

## INTERNATIONAL STUDENT HANDBOOK ALBERTA

2024-2025

#### **CONTENTS**

Welcome to Robertson	3
Campus Locations	4
Welcome to Canada	5
Packing Your Baggage	6
Travel Tips For Your Flight	7
What to expect upon arrival at the Airport in Canada	8
nternational Airport	8
Entering Canada	8
Transportation from Airport	8
Free Wifi and Other Information	8
Alberta Weather	9
Navigate the City	10
Things to do Upon Arrival	10
Social Insurance Number (SIN)	10
Alberta Health Care Insurance Plan (AHCIP)	10
Housing Options - Short-term / Long term	11
Tax	12
Canada Revenue Agency	12
Alberta Driver's License	12
Alberta ID Card	13
Student Support Help Desk	13
One on One Advising	13
Academics	14
_earning Tools	14
Enrollment Letters	14
Student ID	14
Course Schedules	14
Course Requirements	15

#### **CONTENTS**

Graduation	16
Graduation Requirement	16
Graduation Ceremony	16
Attendance	17
Leave of Absence	17
Leaves and Student's Legal Status	17
Tuition Fee	18
Refund Policy	18
Wellness Support	20
Mental Health Resources: Stay Healthy at School Program	20
Socio-cultural Activities	20
Conversation Partnering	20
Safety and Emergency	21
Campus Safety	21
Emergency Closures	21
Personal safety and care of valuables	22
911 Emergency Reporting	22
Non-emergency Police Line	23
311- City Services	23
General Information	23
Bank and Financial Advice	23
Health Insurance - Study Insured	24
Mobile Phones	25
Tips for Managing Culture Shock	25
Canadian Currency	25
Tipping	25
Time Zones	26
Family Needs	26
Holidays	27
Robertson Policies and Forms	28

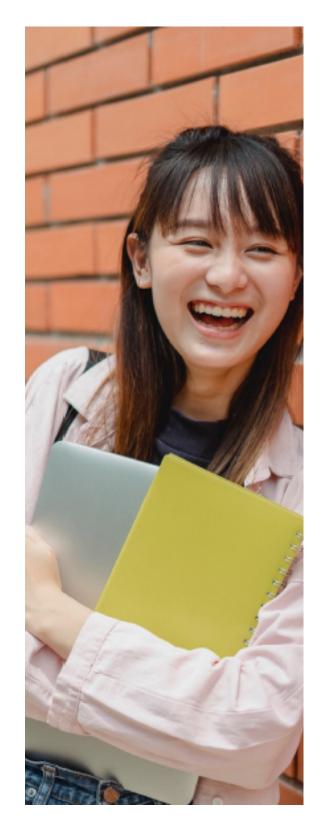
# Welcome to Robertson

#### The School of New Work

We are pleased you have chosen to pursue your international education at Robertson College. As a result of Canada's current skills shortage, the demand for career education and training is at an all-time high.

At Robertson, you are on a fast track to starting your in-demand career within the business field. Our goal is to provide you with industry-relevant and challenging content within a safe and supported learning environment so that you will have the opportunity to develop the tools and in-depth understanding you need to begin your career.

With your continued commitment and dedication, you will be well on your way to finding success in the program and career of your choosing. Along the way, our Student Support and Career Services teams will be there to offer you guidance and support.



#### **Campus Locations**

Explore our diverse campus locations, each offering a unique learning environment and state-of-the-art facilities to support your academic and personal growth. Robertson College currently has three physical campuses across Western Canada. For the convenience of our local and international students, these campuses are centrally located and easily accessible via public transportation.

#### Winnipeg, Manitoba

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



#### Calgary, Alberta

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



#### **Edmonton, Alberta**

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



### WELCOME TO CANADA!

Welcome to Canada! Moving to a new place as an international student can be exciting but may also be overwhelming. As an international student, you'll have access to a wide range of support provided by Robertson.

This Pre-Arrival Guide may help you transition smoothly to your student life in Alberta.



5. Robertson International Student Handbook

#### **Packing Your Baggage**

#### What to expect?

- Calgary is a high-elevation city at 1,048 meters above sea level.
- Calgary receives the highest amount of sunlight among all of Canada's major cities. The weather can be warm and arid during the summer, with temperatures reaching 30°C or higher.
- The most notable trait of a Calgary winter is the Chinook, a warm wind originating from the Pacific Ocean that can elevate temperatures by up to 15 degrees within a matter of hours.
- In May, windiness is common, and June experiences higher than usual rainfall. The warmest months are July and August, while September and October often bring forth "Indian summer" conditions. Calgary experiences minimal annual rainfall, with the majority of its yearly precipitation occurring as snow during the winter season.

#### Clothing

In Winter, snow is heavy, but it gets suddenly warm at certain times. Make sure to bring warm winter jackets, boots, gloves, a hat, sweaters, and other warm clothing with several layers and snow boots. In summer, it gets hot during the daytime but more relaxed in the morning and evening, or up in the mountains, so bring a jacket. It's not very humid, but it does rain. A light jacket with a hood is recommended for spring and fall

Daily clothing items include Jeans, t-shirts, sweaters, sweatshirts, and a good pair of walking shoes. You may need formal clothing or business casual for special occasions, like job interviews or business-related events. Bringing traditional clothing is also a good idea for special events.

#### Appliance

Any electrical equipment should be compatible with 110v, Canadian voltage. You should purchase a <u>universal travel adapter</u> for any appliances you bring from your home country.



6. Robertson International Student Handbook

#### **Travel Tips For Your Flight**

- Always have photo identification on hand. You will be asked for identification at several locations in the airport.
- Carry your acceptance letter, copy of payment receipts, and accommodation information with you. Be sure to have it ready and accessible.
- Leave gifts unwrapped. Sealed packages may be opened by security personnel for inspection. It is best to wrap the gifts at your destination.
- Travel light. The less you have to worry about, the better.
- Consult your airline for up-to-date flight information. The airport website is an excellent source of up-to-date information, with updates made directly by the airlines. The airlines have the most accurate information. If you're not sure, call your airline.
- Ensure carry-on baggage is within your airline's size limits. Most airlines have size restrictions outlined on their websites.
- Ensure you do not have any prohibited items in your carry-on baggage. See <u>Transport Canada's</u> guidelines for carry-on baggage.
- Have your emergency contact number on hand.
   Sometimes flights are changed or canceled. If something happens to your flight and you need to contact the college, have your agent's and college's contact numbers with you.
- Know what your ticket says.



What To Expect Upon Arrival At The Airport In Canada

Upon arrival at the airport in Canada, Canada Border Services Agency (CBSA) officers may ask

you some questions. Please answer the questions honestly and calmly as they try to get more

information to ensure you are admissible while supporting national security and public safety.

They will let you know where to go to get your study permit issued. Make sure that you carry the

necessary documents, including.

Passport

Valid Student Visa/eTA

• Study Permit (Study permit approval letter)

• Letter of acceptance

Proof of tuition payment and proof of sufficient funds for at least your first year

• Other documents that apply to you from the list on the CBSA website

**International Airport** 

**Entering Canada** 

Airport Security and Screening

After arriving at the airport, you must process through Canada Customs before being granted

entry into Canada. To speed up your customs processing, download the ArriveCan App and save

time at the border. Refer to the <u>Customs and Immigration page</u> of the Calgary and Edmonton

International Airport website for details.

**Transportation from the Airport** 

A list of options available at the Calgary airport can be found here: Ground Transportation. For

the Edmonton Aiport, you can find transportation at Edmonton International Airport.

Free Wifi and other Information

YYC offers free Wi-Fi throughout the terminal. Simply select the "YYC-Free-Wifi" network and

access high-speed internet. To connect to the free network at Edmonton Airport choose

EIA\_FREE\_WIFI and then sign in.

Calgary Aiport: Terminal Map and FAQs

Edmonton Airport: Terminal Map and FAQs

#### **Alberta Weather**

#### **Summer:**

- Temperature reaches at or above 24 °C (76 °F).
- 333 days of sunshine annually.
- Alberta has over 59,000 lakes! The most famous is Lake Louise, in the Rock Mountains (1h 50 min by car).
- The biggest rodeo around the world is called "Stampede" (in July).

#### Winter

- The city has skating rinks, special activities at the Zoo and parks, such as Heritage Park.
- Calgary is covered in snow for 88 days of the year.

#### November to March

- Cold, and icy winds.
- January and February: Daytime -5 to -15°C (can drop to as low as -30 to -40°C for short periods).

#### Chinook

• Unique to Calgary, Chinook Winds provide a warm reprieve throughout the winter season, which provides a break from colder winter temperatures.

#### Tips For the Winter Weather

- For jackets and boots, look for tags indicating temperature ratings. Opt for items suitable for the Canadian winter chill.
- For accessories, we recommend those with warm linings, such as fleece or even wool.
- Layers! Layers of clothes will help you stay warm with more than one thick layer. You can also purchase special thermal layering clothes to help you stay warm.



#### **Navigate the City**

#### **Calgary Map**

Tourism Calgary's website is an excellent resource for navigating the city. Here is the City Map

#### **Edmonton Map**

Explore Edmonton has the best guide for newcomers.

#### **Things To Do Upon Arrival**

#### **Social Insurance Number**

You need a 9-digit Social Insurance Number (SIN) to work in Canada or claim a tax refund. There is no fee to apply for a SIN.

You can <u>apply online</u> and upload your digital documents securely. You can also apply personally at a Service Canada Centre or by mail.

#### Alberta Health Care Insurance Plan (AHCIP)

Please refer to Alberta's Health Care for international students.

Bring the completed application form and your original documents to a <u>Participating Registry</u>.

There is no charge for this service. Cards are mailed to your home by the AHCIP office. Processing time can take up to 5 days.

- Proof of Residency (name and current address)- bank or credit card statements showing an Alberta address, residential lease agreement
- Government-issued photo identification- passport
- Canada entry document- study permit and Letter of Acceptance from the college.

#### Housing Options - Short-term / Long term

#### **Homestay Program**

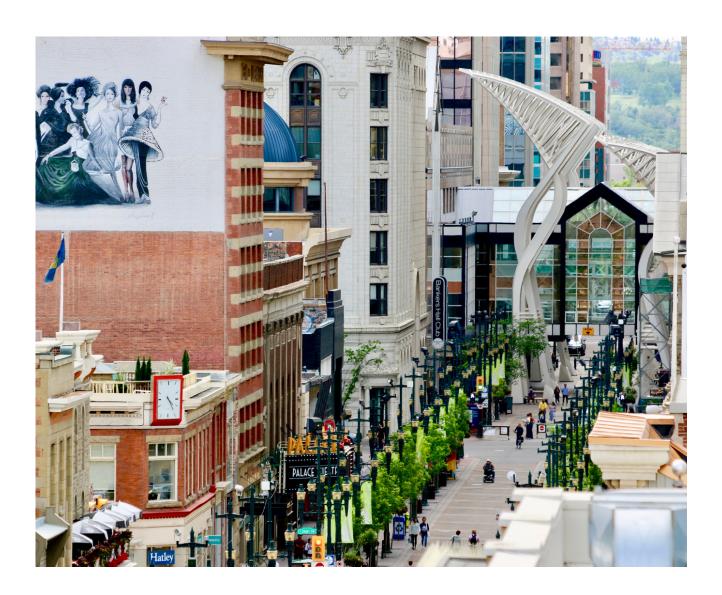
<u>Canada Homestay Network</u> program allows you to immerse yourself in the local culture through the home-away-from-home experience.

#### Room/Apartment/Condo/House Rental

Apartments, house rentals, buying, selling, or trading almost anything, including cars, furniture, electronics, sports goods, etc. Explore <u>Kijiji</u> or <u>Rent Faster</u> for more information.

#### **Short-term rental**

To find short-term stay rooms or houses, explore Airbnb



#### Tax

Remember that a 5% GST tax is added to the price of essential goods you purchase. The PST does not apply to Alberta.

#### Canada Revenue Agency (CRA)

Regardless of age, all individuals earning income in Canada must file a personal tax return. A social insurance number (SIN) is essential to complete the income tax return. The process can be done online by creating an account with the <u>Canada Revenue Agency</u>. Additional information on personal income tax and filing procedures can be found on the <u>Personal Income Tax</u> website. For students who have paid tuition fees to Robertson College, obtaining the necessary T2202A document involves updating their SIN number on the student portal. Access to the student portal can be done through the URL <u>Student Portal</u>.

#### Alberta Driver's License

Here is the list of tests you must complete to be eligible for the applicable license:

- Class 7 License Knowledge Test/Vision Test
- Class 5-GDL License (Probationary Driving)- Basic Road Test and own a class 7 license for at least 12 months
- Class 5 Licence Must complete 24 months of probationary driving with zero demerits or suspensions.

Click here to get detailed information on how to obtain a license in Alberta:

#### Exchange a license from another province/country

You can get your license without taking a road or knowledge test if you are <u>exchanging</u> <u>licenses</u> from one of the countries. You must meet all the requirements to be eligible for this criteria.

#### Alberta ID Card

In Canada, you might be asked for two proofs of ID. If you only have a passport, you can apply for Albert ID. Click <a href="here">here</a> to access the guide on applying for Alberta ID.

#### **Student Support Help Desk**

Robertson offers several support services to help our international students adjust to living and learning in Canada. Below are the services that we offer. If at any time you require assistance, please contact your International Student Support team at studentsupport.calgary@robertsonglobal.ca

#### **One-on-One Advising**

We are here to help you deal with both personal and academic issues, such as:

- Information and guidance in cultural adaptation, health insurance, health information, volunteer opportunities, SIN card and Income Tax.
- Mental Health Support (Depression, anxiety, Bullying, Sexual harassment or Assault)
- Expert industry-based advice on education, course information, college procedures, and assistance with academic challenges.
- A designated Workforce team guides you in selecting a career path that is aligned with your personal interests, goals, and talents.
- Professional assistance and feedback throughout your job search. This includes resumes, cover letters, and interview preparation; this service is available to all Robertson College students and alumni.

The Team is available Monday to Friday
(8:00 a.m. - 5:00 p.m.)

You can book an appointment with an international team by scanning the QR code

#### **Academics**

#### **Learning tools**

Students will access Brightspace, the designed learning tool and student portal. Brightspace will be your comprehensive platform for academic resources and engagement. Tutorials on BrightSpace can be found on Robertson's website, providing essential <u>resources</u> and a step-by-step guide. Students will be granted access to the student portal. Students can use it to track academic progress, check course grades, view tuition fee details, make payments, download payment receipts, access tax forms (T2202), and learn about other resources for international students.

To access the student portal, please click here

#### **Enrollment Letters**

An enrollment letter is issued free of charge two to four weeks after the program start date. To request information on obtaining a copy, please email Student support with your full name, program, program start date, and purpose of the letter.

#### Student ID

Students must complete a request form to get their student ID cards. Students will receive an email, including the Student ID Request Form, before the start of their program. IDs will be printed, and students will be informed when student ID badges are ready to be picked up at the front desk. The first ID card is issued for free, but there is a \$5.00 charge to replace a lost or damaged ID badge.

#### **Course Schedules**

Students are provided with a program schedule before starting their program. Robertson will automatically register students in the courses required for their program. Please take a look at your program schedule throughout the program as needed. Robertson reserves the right to adjust course schedules and to cancel and/or merge courses.

#### **Course Requirements**

#### **Textbooks/eBooks & Course Materials**

Course instructional materials are in the form of eBooks or other electronic materials, software, and media, which will be provided to students by Robertson. Students must bring their laptops to class daily to access the required materials.

#### **Laptop/Computer Requirements**

Before starting their program, all students must have a PC laptop and a reliable internet connection. MacBooks are accepted for most programs. Tablets and mobile devices are not sufficient to complete the required coursework. Students should also ensure they are running the most current version of their browser for an optimal experience. Students must ensure they have a minimum of 4GB of memory and up to 2GB of free hard drive space.

#### **Software Requirements**

All students at Robertson must purchase a
Microsoft 365 on their own if required for the
program of study. 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 MS Office software are
acceptable.



#### **Graduation**

#### **Graduation Requirements**

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

- Successful completion of each course in the program by achieving a final GPA of 2.0 and a minimum attendance requirement of 90%.
- Successful program completion with an average of 64% or higher.
- The financial account is in good standing.

Diplomas, certificates, 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 is in good standing with Robertson College.

Additional copies of transcripts and diplomas may be requested for a fee. The document request will be processed via the Robertson College Team only.

#### **Graduation Ceremonies**

Robertson College holds graduation ceremonies at least twice a year. Eligible graduates will be invited to participate.

Information will be provided by your team before the event.



#### **Attendance**

Attendance is defined as being physically present in the classroom and actively participating in the course (online components and/or in-person classes). Attendance is based on the following criteria:

- Student presence (in-person)
- Student interaction with course content
- Student interaction with Instructor
- Student interaction with peers

Absences may be authorized in advance for reasons including but not limited to the following:

- A medical emergency
- An illness/injury of a direct family member
- A religious holiday
- Attendance at the funeral of a family member

#### Leave of Absence

If a student needs to take a leave of absence due to personal, medical, or parental reasons, the following process should be followed:

- Submit a Leave of Absence request form to the Academics Support team.
- The Campus Director will review the leave request and make a decision regarding the leave request.

Students are allowed a leave of up to 150 days from their program of study.

#### **Leaves and Student's Legal Status**

Under <u>IRCC's student permit regulations</u>, international students are not permitted to pursue paid employment in Canada while on approved leave from their program.

The length of the leave of absence and/or staying outside Canada during their studies may affect their status as a student.

#### **Tuition Fees**

International students must pay a non-refundable \$250 at the time of application and a non-refundable seat deposit of \$2,800 before the acceptance letter will be issued. The seat deposit will be credited toward assessed tuition fees.

#### **Payment Policy**

- For post-secondary programs, full tuition fees or a minimum of 60% of tuition including the seat deposit, must be paid by the given deadline in the offer of admissions (usually at least 8 weeks before the program start date).
- For late admissions\*\*, the first payment is treated as the seat deposit. Full tuition fees or the first payment must be submitted by the deadline to receive an acceptance letter.
- If the minimum amount is not received by the deadline (fee deadlines listed below),
   applicants will lose the spot and be required to reapply.
- All remaining fees must be paid by the deadline to maintain the student status and remain in the program.
- Payments not received by the due date may result in the loss of a seat in the program as per Robertson's Payment Policy.

\*\* Late Admissions - An applicant who is admitted after the first tuition fee payment deadline but before the end of the first week of the program.

#### **Refund Policy**

To start the refund process, please complete the Withdrawal Form. For a student contract to be terminated, the following must occur:

- A. The student gives written notice of withdrawal (using RC Withdrawal form) or,
- B. The student is expelled from the program due to a violation of college policy, or
- C. The student is absent for more than 10% of the total hours of instruction within the first 2/3 of the program.



Refund Schedule for the Programs at Robertson

FROM	то	REFUND
Date of Registration	Friday of 1st week	Full refund minus seat deposit
Monday of 2nd week	Friday of 5th week	80% refund of first tuition payment
Monday of 5th week	Friday of 7th week	70% refund of first tuition payment
Monday of 7th week	Friday of 9th week	50% refund of first tuition payment
Monday of 9th week	Six months after program start	No refund on first tuition payment. If the second tuition payment is already made, full refund for second tuition payment.
Six Months	End of Program	No Refund

#### Please allow up to six weeks of processing time.

Note: Withdrawal requests submitted after 4 pm on weekdays, weekends, holidays or school closures, will be processed for the following business day, and calculations will be counted from that following business day. (ie: a withdrawal request submitted on a Friday evening will not be processed until the following Monday, refund calculations will be from the Monday).

#### **Wellness Support**

#### Mental Health Resources: Stay Healthy at School Program

The Stay Healthy at School Program provides students attending Robertson College access to 24/7 mental health support in over 100+ languages. Some of the main features of the program are:

- Round-the-clock, toll-free assistance in Canada and the USA and calls from outside of North America
- Experienced and compassionate counselors with a Master's Degree and five years of clinical experience as minimum requirements
- Pre-booked appointments within 48 hours

Students can call 1-833-646-1524 any time, day or night, to access mental health care or Connect on the mobile app iConnectYou, available on Google Play or App Store.

#### **Socio-cultural Activities**

Robertson offers a variety of socio-cultural activities that let you experience Canadian culture. These fun and exciting opportunities allow students to engage with other students and Canadian residents. Activities are fun to prepare you for real-life situations and strengthen your interpersonal skills.

#### **Conversation Partnering**

One of the most exciting aspects of studying abroad as an international student is engaging with people from diverse backgrounds and cultures. Effective communication plays a crucial role in making the most of this experience.

Partner with other international students at Robertson. This is a great way to build support system and practice your English skills.

#### **Safety and Emergency**

#### **Campus Safety**

Robertson is committed to providing students, faculty, staff, and visitors a safe environment.

Knowing what to do in case of an emergency is your responsibility and your form of protection. In 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 hazards or unsafe situations to their instructor or campus management.
- Students must immediately report an accident, an injury, a "near miss," or any equipment damage to their instructor or campus management. Reporting includes completing written documentation related to the incident.
- Students are responsible for ensuring they use 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 instructions they give.
- Robertson adheres to all public health orders and will communicate policy, program, or safety changes by those orders.

#### **Emergency Closures**

Robertson will try to communicate emergency closure details to students via media or electronic communication. In inclement weather, Robertson will follow the local public school board closures. Should the Robertson College Administrative Office be closed for an emergency, students will be notified through the News tool in Brightspace, the student portal, and by email.

#### Personal safety and care of valuables

- At the bus stop, stand close to the shelter entrance so that you can come out in case you feel unsafe when someone comes in.
- Travel safely on buses, trains, and taxis. Know your bus route and schedule before you leave. Do not hitchhike.
- When you encounter panhandlers (people who ask for money in a public place) on the street, politely say, "No, thank you," and keep walking.
- Be cautious toward strangers, just as you would anywhere.
- Make copies of important documents, such as your passport and credit/debit card, and keep them somewhere safe at home.
- DO NOT CARRY large sums of money. Cheques are mostly used for large amounts, such as tuition fees, rent, and bill payments. Your bank can issue personalized cheques when you open an account.

#### 911 Emergency Reporting

911 is the emergency telephone number for North America. Call 911 for any crime in progress (break-and-enter, robbery, etc.), any situation where people or property are at risk (fire, children on the ice, etc.), or any medical emergency (heart attack, accidental poisoning, etc.).

#### When dialing 9-1-1

- Stay on the line, stay calm, and explain the emergency and the full address where it is occurring. The operator automatically displays the address and telephone number from which you are calling (unless you are calling from a cell phone).
- Through appropriate questioning, the 9-1-1 operator will determine what you are reporting and then transfer you to the appropriate Emergency Service (Police, Fire, or Paramedics).

- Let the operator control the conversation and stay on the line until you are told to hang up.
- On rare occasions, you may get a recorded message when dialing the 9-1-1 emergency line. Do not hang up. Your call will be answered as soon as an operator is available.
- If you are unsure if something is happening is an emergency, dial 9-1-1 and report what is happening to the operator. If they decide it is not an emergency, they will ask you to hang up and call the non-emergency telephone number.

More information is available at Calgary 911

#### **Non-emergency Police Line**

If you are reporting something to the police that is not an emergency (listed above), dial the Police Non-Emergency telephone number, 403-266-1234. This can include circumstances that you feel are suspicious or crimes that have occurred, and the offender has left and is not returning. You may be directed to attend a police service centre.

#### **311- City Services**

- Request for information (such as permit processing, animal control, building
  inspections, traffic/parking issues, hours of operation of civic offices and facilities (such
  as pools and libraries), assessment and taxation, and transit schedules).
- Concerns (such as parking tickets, property condition, street maintenance, snow clearing, potholes, and noise complaints).

More information is available at www.calgary.ca/311

#### **General Information**

#### **Bank Account & Financial Advice**

Students should open a bank account as soon as they arrive in Canada. Carrying large sums of money or leaving them in your home is unsafe. To open a bank account, students should call or visit a bank that is a convenient distance from their home and book an appointment.

Be sure to ask what documents are required. Some documents that may be required include a Passport, Letter of acceptance, Study permit, Canadian driver's license, Proof of address (bills or rental agreement/contract), Traveler's cheque, or Cash to deposit.

- Chequing Account useful for everyday financial transactions and purchases
- Saving Account a safe place to store money, and it accumulates more interest
- Debit Card allows bank customers to spend money by drawing on funds they have deposited at the bank
- Credit Card allows consumers to borrow money from the card issuer up to a certain limit to purchase items or withdraw cash

Canada's major banks include:

- Bank of Montreal (BMO)
- Canadian Imperial Bank of Commerce (CIBC)
- HSBC Canada
- Royal Bank of Canada (RBC)
- Scotiabank
- TD Canada Trust

#### Health Insurance - StudyInsured

All international students ineligible to enroll in provincial healthcare plans shall enroll in the StudyInsured insurance plan through Robertson College.

Please visit www.studyinsured.com/robertsonglobaAlberta to find all the information regarding the insurance. You can review the different plans available and make a selection that suits you best.

For any additional inquiries, please send an email to student support.

#### **Mobile Phones**

There are various phone providers in Calgary. Find the best plan for your needs. Below is a list of cell phone providers ranked from the highest to the lowest in terms of affordability.

<u>Chatr</u> \$-\$\$ <u>Fido</u> \$-\$\$

<u>Koodo</u> \$-\$\$ <u>Rogers</u> \$\$-\$\$\$

Virgin Plus \$-\$\$ Telus \$\$-\$\$\$

Freedom \$-\$\$ Bell \$\$-\$\$\$

#### Tips for Managing Culture Shock Managing Culture Shock

- Ask questions if you are unsure of something.
- Get involved in Calgary group events, sports, or other activities.
- Try new experiences and be open to new ideas.
- Talk to other international students about their life in Canada.
- Remember that everyone adapts to life in a new country at their own pace. Take the time to adapt to your new life in Canada.

#### **Canadian Currency**

Canada's currency is the Canadian dollar (CAD). It's available in \$5, \$10, \$20, \$50, and \$100 paper notes. Canadian coins circulate as 5 cents (nickel), 10 cents (dime), 25 cents (quarter), CAD 1 (loonie), and CAD 2 (toonie).

#### **Tipping**

In Canada, people tip service providers such as bartenders, waiters, hairdressers, concierges, spa service providers, and taxi drivers. A tip is a sign of appreciation for the service you receive. It's not included in your bill. Generally, tips range from 10 to 20 percent of your total bill.

#### **Time Zones**

Canada has 6 time zones: Pacific (PST), Mountain (MST), Central (CST), Eastern (EST), Atlantic (AST), and Newfoundland (NST). Winnipeg is in the CST zone.

#### **Family Needs**

Daycare centres and Schools for children—Students with dependents must look for a daycare centre or a school for the children.

• A list of licensed childcare is available at

www.humanservices.alberta.ca/oldfusion/childcarelookup.cfm

For the school-aged kids, contact one of the following school divisions to enroll the kids in a school, depending on where you reside in Calgary

cbe.ab.ca/schools/find-a-school/Pages/default.aspx



26. Robertson International Student Handbook

#### **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 and the period between Christmas and New Year's Day.

DATE	HOLIDAYS	
January 01	New Year's Day	
February 19	Family Day	
March 29	Good Friday	
May 01	Victoria Day	
July 01	Canada Day	
August 05	Heritage Day	
Sept 02	Labor Day	
Sept 30	National Day and Truth Reconciliation	
October 14	Thanksgiving	
November 11	Remembrance Day	
December 25	Christmas Day	

#### **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.

The following is a list of religious holidays within this policy:

Baisakhi	Sikh
Ramadan	Muslim
Lailat UI Qadar	Muslim
Obon	Buddhist
Eid al Adha	Muslim
Rosh Hashanah	Jewish
Day of Ashura	Muslim
Diwali	Hindu
Guru Nanak Dev Ji Birthday	Sikh
Christmas	Christian
Magha Puja	Buddhist
Good Friday	Christian
Easter	Christian
Easter Monday	Christian

#### **Robertson Policies and Procedures**

- Respectful Environment Policy
- Admissions Policy
- Student Code of Conduct Policy
- Student Disciplinary Action Policy
- Student Appeal Policy
- Student Concern and Complaint Policy
- Academic Integrity Policy
- Academic Standards Policy
- Re-enrolment Policy and Process
- Attendance Policy
- **Graduation Requirements Policy**
- Health & Safety Policy
- Privacy Policy
- Sexual Violence and Harassment Policy



28. Robertson International Student Handbook



2912 Memorial Drive #100 Calgary, Alberta, Canada robertsoncollege.com