirements

All students at Robertson must purchase a Microsoft 365 subscription prior to beginning their studies at Robertson. Students will require Excel, Word, PowerPoint and Outlook for their programs; therefore, the Microsoft 365 Family Account or Microsoft 365 Personal Account will suffice. 2013, 2016 and 2019 versions of MSO software are acceptable.

Graduation Requirements

Diplomas and certificates are awarded to students who have met the following graduation requirements:

- Successful completion of each course in the program, by achieving a grade of 70% or higher in the course..
- Successful completion of the program with an average of 70% or higher.
- Successful completion of a practicum in the program (if required).
- Financial account is in good standing.
- Return or purchase of all Robertson College property, including but not limited to textbooks, laptops, and other course materials.

Diplomas and transcripts are available to students approximately four weeks after the last day of their program provided that the student has successfully met all graduation requirements and given that the student is in good standing with Robertson.

Additional copies of transcripts and diplomas may be requested for a fee of \$20 per document.

Graduation Ceremonies

Each Robertson College campus holds a graduation ceremony. Eligible graduates will be invited to participate.

Academic Honours

Upon meeting the graduation requirements, those students who have displayed academic excellence will be awarded the designation "With Honours." To be eligible for academic honours, a student must have (1) a minimum overall average percentage of 90%, and (2) no individual course grade under 80%.

Learning at Robertson

Responsibility for Learning

Instructors and students have important roles to play in teaching and learning at Robertson. Instructors, who are industry experts, provide guidance, tools, and academic support in all programs. As a student, you also have a role to play in shaping your experiences in your program. Your instructor should always be the first point of contact for any questions you have regarding your courses. If there are other questions about your program or Robertson in general, you can reach out through the student support system or to the Student Services or Teaching and Learning Teams. When you do reach out to any of the teams, it is beneficial to be specific and clear about what your question is. There are a number of other ways that you can take responsibility for your learning including:

- Reading the course outlines and schedules for your courses, noting important due dates on your calendar, and asking questions about the course outline at the beginning of the course.
- Reading assignment instructions and asking questions about the assignment prior to the due date.
- Asking for clarification of concepts, terminology, activities as needed. This might mean emailing your instructor or asking a question in class or through the chat, activity feed or discussions forum. There is a chance that other students have the same questions and asking them in class might be beneficial for the whole class.
- Engaging in your learning by asking your instructors questions during class or during office hours. This might mean clarifying a concept, or asking for another demonstration (even if it is virtually), of the concept at hand.
- If the concept needs further clarification, you could contribute to the class by providing your own demonstration or explanation to your instructor; explaining or teaching a concept is a wonderful way of learning.

Classroom Expectations

- Please turn cell phones to silent while in class.
Please inform friends/family to direct any emergency calls to the front desk. Only messages of an urgent nature will be delivered directly to the student's classroom.

- Robertson will maintain a semi-casual dress code. Please dress as if you “were on the job.” In certain circumstances, students may be required to wear campus approved clothing (e.g. - scrubs, lab coats, etc.).
- Please avoid wearing perfume/scents.
- Please return on time from scheduled class breaks.

Communication with Instructors

All communications with instructors should be through official Robertson College email accounts (robertsoncollege.net or robertsoncollege.ca or @robertson.brightspace.com). The College and instructors will use students' Robertson email for communication about course or operational matters. Students should check their Robertson email daily. Students are asked to contact their instructor directly if they have any questions related to their courses. Instructors will also post news, information and updates for students in their Brightspace course offering.

Course Evaluations

Students will be asked to complete course evaluations at the end of each course. Evaluations will be administered electronically through Brightspace. Students are encouraged to complete course evaluations as they are intended to improve the quality of our course offerings.

Netiquette

Students, faculty, and staff of Robertson are expected to respect the general rules of online etiquette when utilizing the Robertson internet connection and when participating in courses via Brightspace, Robertson's online learning platform. In doing so, users are expected to:

- Use positive, professional language when communicating on online platforms
- Avoid sharing your username/password with others.
- Cite sources when using materials from the internet, books, magazines, journals, and other forms of media
- Avoid sharing Robertson curriculum and information with others.
- Avoid using the college's network for unauthorized conduct such as harassing, spamming, copying information, storing obscene/offensive materials, accessing others' accounts, damaging other users' files or other forms of network abuse.

Attendance

Students at Robertson are expected to maintain an absent rate of less than 10%.

In Alberta, Robertson adheres to the regulations of the Alberta PCC (Private Career Colleges Act). These regulations state that it is necessary for us to withdraw students who have not participated in their classes for 5 days or more.

In Manitoba, Robertson adheres to the regulations of the Manitoba PVI (Private Vocational Institutions Act). These regulations state that students who have absences of 10% or more in the first two-thirds of their program must be withdrawn from the program

Class attendance and participation are essential to student success at Robertson and beyond in the workplace. As such, students are encouraged to adhere to the class hours as set by each campus and absences, late arrivals, and early departures are recorded.

For more information, please see:

Appendix A: Online Attendance Policy

Appendix B: OneRobertson Attendance Policy

Make Up Time

OneRobertson students are responsible for attending all classes. Due to unforeseen circumstances, a student may be required to make up time to meet the Robertson Attendance Policy.

For more information, see Appendix C: OneRobertson Make Up Time Policy

Student Review Committee

The Robertson Student Review Committee meets on a regular basis to review the attendance, academic, and financial situations of students in order to support student success in their program. Students who are not meeting the attendance or academic requirements of their program will receive official correspondence from the Committee. Students who are behind in tuition payments will also receive communication from the Committee.

Failure of a Course

The following applies to course failures:

- **One course:** The Teaching and Learning team is alerted and will work with the student to support them in completing the course.
- **Two courses:** The Student Review committee is alerted; the student will receive a file under review letter.
- **Three courses:** The student will be withdrawn from the program; there may be a possibility of re-enrolment at a later date.

*Students are able to continue in their program, even if they are unsuccessful in one course.

Writing Guide

The Writing Guide is designed to assist students with their studies. Specifically, the Writing Guide provides information on what constitutes plagiarism, what information should be referenced, and how to cite the work of others. Click [here](#) to download the Writing Guide.

Academic Integrity

The Academic Integrity Policy describes the high standard of academic integrity required across the Robertson College community as a foundation for effective teaching and learning and applies to all members of the Robertson community including applicants, students, graduates, and employees. This Policy applies to all activities in any academic environment including classes, labs, online, learning management system, library, test centers, practicum experience, and research activities.

The fundamental values of honesty, trust, fairness, respect and responsibility in the performance of academic activities is integral to Robertson College's core mission and values. All members of the Robertson College community are expected to behave in a manner that is consistent with the values of Academic Integrity.

Academic misconduct may include but is not limited to;

- a. cheating
- b. copyright infringement
- c. damaging the work of others
- d. fabrication of research
- e. falsifying information
- f. impersonation
- g. plagiarism
- h. procurement
- i. unauthorized collaboration

Robertson takes a leveled approach to infringements as follows:

Level	Description	Examples	Actions
Level 1	<p>Violations that:</p> <ul style="list-style-type: none"> -occur because of inexperience or lack of understanding of academic requirements or processes - reflect only a minor portion of course work. - involve a small fraction of the total course work, are not extensive, and/or occur on a minor assignment. 	<p>Collaborating with others on homework or assignments that are to be independent</p> <p>Improper citations on writing assignments</p>	<p>Cases involving level one violations are to be dealt with between the instructor and the student.</p> <p>Possible actions:</p> <ul style="list-style-type: none"> - Teachable moment - Reduced grade on the assignment - Completion of a make-up assignment. - Completion of Academic Writing Module in Student Preparation series
Level 2	<p>Violations that:</p> <ul style="list-style-type: none"> -are characterized by dishonesty of a more serious nature -affect a more serious portion of coursework or requirements 	<p>Directly quoting or paraphrasing without acknowledging the source (to a moderate degree)</p> <p>Repeating Level 1 behaviours</p>	<p>Cases involving level one violation are to be dealt with between the instructor and the student in consultation with the Lead, Academic Support.</p> <p>Possible actions:</p> <ul style="list-style-type: none"> -grade of 0 of the assignment -failing grade in the course
Level 3	<p>Violations that</p> <ul style="list-style-type: none"> -affect a major or essential portion of work done to meet course requirements or - are premeditated -are preceded by level one or two violations 	<p>Direct plagiarism (copy and paste)</p> <p>Submitting assignments or coursework that is not one's own</p> <p>Extensive collaboration on coursework or assignments</p>	<p>Cases involving level one violation are to be dealt with between the instructor and the student in consultation with the Lead, Academic Support and the Manager of Operations.</p> <p>Possible actions:</p> <ul style="list-style-type: none"> -Failing grade in the course

Late Assignments, Missed Exams and Rewrites

Late Assignments

Assignments are due on the dates indicated in the course outline or course schedule. Due to illness or unforeseen circumstances, a student may be granted an extension by their instructor. In these cases, the student must contact their instructor directly to make a request prior to the assignment due date. Instructors are permitted to provide an extension up until two weeks after the last day of the course. Assignments submitted after this date will not be accepted and the student's grade in the course will be calculated at this time and considered final. If the assignment is not submitted by extended deadline, the student will receive a 0 grade on the assignment.

A 5% per day late deduction applies to assignments that are submitted late unless the instructor approves an extension prior to the assignment deadline.

Note: Students do not have to pass all assessments in a class to pass the course as long as they receive over 70% as a final cumulative grade in the course.

Rewrites

Students who do not achieve a passing grade of 70% in a course may be permitted to rewrite or redo an assessment at the discretion of the instructor. A rewrite can occur at any time during the course; it does not have to be at the end of the course (when it is clear that the 70% is not reached)

- Tests and Exams: Students may rewrite individual tests and exams one time.
- Limits: Over the duration of a program, there is no limit to the number of individual exams, tests, or assignment rewrites. There is a limit of one rewrite for each individual test, exam or assignment.
- Written assessments: Can be re-written at the instructor's discretion and with a clear timeline for the submission of the rewrite.
- Grades: On all rewrites, the recorded grade will be the one that the student earns on the rewrite, or the higher of the two marks.

Retaining Assignments

Students are encouraged to keep an electronic copy of all assignments they submit during each course. Students must submit all assignments through the Assignment Dropbox in Brightspace. Assignments will be returned by instructors through the Assignment Dropbox in Brightspace.

Academic Appeal

A student may appeal a grade if they feel that:

- A clerical error has resulted in a miscalculation of the grade
- The grade awarded does not fairly reflect their academic performance and/or the stated requirements of the course
- The nature and standard of evaluation was too onerous

When to Appeal a Grade

Appeals of grades on assignments, tests, placements, examinations, or a final course grade must be made within ten (10) business days of the release of the grade. A business day is Monday to Friday, except for statutory holidays and official College holidays.

How to Appeal

Complete the Appeal Form [here](#). This form is only to be used only if you have been unsuccessful in informally resolving your grade appeal with your instructor.

Appeal of Decision

The Student Appeal of Decision Policy outlines a clear and transparent process by which the Student may seek review of a decision, which has been made by The College around non-academic matters that impacts their academic career at Robertson; such matters may include appeal of withdrawal from a program.

This Policy applies to all Students who are enrolled in full or part-time studies with Robertson College.

Students have the right to appeal decisions that affect their academic career at Robertson. Students have the right to appeal;

- a. withdraw from program
- b. disciplinary action
- c. any other matter that affects the Student's academic career that is unrelated to an academic appeal

Appeals are handled through two levels, which are designed to render decisions. Students have the opportunity to elevate their appeal process from the first to the second level in the event that they are not satisfied with

the initial decision. The two levels of the Appeals Process are;

- a. Informal Resolution
- b. Formal Appeal

Click [here](#) for the complete policy.

Click [here](#) for the appeal form.

Withdrawals

Robertson College, as a recognized private regulated college according to The Private Vocational Institutions Act: Manitoba Regulation 237/02 and The Private Vocational Training Act, 2000: Alberta Regulation 341/2003, will withdraw students and refund tuition based on the regulations outlined in these acts.

Students may be administratively withdrawn from the program for:

- Failure to submit required documents (such as Criminal Record Check).
- Failure to adhere to the Attendance Policy.
- Failure to achieve a passing grade in three courses in their program.
- Cheating, falsification, and/or plagiarism.
- Gross misconduct and/or any form of harassment.

A student can appeal their withdrawal within one week of the date of withdrawal.

Student-initiated withdrawals must be submitted in writing to campus management.

Upon administrative or voluntary withdrawal, the student may need to commence the immediate repayment of any provincial or Canada student loans. Grants may be converted to loans at the discretion of Student Aid. Withdrawals may also affect student funding and eligibility for future funding.

A student can voluntarily withdraw from their program but submitting the Withdrawal Request form [here](#). The withdrawal form must be sent to the Student Review Committee for decision. If the withdrawal request is approved, the withdrawal date will be backdated to the date the student submitted the withdrawal request form.

Re-enrolment

Students who have previously withdrawn from a program at Robertson, and would like to apply to re-enroll in the program, may be permitted to re-enrol into the same program or a different program.

A student can apply to re-enroll in the same program or a different program at Robertson if the following apply:

- The student has not been out of the program for more than 6 months year
- The student does not have any outstanding accounts with the College

Please click [here](#) for Robertson's Re-enrolment Policy and Process.

Prior Learning Assessment and Recognition (PLAR)

PLAR is a "challenge for credit" process. Students are given the opportunity to identify, document, and be assessed and recognized for prior learning at Robertson or another post-secondary institution that may be credited towards the diploma they have enrolled in. PLAR is done on a course-by-course basis.

Students must be enrolled at Robertson to challenge credit through the PLAR process and complete the PLAR application form. There is a \$50.00 fee to apply for PLAR.

Please click [here](#) for Robertson's PLAR forms.

Accessibility & Accommodation

The Accessibility and Accommodation Policy outlines Robertson College's commitment to creating an accessible, welcoming, barrier-free, and inclusive learning environment that accommodates students with disabilities and protected characteristics.

This Policy applies to all Robertson students and applies to all on campus environments and learning contexts including classes, labs, online, learning management system, test centers, practicum.

Please click [here](#) for the complete policy.

Student Code of Conduct

The Student Code of Conduct Policy outlines student rights and responsibilities related to academic and non-academic conduct. This Policy creates a framework for ethical, moral and professional student conduct.

This Policy applies to all full-time and part-time students enrolled at Robertson College. This Policy applies to all activities in any environment including classes, labs, online, learning management system, library, test centers, practicum experience, and research activities.

The Student Code of Conduct Policy is currently under review.

Respectful Environment

The Respectful Environment Policy is designed to support a respectful teaching and learning environment that is free from discrimination or harassment.

This Policy applies to all members of the Robertson College community including applicants, students, employees and external partners. This Policy applies to all College-related activities and interactions that occur in classes, labs, online, learning management system, library, test centers, practicum experience, and research activities.

Freedom from discrimination and harassment is a basic right under the Manitoba Human Rights Code. Robertson College is committed to a working and learning environment that is free from discrimination and harassment. Discrimination and harassment within the College Community is prohibited and will not be tolerated.

Robertson College will deal with allegations of harassment and/or discrimination in a procedurally fair, unbiased and timely manner.

Discrimination is the intentional or unintentional differential treatment, unwelcome conduct, or comment to individuals based on, but not limited to;

- a. membership with a group of persons
- b. political belief
- c. income
- d. physical or mental disability
- e. ancestry
- f. nationality
- g. ethnic background
- h. religion
- i. religious belief
- j. age
- k. sex
- l. pregnancy
- m. gender identity
- n. sexual orientation

- o. family status, or
- p. social disadvantage.

Click here to access the [policy](#).

Sexual Harassment Prevention Policy and Guidelines

This Policy applies to all members of the Robertson College (College) community including students, staff, faculty, administrators, contract service providers, contractors, officers, directors and individuals who are directly connected to any of its student initiatives, volunteers, and visitors.

All members of the College community have a right to study and work in an environment free of sexual violence and sexual harassment.

The College recognizes that certain populations are at greater risk of sexual violence in Canada, including:

- Young women and girls
- Indigenous women
- Women living with cognitive or physical disabilities
- Individuals within the LGBT2SQ+ community
- Newcomer women and women from ethno cultural and racialized communities

We recognize that many of our students attending Private Institutions fall within these populations and we want to emphasize that it is our intent to assure a positive learning environment for all our students, regardless of what population they may belong to. To address this, we have called upon members from all populations in the development of this policy.

The purpose of this policy is to articulate the College's position with respect to sexual violence and establish a formal response protocol for disclosures of incidents of sexual violence.

This document sets out our policy on sexual violence and sexual harassment, defines the prohibited behaviours, and outlines our inquiry processes for sexual violence and sexual harassment. The policy further outlines the procedures the institution will undertake to educate its community on avenues to prevent sexual harassment.

The Policy applies to complaints of sexual violence or sexual harassment that have occurred to members of the College community. The College wishes to offer support to any member of the College community that have been victimized by such actions.

Click [here](#) to access this policy.

Intellectual Property and Copyright

The Intellectual Property and Copyright Policy ensures compliance with the Copyright Act and provides a framework for recognizing ownership in relation to works created within the College. Robertson is responsible for ensuring compliance with the Copyright Act as it relates to the use, reproduction, and distribution of copyright-protected works while respecting the rights of individuals. This Policy applies to all members of the Robertson College community including applicants, students, graduates, employees and external partners.

Copyright is the exclusive legal right to produce, reproduce, publish or perform an original literary, artistic, dramatic or musical work as set out in the Copyright Act. Intellectual Property includes intangible owned and protected by an individual or company such as but not limited to patents, ideas, trademarks, forms of expression, and inventions.

Robertson College recognizes that students own the Copyright and Moral Rights of materials they produce as part of their program of study. Robertson College may claim joint or sole Copyright ownership of Works created by Students if compensation is provided, or if extensive College support is provided. Robertson College owns the copyright to audio, video, and photographic recordings of classroom activities, and may use these recordings for teaching and learning purposes without the consent of participants.

Student Complaints

We aim to resolve all student concerns regarding policies or procedures fairly and equitably. Complaints will be resolved either formally or informally.

Students who wish to voice a complaint are to complete and submit the Complaint Form found [here](#). The complaint will be handled by the appropriate Robertson team member.

Confidentiality of Records and Information

The Confidentiality of Student Information and Records Policy describes how Robertson College uses and protects individual's personal information, in compliance with the Freedom and Protection of Privacy Act (FIPPA) and the General Data Protection Regulation (GDPR) legislation.

This Policy applies to all personal information collected around students enrolled in Robertson classes and programs.

The protection, security and confidentiality of personal information is an essential task of the College. The Personal Information and Student Records which Robertson College will collect, use and disclose will be aligned with law and the policies set out in this document.

Student academic records and kept confidential unless the student provides written permission to disclose this information by completing the Student Personal Information Release Form. The form can be found [here](#).

Click [here](#) for the complete policy.

Privacy Policy

Robertson collects personal information from our students in the regular course of doing business. This information is kept and protected via current industry-standard information security methods. For answers to frequently asked questions about our Privacy Policy please click [here](#).

Practicum Guidelines

Practicums must be started immediately after classes end in order to complete the program by the scheduled end date. Any delay in practicum will affect funding agencies. As a result of industry requirements, each student is responsible for providing all industry required background check documentation (criminal record check/vulnerable sector search [CRC/VSS], child abuse registry check [CARC], and adult abuse registry check [AARC]), as well as immunizations, prior to the start of practicum. Specific practicum requirements will be provided by the campus.

Practicums are not required in all Robertson programs, but in those programs that do require a practicum, they will be assigned by the college based on suitability and availability. Placements are not assigned based on any personal preference, location, or potential for employment opportunity. While students' input will be considered, once a practicum is assigned, the decision is final.

Practicums will only be available to students who have achieved a "Complete" status or passing mark in each required course and who are up to date with tuition payments.

The student is responsible to have all required documentation in their academic file two months prior to their scheduled practicum start date. Failure to provide this documentation will result in being withheld from a practicum assignment until all required documents are satisfactorily completed and submitted. Students will be assigned and notified of their practicum placement by the practicum coordinator. All efforts will be made to give as much notice as possible.

A practicum host has the right to terminate a practicum arrangement under certain guidelines. If a practicum is terminated due to student's poor behavior, attitude, attendance, etc., the practicum module will be considered "failed".

Additional Practicum guidelines:

- Practicum hours are full time and facility-dictated. The student may be required to work days, evenings and weekends.
- Attendance policies extend to practicum as well as regular classes.
- In case of absence, students must contact the Practicum Coordinator and the practicum facility one hour prior to the start of their scheduled shift.
- Students may be required to follow the schedule of their preceptor. It is the student's responsibility to make all necessary arrangements for child care, existing work schedules, transportation, etc. Failure to make these arrangements may result in being withheld from practicum until arrangements can be made.
- During practicum, students must dress in appropriate facility attire or uniform, including a name tag as required.
- Out of respect, communication on location should be in English or French only.
- Cell phone usage is not permitted at any time outside of scheduled breaks while on the practicum site.
- If a student requires a second practicum to be assigned for any reason, an extra charge may be applied.
- Practicum evaluation and confirmation of completed hours must be received in order for the college to print your diploma.
- Any exceptions to the above stated guidelines will be at the discretion of Robertson administration.

Student Guidance and Support Financial Services

Tuition

Tuition payments are due according to the payment schedule arranged with the Student Finance Department at the beginning of the program. The student acknowledges and understands the conditions/criteria of available sources of funding, bursaries and loans that have been explained to them by Robertson College. By signing the Robertson College contract, the student agrees to adhere to the criteria required from their funding agents, to the conditions of their bursaries and to the repayment of loans specified in their contract. Additionally, the following may apply:

- Failure to keep the student account current may result in withdrawal from the program.
- A practicum placement may not be arranged, or participation in an arranged practicum may be delayed or cancelled, if the student account is not current.
- Payment due dates that fall on a weekend or holiday are due on the business day after the due date.
- A late fee of 1.5% per month may be charged for any late payments according to the student contract.
- Cheques returned NSF will be subject to a \$30.00 service charge.
- Refunds will be processed according to the Private Vocational Training Act and Private Vocational Institutions Act as it relates to each province.

Student Aid

Student aid may be available to eligible students. For further information, or to apply online, please refer to the institutions below. Please allow approximately two months to complete the application process. Our finance team is available to assist with the application process. For students funded by Student Aid, Robertson will confirm enrollment as follows.

- For in-class students, enrollment will be confirmed once the student attends the first day of classes.
- For Online students, enrollment will be confirmed once the first week of assessments are completed. Students must complete the first week of assessments as scheduled.

Robertson will cancel the contract of a student who has been inactive in classes or is non-communicative with support teams during the first 2 weeks of classes (days 1-14). The student will be responsible for the registration fee (\$500) plus prorated tuition (without or without logged attendance)

Detailed information on the student loan lifecycle, including eligibility criteria, application steps, repayment information and accessing additional resources are available for your province of residence below:

British Columbia Residents: <https://studentaidbc.ca>

To apply for funding, visit the Student Aid BC website at:
<https://studentaidbc.ca/apply/how-to-apply>

Alberta Residents: <http://studentaid.alberta.ca>

To apply for funding, visit the Albert Student Aid website at:
<http://studentaid.alberta.ca/applying-for-funding>

Saskatchewan Residents:
<http://www.saskatchewan.ca/residents/education-and-learning/student-loans>

To apply for funding, visit the Saskatchewan Student Aid website at:
<http://www.saskatchewan.ca/residents/education-and-learning/student-loans/apply-for-a-student-loan>

Manitoba Residents: www.manitobastudentaid.ca

To apply for funding, visit Manitoba Student Aid at www.manitobastudentaid.ca

Ontario Residents: <https://osap.gov.on.ca/OSAPPortal/index.htm>

To apply for funding, go to <https://osap.gov.on.ca/OSAPSecurityWeb/public/login.xhtml?lang=en>

Newfoundland and Labrador: <http://www.aesl.gov.nl.ca/studentaid/>

Prince Edward Island: <http://www.studentloan.pe.ca/>

To apply for funding, go to <https://lae.novascotia.ca/sapei/StudentPortal/login.aspx>

Nova Scotia: <http://novascotia.ca/studentassistance/>
To apply for funding, go to <http://novascotia.ca/studentassistance/Apply/>

New Brunswick:
http://www2.gnb.ca/content/gnb/en/departments/post-secondary_education_training_and_labour/Skills/content/FinancialSupport/StudentFinancialServices.html

To apply for funding, go to <https://www.studentaid.gnb.ca/English/Default.asp?app=loans>

Yukon: <http://www.education.gov.yk.ca/student-funding.html>

To apply for funding, go to <http://www.education.gov.yk.ca/student-funding-application.html>

Nunavut:

<http://gov.nu.ca/family-services/programs-services/financial-assistance-nunavut-students-fans>

Northwest Territories: <https://www.ece.gov.nt.ca/income-security/student-financial-assistance-sfa>

To apply for funding, go to

<https://www.ece.gov.nt.ca/income-security/student-financial-assistance-sfa/online-application>

Canada Student Loans: <http://www.canlearn.ca/eng/index.shtml>

Loan Repayment

When you complete your studies by your contract end date, your provincial student loans will remain interest-free and payment-free for six months. These six months give you some breathing room before you start making loan payments. However, interest will start to accumulate on your Canada student loans as soon as you finish full-time studies.

Many people move after leaving school. Register for online loan services, and you can easily update your personal information with the Student Aid Service Centre and the National Student Loans Service Centre, or contact them directly. They will be sending you important information to get you started on the path to repayment.

WHAT TYPE OF STUDENT LOAN DO YOU HAVE?

Use the links below to help navigate to the correct provincial or territorial site.

Canada Student Loans: National Student Loans Service Centre - Online Services

<https://csnpe-nslsc.cibletudes-canlearn.ca/Eng/SignOn.aspx>

British Columbia: <https://studentaidbc.ca/repay/understand-loan-repayment>

Alberta: <https://studentaid.alberta.ca/repaying-your-loan/>

Saskatchewan:

<http://www.saskatchewan.ca/residents/education-and-learning/student-loans/after-you-apply/repay-your-student-loan>

Manitoba: <http://www.edu.gov.mb.ca/msa/repaying-student-loans/index.html>

New Brunswick:

http://www2.gnb.ca/content/gnb/en/departments/post-secondary_education_training_and_labour/Skills/content/FinancialSupport/StudentFinancialServices.html

Nova Scotia: <https://novascotia.ca/studentassistance/Repayment/>

Ontario: <https://www.ontario.ca/page/pay-back-osap>

Prince Edward Island: <https://www.princeedwardisland.ca/en/topic/student-loan-repayment>

Newfoundland and Labrador: <http://www.aesl.gov.nl.ca/studentaid/fulltime/repay/index.html>

Yukon: <http://www.education.gov.yk.ca/student-funding.html>

Nunavut:

<http://gov.nu.ca/family-services/programs-services/financial-assistance-nunavut-students-fans>

Northwest Territories: <https://www.ece.gov.nt.ca/en/services/student-financial-assistance>

Consequences of Not Paying

Ignoring your student loan is a poor choice with major consequences that can follow you for many years to come. This is the process that starts when you stop paying (default) your student loan payments:

- The Government of Canada, your provincial government, and/or your lending institution will take steps to recover the debt.
- These steps may include using collection agencies and/or taking legal action.
- All defaulted loans are reported to credit reporting agencies and will negatively affect your credit rating.
- Any GST credit or income tax refund that you may be eligible to receive will be redirected to repay your loan.
- You will lose your eligibility for further student loans until you bring your loans into good standing.

Get help! If you are having difficulty making your loan payments, you may be eligible for repayment options designed to help you through a rough spot.

Student Services

The Student Services team at Robertson is committed to student success and is available to help students with non-academic related questions. We aim to improve our Student's experience through predictable, anticipated, measured processes and responses to our student's needs and expectations.

The Student support can assist you with:

- Textbook distribution
- E-book distribution
- Uniforms (specific programs)
- CPR, NVCI, N95 mask fittings (some programs)
- Diplomas and Transcripts
- HCA Registry (Alberta)

Student Support Services can also help to facilitate keep.meSAFE for students who would benefit from mental health support.

keep.meSAFE

The keep.meSAFE Mental Wellness Student Support program is a service provided to all Robertson students. It provides students with access to a large and diverse network of professional counsellors who are equipped to offer support and guidance, no matter what the student is going through. Students are matched to a counsellor based on their situation and language and cultural preferences.

This service is available to all Robertson students 24/7 and can be accessed by:

- Downloading the My SSP app available from the App Store or Google Play
- Calling 1.844.451.9700

Student ID Cards

All One Robertson students will receive a Robertson student ID card. Students may be required to wear their ID cards when on practicum.

Online students: Student IDs will be issued to online students upon request. Please contact your Student Academic Advisor if you would like a Student ID card.

Letter and Transcript Requests

Letters or documents, such as confirmation of registration and transcript requests, will be provided upon request. Any change in the student's name, address or telephone number must be communicated to the college. Documentation will be required as proof of a name change. This information is considered confidential and is used for Robertson College use only.

Robertson Workforce Team

The Workforce Team is a group of dedicated, career-minded, and supportive professionals who strive to provide our learners, graduates and alumni with guidance and support at various points of their journey with Robertson College.

These supports include:

- 1) Practicum
- 2) Career Development
- 3) Community Connection

Practicum

What is Practicum?

The practicum is an essential part of a learner's program. It is not merely a graduation requirement; it is an extension of the in-class learning. The practicum asks learners to apply the skills, theories, and concepts that they learned in their classes in an entry-level work experience situation.

- Practicum is a full-time (40 hours/week), unpaid commitment
- The number of hours required for practicum will be determined by the program. Learners are reminded to review their enrollment contract and program schedule to confirm their required practicum hours. Practicum must begin and end within the dates outlined in their program schedule and enrollment contract.
- Extension requests for practicum must be submitted in writing to the Workforce Team.

- The expectations (attendance, behaviour, dress code, etc) for practicum are outlined in full in the practicum documents that will be provided to learners. It is their responsibility to read thoroughly and ask any questions they may have for clarification.

If a learner is unable to complete practicum as scheduled (in any form), they will have 6 months (from their contract end date) within which they can return to the College to complete their practicum. If any learner exceeds the 6-month timeframe or does not notify the college in time to complete their practicum in full before the 6-month timeframe, the learner will be expected to PLAR (prior learning assessment recognition) into the program again as a refresher. This is to guarantee the academic integrity of the learner's program of study. Any additional education costs (tuition, materials, security checks, etc) associated with the PLAR process will be the learner's responsibility.

Career Development

Our Workforce Team provides each graduate and alumni with lifetime Career Development guidance related to their program of study which is designed to amplify their employment search strategies. Graduates and Alumni may contact our team for:

- A personalized Employment Search Strategy Session with one of our team members
- How to create/maintain an Employment Search Checklist
- Resume & Cover Letter Review
- Interview Preparation & Practice
- Tips for building and maintaining your Professional Network and the craft of thoughtful networking

Community Connection

Community Connection is vital in pursuing, developing, and maintaining professional networking opportunities and relationships between Robertson College and training-related industries, organizations and associations on a national scale.

The purpose of our team's Community Connection outreach initiatives are to identify:

- employment postings for graduates and alumni to access via Career Development initiatives
- new practicum opportunities for learners with new industry partners
- mentors for learners (practicum) and also for graduates with industry professionals and

- alumni who are willing and qualify to be mentors
- volunteer opportunities for learners, grads and alumni to improve on personal and professional skills and experience

Our Workforce Team also provides a variety of Robertson Exclusive Events for learners, graduates and alumni. A few of our events include:

- 1) Community Connection Mixers - 45-minute labour market and organizational presentation from a guest industry professional speaker for all Robertson learners, grads and alumni (by invitation only)
- 2) Career Development Workshops - 2-hour interactive workshop for all Robertson grads and alumni (by invitation only)
- 3) Virtual Coffee Chat with the Workforce Team - open to all Robertson learners, grads and alumni (no invitation required)

Appendices

Appendix A: Attendance Information for Online Students

Learning online is not the same as learning in a traditional classroom; much of the work is done individually and at various hours of the day (or night!). However, attending classes and participating in the coursework in online classes is equally as important as attending classes in a traditional classroom.

Here is some information about attendance and how it is tracked in classes at Robertson Online:

Why does Robertson Online track attendance in classes?

Keeping up with coursework and participating in the learning activities will help students be successful in classes. We track attendance for a number of reasons:

- To know how a student is doing in their course so we can provide support and assistance
- To ensure that students have learned the material they need to complete assignments

- The government regulations for private vocational colleges and student loans require that we keep attendance records for all students.

How do instructors at Robertson Online take attendance?

When you attend class in person, attendance is based on whether you were physically in class or not and what portion of time you were there. For example, if you were there the whole class, you would be marked fully present. If you were there for the first hour and a half of a 4-hour class and then had to go to an appointment, you would be marked present for the hour and a half and absent for 2.5 hours.

For online classes, attendance isn't based on how many hours you are logged into Brightspace, but whether you are participating in the learning activities and other parts of the course for the week.

Online instructors will mark attendance based on:

- Student online presence in the course
- Student interaction with course content
- Student interaction with Instructor
- Student interaction with peers

Based on these items, your instructor will mark a student present, competent, some, minimal, or absent. The instructor will mark attendance 2 times a week, on Wednesday and Sunday. If a student has partial attendance on Wednesday it is still possible to have full attendance for the week when it is marked on Sunday by participating in class activities.

What happens if a student doesn't attend online classes?

The attendance requirements are meant to track a student's progress through their course to see if they are keeping up with the materials. Working through the class materials will help a student be more successful in the course. Not attending classes will potentially put a student behind in the coursework, requiring more catch-up later on.

In order to help students succeed in their classes, the teams that support students will take a number of steps to help ensure attendance:

- Our student support team will send a student a friendly reminder by email if they have not logged in to Brightspace in 48 hours. This is just a reminder to take a look at the activities and work that are required for the week.
- The course instructor will send reminders for a student to attend class by doing the class activities or participating in coursework.

- Instructors, the student support team, and Student Academic Advisors may all follow up with a student to offer support, assistance, or information about attendance.

If a student does not respond or isn't able to continue, they may be withdrawn from the program. Depending on where the student is in the program, there may still be a financial obligation to pay a portion of the tuition.

What can a student do to keep up with attendance?

To keep up with attendance a student can:

- Complete the required readings, activities, discussions for the week
- Respond to instructor emails
- Participate in online discussions or groups, if there are any
- Ask the instructor for assistance or explanation about concepts that are unclear or that require more explanation

How will a student know what their attendance is for the week?

Attendance for each student is recorded in Brightspace by each course instructor. A student can see the attendance for a course by going to My Tools in the Navigation bar at the top of the page and clicking Attendance.

Appendix B: Attendance Information for OneRobertson Students

Why does Robertson track attendance in classes?

Keeping up with coursework and participating in the learning activities will help students be successful in their classes and programs. At Robertson, we track attendance for a number of reasons:

- To know how a student is doing in their course so we can provide support and assistance
- To ensure that students are present so they can be successful.
- The government regulations for private vocational colleges and student loans require that we keep attendance records for all students.

For virtual classes, attendance isn't based on how many hours students are logged into Brightspace, but whether students are participating in all virtual classroom sessions and learning

activities..

Instructors will mark attendance based on:

- Student online presence in scheduled virtual classes
- Student interaction with course content
- Student interaction with instructor
- Student interaction with peers

Based on these items, as an instructor, you will mark a student as present, late, excused absence or unexcused absence.

A student may be given an excused absence if they have a valid reason for missing class and informed their instructor before the start of the class.

A student will be given an unexcused absence if they have no valid reason for missing class and did not inform you before the start of class.

A student will be given a late and/or left early for the amount of time that they were late or left early from their virtual classes. The time increments that a student is not in the virtual class for will be automatically added to the student's attendance percentage.

What happens if a student doesn't attend virtual classes?

The attendance requirements are meant to track a student's progress through their course to see if they are keeping up with the materials. The virtual classes are meant to mimic the time that students would normally spend in the classroom on campus. Students must attend the virtual classes and be working on class activities during virtual classroom hours.

Robertson College uses an attendance rate percentage system to keep track of a student's attendance. A student must maintain under a 10% missed class rate in order to prevent withdrawal from their program. Each time a student is considered late or absent from their virtual class it will contribute to their attendance rate.

In order to help students succeed in their classes, instructors should take a number of steps to help ensure attendance:

- If a student misses a class without informing the instructor, the instructor will send a follow up email reminding the student of his responsibility to inform the instructor if they cannot attend class.
- Instructors, the student support team, and Student Academic Advisors may all follow up with a student to offer support, assistance, or information about attendance.
- Students with absent rates approaching 10% will be brought to the attention of the Student Review Committee. The Committee will deliberate and decide how to proceed.

- Students with an absent rate of 10% or higher may be withdrawn from their program.

Appendix C: OneRobertson Make Up Time Policy

Learning in a virtual classroom is somewhat similar to learning in a traditional classroom; your instructor and fellow students are with you. Attending classes and participating in the coursework in virtual classes is equally as important as attending classes in a traditional classroom.

For students that have reached a 5% rate of absenteeism in their program, make up time will be discussed with the student in order to ensure that the student does not get too behind in the course.

Why do Robertson students need to do make-up time?

- The government regulations for private vocational colleges and student loans require that we keep attendance records for all students. Students are expected to maintain less than 10% absenteeism in their programs.
- Missing class time may negatively impact a students learning experience in their program.

How can make-up time be done in a virtual environment?

- Each student will have the student preparation course in Brightspace. As a start to be able to make up time, the student can access and complete all 4 modules. Each module is 2 hours long and the student will receive a badge for every 2-hour module that they complete. Every 2-hour module completed will be added to their makeup time in SASY to reduce their absentee percentage.
- For students who require more than the 8 hours of make up time to bring their attendance to an acceptable level, we will set up a virtual classroom time where students can speak to a designated person and make a plan to make up time by working on activities and tasks in Brightspace. Most students that get behind in their classes, are also are behind in their work. The person designated to oversee this extra time spent in the classroom can see the amount of time spent in the Brightspace classroom as well as what percentage of the materials were accessed and completed. The time will be noted and added to the students SASY attendance record.

Procedure for Student Preparation Course Make-up Time

1. The student and the instructor will set up a schedule using the 'make up time schedule,' please see Appendix A. The student and instructor agree upon a timeline that is realistic and attainable for both parties.
2. If necessary, the instructor may ask the student to sign an 'attendance agreement,' please see Appendix B. The instructor is to sign and add the agreement to the student's SASY files.
3. The student will access their course through Brightspace under the 'my courses' section on their homepage or using the waffle icon at the top of the page.

If the student is considered a domestic student, the course will be called 'Student Preparation Series.'

If the student is considered an international student, the course will be called 'International - Student Preparation Series.'

4. The student will complete the agreed upon modules in two hour intervals.
5. After the student completes the module(s), they will receive a badge under 'my tools' and 'awards.'
6. The student will contact their instructor and advise them of their module completion. The student will include screenshots of the appropriate badges received and send it to their instructor as evidence of completion.
7. The instructor will ensure that the screenshot includes all appropriate badges for the make up time completed.
8. If the student has received their badges and spent the appropriate amount of time in the course, the instructor will advise the student that their make up time has been approved and granted.
9. The instructor will add the make up time to the student's SASY profile to reduce their absentee percentage.

Procedure for Virtual Classroom Make-up Time

1. The student will contact the instructor/student support and advise that they need more than 8 hours of make up time.
Alternatively, the instructor/student support will mandate that the student complete additional and/or specific coursework make up time.
2. A facilitator will set up a virtual classroom time to meet with the student in their current Brightspace course.
3. The student and the facilitator will set up an additional 'make up time schedule
4. The student and the facilitator will decide the amount of time that will be spent on Brightspace coursework in the virtual classroom or in advance.
5. The student will work on and complete their designated coursework.
6. The student will complete an exit activity at the end of the agreed upon time by sending the facilitator an email detailing their progress.
7. The facilitator will ensure that the student has completed the appropriate activities by monitoring their progress through the Brightspace Classlist, please see Appendix C.
8. The facilitator will advise how many make up hours that the student will be credited for based on the amount of time spent in Brightspace, and the activities and/or assessments completed.
9. The facilitator will add the make up time to the student's SASY profile to reduce their absentee percentage.