

International Student Handbook

2024



Rosewood
College

Contents

General Information	3
Welcome	3
Our Mission	3
Regulatory Information	3
Privacy Policy	3
Holidays	4
Emergency Closures	4
International Student Admission Policies and Procedures	4
General Admission Requirements	5
Health Insurance	5
Program Admission Requirements	5
Application Process	5
Financial Policies and Services	5
Application Fee	5
Tuition Fee Deposit	6
Tuition Fee Refunds	6
Tuition Fees	6
Tuition Fee Refunds	6
Financial Aid Advising	7
Academic Policies and Services	7
Student Identification Cards	7
Campus Safety	7
Grading	8
Academic Distinction	8
Student Progression	8
Graduation Requirements	9
Attendance Policies	9
In-Class Attendance	8
Accessibility and Accommodation	9
Assignments and Exams	9
Late Assignments	9
Missed Exams	9
Assessment Rewrites	10
Exam Rewrites	10
Course Failure	10

Withdrawals from a Program or Course.....	10
Retake Policy	11
Academic Integrity.....	11
Appeal Procedure	12
Appealing a Grade	12
Grounds for Appealing a Grade	12
Grade Appeal Process	13
Appealing Decision on Student Graduation or Withdrawal.....	13
Graduation or Withdrawal Decision Appeal Process	13
Dispute Resolution	14
Dispute Resolution Procedure	14
Appeals from the Dispute Resolution Procedure	14
External Resources	15
Practicum Placements	16
Practicum Guidelines	16
Health and Wellness	17
Community Resources and Support Services	17

General Information

Welcome

Welcome to Rosewood College! We are thrilled that you have chosen us to further your education. This International Student Handbook will outline the policies and procedures that apply to international students studying with us. Please refer to it when you have any questions or concerns. In addition to this handbook, our staff are here to guide you through your journey.

Our Mission

At Rosewood our mission is to teach students the skills to needed to excel in their chosen career paths through high-quality, practical education and training. In line with this mission, we strive to:

- provide education and training for in-demand careers;
- ensure our instructors are qualified and experienced; and
- our students receive hands-on training and skills development.

Our goal is to ensure our students thrive in the workforce. While we will be undertaking this journey with you, you will need to be committed to your education and work hard!

Regulatory Information

Rosewood is private career college licensed under Alberta's *Private Vocational Training Act* and its associated *Private Vocational Training Regulation*. You can find more information on approved programs in Alberta at <https://alis.alberta.ca/>. Our Designated Institution Learning Number is O141551857572.

Privacy Policy

You can find our Privacy Policy online on our website and in the student portal in Orbund. It is also available in a binder with all student policies and procedures in our library. In addition to describing Rosewood's policies respecting personal information generally, the Privacy Policy outlines how students may access and challenge their personal student records.

Holidays

Rosewood is closed on the following provincial, civic, and national holidays:

<u>HOLIDAY</u>	<u>DAY OBSERVED</u>
New Year's Day	January 1 st
Family Day	3 rd Monday in February
Good Friday	Friday before Easter
Victoria Day	Monday before May 25 th
Canada Day	July 1 st , except when it falls on a Sunday, then it is July 2 nd
Heritage Day	First Monday in August
Labour Day	First Monday in September
Thanksgiving Day	Second Monday in October
Remembrance Day	November 11 th
Christmas Day	December 25 th
Boxing Day	December 26 th

Rosewood is also closed during the period between Christmas and New Year's Day. The exact dates will change annually but will be communicated to students in August of each year.

Students may choose not to attend class or write tests or exams on holidays of their religion or culture. If a student decides to do this, they should inform their instructor in writing at least two weeks before the holiday. The instructor will arrange for the student to make up any work missed. Students will not be penalized for taking religious or cultural holidays off.

Emergency Closures

Rosewood will inform students as soon as possible of any emergency closures via Orbund and email. With respect to inclement weather, we will follow the closures of the Calgary Board of Education.

International Student Admission Policies and Procedures

Students applying to study at Rosewood College must meet the general admission requirements as well as the specific admission requirements for their chosen program of study. We encourage students to speak with us if they have any questions.

General Admission Requirements

All international students must meet the following requirements for admission regardless of their intended program of study:

- 18 years of age or older
- Alberta high school Diploma, verified through transcript, or non-Alberta equivalent or
- At least 60% in the following courses or their equivalents:
 - English Language Arts 30-1 or English Language Arts 30-2
 - Cast Entrance Exam with minimum score of 75%
- Alberta high school Diploma, verified through transcript, or non-Alberta equivalent or
- At least 60% in the following courses or their equivalents:
 - English Language Arts 30-1 or English Language Arts 30-2 or
 - Cast Entrance Exam with minimum score of 75%

In addition, to the High school requirements, one the following English Language proficiency are required: IELTS academic 7; CELPIP 7; Pearson 7; CAEEL 7; TOEFL iBT minimum overall score of 70%

Students will also need to provide proof of appropriate residence following the Government of Canada and Government of Alberta isolation guidelines where applicable. Rosewood College will also need an outline of the students plan on how the will be meeting isolation requirements with their admission application.

Health Insurance

All students must also obtain health insurance to enroll at Rosewood College. To qualify for Alberta Health Care Insurance Plan (AHCIP) coverage, you must legally reside in Canada, establish permanent residency in Alberta, be physically present in Alberta for at least 183 days annually, refrain from claiming residency elsewhere, and meet additional criteria outlined by regulations; however, there may be a waiting period for coverage upon moving to Alberta from another province or country, unless holding an immigration document from Immigration, Refugee and Citizenship Canada. More information regarding AHCIP is available here: <https://www.alberta.ca/ahcip.aspx>.

If you are not eligible for AHCIP, you will be required to obtain you own coverage. There are a variety of agents and options available and we are available to assist you with finding and understanding your options.

Program Admission Requirements

In addition to the general admission requirements outlined above, students must also meet the admission requirements for their chosen program. The most up-to-date program admission requirements are available on our website.

Students outside of Canada who do not have a study permit are only eligible to apply for programs that are 12 months or longer. Students who already have a study permit and wish to study at Rosewood College may be able to choose any program so long as the program can be completed by the expiry date of their permit and there are no limitations or restrictions in their permit.

Application Process

The complete application process is outlined in our International Student Application Package publicly available on our website on our International Students Page and by request.

Financial Policies and Services

Application Fee

Students applying to any of our programs must pay a non-transferable, non-refundable application fee of \$225. The application fee is required for students to begin the application process. Tuition Fee Deposit

Once a student is accepted, they will receive an Admissions Offer outlining their tuition fee deposit. The tuition fee deposit is required to be paid before a Letter of Acceptance will be provided to students.

Tuition Fee Refunds

Students are entitled to a refund of their tuition fee in the following circumstances ONLY:

- Rosewood terminates a program or the Rosewood College Contract before the program begins;
- Rosewood changes the start date of a program stated in the Rosewood College Contract; or
- A student terminates the Rosewood College Contract at least thirty (30) days before the start date of their program of study.

Tuition Fees

Tuition fees vary according to the program and will be set out in each student's individual Alberta Student Enrolment Contract for Licensed Vocational Training (the "**Alberta Student Contract**"). Tuition payments are due in accordance with the fee schedule arranged with the Program Coordinator at the time of enrollment. Tuition fees include all textbooks, course materials, and one uniform (if applicable). The student acknowledges and agrees that by signing the Alberta Student Contract, the student will adhere to and follow the terms, conditions, and criteria of their funding agents. In addition to the terms and conditions of the Alberta Student Contract, the following policies apply:

- If a student fails to make payments in accordance with the agreed upon payment schedule, Rosewood may withdraw the student from their program of study.
- If a student fails to make payments in accordance with the agreed upon payment schedule, Rosewood may not arrange a practicum placement or may delay or cancel an arranged practicum placement.

Tuition Fee Refunds

Refunds will be processed in accordance with Alberta's *Private Vocational Training Act* and *Private Vocational Training Regulation*. When a student withdraws from a program or Rosewood withdraws a student from a program or a stand-alone course, Rosewood is entitled to keep a certain portion of the fees paid as follows:

- If 10% or less of the program has been completed, Rosewood is entitled to keep 25% of the total tuition fees for the program.
- If more than 10% but less 50% of the program has been completed, Rosewood is entitled to keep 60% of the total tuition fees for the program.
- If more than 50% of the program is completed, Rosewood is entitled to keep 100% of the tuition fees for the program.

If at withdrawal a student has paid fees greater than the percentage Rosewood is entitled to keep, Rosewood will refund the portion of the fees that is greater than that percentage to the source of payment.

Financial Aid Advising

Our Program Coordinators are equipped with the knowledge to assist you with student loans. Should you need such assistance, make an appointment with the Program Coordinator responsible for your program.

Academic Policies and Services

Student Identification Cards

Student ID cards will be issued to all students. Students must have their ID cards with them when they are on campus or on practicum as they may be asked to present their IDs to confirm their student status.

Campus Safety

Rosewood is committed to the safety of its students, staff, and visitors. Our campus is monitored by video. All visitors are required to sign-in at the reception desk in our main lobby. In the event of an emergency, students should contact the reception desk or their instructor immediately. If these options are not available, students should contact 911 immediately. Rosewood College is actively responding to the COVID-19 pandemic and implementing measures to ensure the health and safety of all people, staff and students, on campus.

In the event of a fire, students must evacuate the building immediately and meet at the muster point located in the parking lot on the east side of the building. If the students cannot locate the muster point, they should look for the individual wearing a red hat. Students will be shown the muster point on the first day of class.

Covid-19 Response

As COVID-19 protocols change, Rosewood will be updating the school website to have the most up-to-date information. Rosewood will inform those who have COVID-19 symptoms or tested positive of the legal requirement to isolate and remain away from campus and will accommodate those persons as required. Hand sanitizing stations will be provided and protective barriers will remain in place across campus. Cleaning and disinfection of common areas and high-touch surfaces by our custodian will continue and two meter distance will be in place between the desks inside the classrooms.

Students will be expected to follow the most up-to-date information surrounding COVID-19 protocols and to adhere to those in place. This can be found under the COVID-19 tab on the Rosewood College website (<https://rosewoodcollege.ca/covid19>), through the government of Canada website (<https://www.canada.ca/en/immigration-refugees-citizenship/services/coronavirus-covid19/students.html#exemptions>) as well as through the Government of Alberta website (<https://www.alberta.ca/coronavirus-info-for-albertans.aspx>).

In the time being Rosewood College asks all students and staff to stay home if they have tested positive for COVID-19, are awaiting test results, or have one or more core COVID-19 symptoms. This includes cough, fever, shortness of breath, runny nose, sore throat, or loss of taste or smell.

As protocols surrounding COVID-19 change, Rosewood College members are required to be respectful and understanding. Students do not require vaccination to attend on campus classes, however students enrolled in the Healthcare program will be required to be fully vaccinated as per practicum placement requirements. For more information regarding vaccination against COVID-19, please visit the government of Alberta website under COVID-19 vaccines and records (<https://www.alberta.ca/covid19-vaccine.aspx>).

International students and co-arriving immediate family members will be responsible for on-going self-monitoring and assessment of COVID-19 symptoms for 14 days after arrival or following protocols set in place for International travelers by the Government of Canada and Government of Alberta. Students must provide Rosewood College with contact information for community members (family, friends, support service) which they plan to use should they need help with necessities. If the person is unable to provide a contact number, Rosewood College will aid students in finding necessary accommodations prior to arrival.

Grading

Rosewood uses a simple percentage grading scale. The passing mark for any course and practicum placement is 70%. Individual course marks will be based on a variety of evaluation methods, including quizzes, assignments, midterms, exams, and practical skills evaluations.

Academic Distinction

Students enrolled in a program of study who achieve an overall average of 90% and do not earn less than 80% in any required course will graduate “with Distinction”. This will be noted on their transcripts as well as their program credential.

Student Progression

Students enrolled in a program with a set of mandatory courses must take the courses in the order set by Rosewood. Students can only advance to the next required course if they pass the previous course with a mark of 70% or greater.

If a student has exhausted their permitted rewrite attempts as described on page 9, they will be withdrawn from the program. The withdrawal and retake policies are outlined on pages 9 and 10, respectively.

Graduation Requirements

Students enrolled in a program with a set of required courses must pass each course with at least 70% to graduate and earn their credential. Students enrolled in a program with a set of required courses and a mandatory practicum placement must pass each course and the practicum placement with at least 70% to graduate and earn their credential.

Students enrolled in individual courses must also pass the course with 70% or greater to earn recognition for completing the course.

Attendance Policies

In-Class Attendance

At Rosewood, we believe that attending and participating in class is key to getting the most out of your education. Students are expected to arrive for class on time and attend all classes. Late arrivals, early departures, and absences will be recorded and kept in student files by instructors.

Absences lasting for two consecutive days or more must be accompanied by a valid reason with the proper documentation. A reasonable excuse for an absence must describe circumstances requiring the student's absence (e.g. medical, family emergency, etc.). Students who fail to provide a valid reason with proper documentation will be required to meet with a Program Coordinator.

Any student who misses five consecutive classes without notifying Rosewood will be immediately withdrawn from their program or course with notification to any relevant funding agencies. Any student who misses 5 classes total, with or without notification, will be withdrawn from the program. Students may be permitted re-enroll in the program or course at a later date in accordance with the "Retake Policy" on page 10.

Accessibility and Accommodation

Students who have a disability or a temporary or chronic medical condition that require accommodation for exams or class are encouraged to contact their instructor or the Program Coordinator responsible for their program to discuss accommodations that are both suitable and reasonable for the student and Rosewood. Accommodations for practicums may be available depending on the circumstances but are not guaranteed.

Assignments and Exams

Late Assignments

Assignments are due on the date indicated in the program or course outline or by the instructor. Late assignments will be accepted only in exceptional circumstances. Students may be required to provide documentation of such circumstances (e.g. doctor's note, court summons, etc.).

Where a student submits an assignment late without any exceptional circumstances, the assignment will be subject to a late penalty of up to 10% per day.

Missed Exams

Students must write all exams on the day they are scheduled in the program or course outline or by the instructor. If a student is not able to attend class on the day of an exam, they must notify

their instructor as soon as possible. Students will be permitted to rewrite a missed exam at a later day if there are extenuating circumstances. Students must provide evidence of such circumstances to be eligible to retake a missed exam.

A student may be permitted to retake a missed exam for which there are no extenuating circumstances or documentation respecting any extenuating circumstances is not provided with written permission of the Program Coordinator for their program. In these circumstances, students will receive the minimum passing mark of 70% if they pass the exam.

Assessment Rewrites

Any student who fails to earn a passing grade of 70% on any course assessment, including an assignment, quiz, test, or skills test will be permitted to rewrite up to a maximum of two assessments at the discretion of the instructor or the Program Coordinator.

Exam Rewrites

Students who fail to pass an exam (i.e. a midterm or a final) with a passing grade of 70% will be permitted to rewrite each exam one time. Students who are rewriting an exam must meet the following criteria:

- Students who are rewriting an exam must not attend any classroom hours in which the exam is being reviewed;
- Students who receive a passing mark of 70% or higher will receive the passing mark of 70%. Students who do not receive a passing mark of 70% will receive the mark that they received on the rewrite.
- All exam rewrites will take place outside of class hours and must be scheduled within two weeks of the original exam.

Course Failure

Students who are enrolled in programs that require the completion of a set of mandatory courses, must pass each course with a 70% or higher to earn their program certificates. Students enrolled in such programs will not be permitted to retake a course, but instead will rewrite assessments and exams as set out above on page 9 in the “Assessment Rewrites” and “Exam Rewrites” sections. If students fail to pass a course after their permitted rewrite attempts, they will fail the course and be withdrawn from the program. Students may re-enroll in the program as outlined below in the “Retake Policy” on page 10.

Students who are enrolled in stand-alone courses will also be subject to the assessment and exam rewrite policy as detailed above on page 9 in the “Assignment Rewrites” and “Exam Rewrites” sections. If students fail to pass a course after their permitted rewrite attempts, they will fail the course. Students who fail a course may retake in the course as outlined below in the “Retake Policy” on page 10.

Withdrawals from a Program or Course

Students may voluntarily withdraw from a program or course at any time by providing Rosewood with written notice. At the time of withdrawal, Rosewood will be entitled to retain a portion of the tuition fees paid by the student as outlined in the “Tuition Fee Refunds” policy on page 6.

Rosewood may withdraw a student from a program or course with written notice in the circumstances outlined throughout this handbook. These include:

- Failing to make payments in accordance with the agreed upon payment schedule;
- Not passing a stand-alone course or a course that is required by a program of study after exhausting permitted rewrite attempts;
- Breaching a Rosewood policy outlined in this handbook such as the Academic Integrity Policy on page 10; or
- Engaging in any misconduct such as theft, bullying, or harassment.

Students who withdraw or are withdrawn by Rosewood may be permitted to re-enroll in their program or course as outlined below in the “Retake Policy”. At the time of withdrawal, Rosewood will be entitled to retain a portion of the tuition fees paid by the student as outlined in the “Tuition Fee Refunds” policy on page 6.

Program withdrawals will be reported to any funding agencies and may impact student aid financing.

Retake Policy

Students who withdraw or are withdrawn by Rosewood may re-enroll in a program at the discretion of the relevant Program Coordinator, subject to program availability and the student meeting all admission criteria, including having a valid study permit for the duration of the program. Students may receive tuition credit for courses or modules completed subject to the discretion of the relevant Program Coordinator.

Note that withdrawing from or being withdrawn from a program of study may affect student funding and finance and students are required to inform their funding sources of any changes to their studies.

Academic Integrity

Rosewood expects its students to act honestly and ethically. We do not tolerate academic dishonesty at Rosewood. Academic dishonesty may include:

- **Cheating:** Cheating is dishonest behavior intended to misrepresent the student’s knowledge and gain unfair academic advantage on a test, exam, assignment, or other schoolwork. Some examples of cheating include:
 - Sharing answers to tests or exams with other students.
 - Copying from another student.
 - Obtaining or looking at a copy of a test or exam before it is taken.
- **Falsification:** Falsification means falsifying or attempting to falsify any information the student provides to Rosewood. Some examples include:
 - Providing a fake excuse for a class absence.

- Providing incorrect or false information regarding admission requirements or student qualifications.
- **Plagiarism:** Plagiarism refers to using another person's words, ideas, images, data or other information without acknowledging that person and passing it off as your own. Some examples of plagiarism include:
 - Using another student's work in an assignment.
 - Downloading work or other information from the Internet and presenting it as your own.

The consequences for academic dishonesty are as follows:

1. At the first occurrence, the student will receive a warning from the instructor and will be required to redo the work. For example, a student may be required to resubmit a different assignment or retake a different exam. Although the new assignment and exam will be different, they will cover the same material.
2. At the second occurrence, the student will receive an additional warning and will automatically receive a grade of zero. There will be no opportunity to resubmit a different assignment or retake a different exam. If the second instance is in a practicum placement, students will fail the practicum and be withdrawn from their program without proceeding to the third step. Students who are withdrawn for academic dishonesty may not be permitted to re-enroll in any programs or courses at Rosewood.
3. At the third occurrence, the student will be withdrawn from the program and may not be permitted to re-enroll in any programs or courses at Rosewood.

Appeal Procedure

This appeal procedure applies to appeals of grades or decisions respecting graduation or withdrawal.

Appealing a Grade

Grounds for Appealing a Grade

Before beginning the formal appeal process regarding a grade, students are encouraged to discuss the grade they are concerned about with their instructor. If the student and instructor reach an agreement respecting the grade, the instructor can update the grade.

If an agreement cannot be reached, students should proceed with the formal grade appeal process outlined here. Under this process, students are permitted to appeal only the grades received on midterms or final exams in the following circumstances:

- There was a miscalculation of a grade; or
- The grade awarded does not accurately reflect the student's knowledge and academic performance.

Grade Appeal Process

Students must appeal their grade within five (5) business days of receiving it. To appeal a grade, students must provide a letter in writing to the relevant Program Coordinator with the following information clearly stated:

- Student Name
- Student ID
- Academic Course or Program
- Grade the student wishes to appeal
- An explanation as to why the student believes the grade is incorrect and should be changed along with any supporting documentation

If the Program Coordinator is their instructor, the grade appeal letter must be submitted to a different Program Coordinator. If no Program Coordinator is available, then the letter may be submitted to Rosewood's Campus Director.

After receiving the student's appeal, the Program Coordinator (or Campus Director) will request the instructor to provide a written response and any supporting documentation. The written response along with supporting documentation will be provided to the student within five (5) days of receiving the student's grade appeal. The Program Coordinator (or Campus Director) will set up a meeting with the student and the instructor within ten (10) business days of receiving the student's appeal letter. Both the instructor and the student must bring all relevant documentation to the meeting and be prepared to engage in an honest and respectful discussion with the goal of resolving the issue.

After the meeting, the Program Coordinator (or Campus Director) will provide a written decision outlining the next steps. Possible decisions and outcomes include:

- No change in the grade;
- A recalculation of the grade;
- A retake of the midterm or final exam.

Decisions respecting a student's appeal are final and cannot be appealed further.

Appealing Decision on Student Graduation or Withdrawal

Students are permitted to appeal an adverse decision made against them by Rosewood in relation to graduation or withdrawal.

Graduation or Withdrawal Decision Appeal Process

Students must appeal a decision respecting graduation or withdrawal within five (5) business days of being informed of such a decision. To initiate an appeal, students must provide a letter in writing to the Campus Director with the following information clearly stated:

- Student Name
- Student ID
- Academic Course or Program
- Decision the student wishes to appeal
- An explanation as to why the student believes the decision was incorrect and should be changed along with any supporting documentation

After receiving the student's appeal, the Campus Director provide a written response and any supporting documentation to the student within five (5) business days. A meeting with the Campus Director, student, and any other Rosewood staff that may be relevant to the decision will be set up within ten (10) business days of the Campus Director receiving the student's appeal letter. The student and Campus Director must bring all relevant documentation to the meeting and be prepared to engage in an honest and respectful discussion with the goal of resolving the issue. The student is also entitled to bring a support person to the meeting. Students planning to bring a support person should inform the Campus Director as soon as possible.

After the meeting, the Campus Director will provide a written response with their decision. Possible outcomes of the appeal process include:

- The original decision stands;
- The original decision is modified; or
- The original decision is overturned.

There are no further appeals in this process and the decision of the Campus Director is final.

Dispute Resolution

Rosewood is committed to creating a supportive working and learning environment in which conflicts are resolved equitably. Prior to engaging in the formal dispute resolution process outlined here, students are encouraged to try to resolve conflicts informally as soon as possible. Rosewood encourages students to engage in our formal dispute resolution process if attempts at informally resolving a conflict have not resulted in an adequate resolution. A formal complaint can be initiated using the process outlined below.

Dispute Resolution Procedure

Rosewood is committed to the privacy and confidentiality of its students and guarantees that the details of any complaints submitted by students through the process outlined below will only be disclosed as necessary to reach a resolution. The procedure is as follows:

1. A student wishing to make a complaint must request a Student Complaint Form from front desk staff or download and print it from the student portal in Orbund. The Student Complaint Form requires the student to describe the complaint and the relief being requested. Students may attach additional pages and any documentation that they believe is relevant to the complaint and should be reviewed or considered. Once the Student Complaint Form is filled out and signed by the student, they must submit it in a sealed envelope to their Program Coordinator. The Program Coordinator will return a copy to the student and keep the original.
2. The Program Coordinator will arrange a one-on-one meeting with the student to discuss their complaint and provide them with an opportunity tell their story and raise any issues and concerns within five (5) business days of receiving the Student Complaint Form. The student is entitled to bring another individual with them for support. If students are bringing a support person, they should let the Program Coordinator know as soon as possible. During this meeting, the Program Coordinator will work with the student to come up with a resolution. The discussion and any resolution reached will be recorded in a Student Dispute Resolution Form. If the complaint involves another individual, that other individual may also be requested to attend the meeting if it is appropriate in the circumstances. If no

resolution is reached or if further investigation is required, the Program Coordinator will schedule a follow-up meeting within ten (10) business days.

3. If a resolution is reached, the Program Coordinator will create a plan with the student to implement the resolution. After one (1) month, the Program Coordinator will schedule a follow-up meeting to check-in with the student and ensure the plan is being implemented as discussed.

In the event that the student's own Program Coordinator is the subject of or involved in their complaint, the student should submit their complaint to a Program Coordinator for a different academic program. In such a scenario, the other Program Coordinator will be responsible for handling the procedure described above.

Appeals from the Dispute Resolution Procedure

If a student who has engaged in Rosewood's formal dispute resolution process, but no resolution was reached, the student may appeal according to the following steps:

1. The student must request a Student Dispute Resolution Appeal Form from front desk staff or download and print it from the student portal in Orbund. In this form the student must describe why the dispute resolution process and any resulting resolution was unsatisfactory. After signing the form, the student must submit the form to the Campus Director. The Campus Director will return a copy to the student and keep the original.
2. After receiving the Student Dispute Resolution Appeal Form, the Campus Director will set a meeting with the student within ten (10) business days. The Campus Director will review the Student Dispute Resolution Form and may meet with the Program Coordinator prior to meeting with the student. At this meeting the student will again be given the opportunity to raise their concerns. The student may bring an additional person if desired to support them or help them voice their concerns. The Program Coordinator may attend the meeting in addition to any other individual that the appeal concerns if appropriate. The purpose of the meeting is to resolve the complaint. The Campus Director will take notes during this meeting that will be signed by all parties present.
3. Once the meeting is over, the Campus Director will provide a written response to the student outlining any proposed and/or agreed upon resolutions along with the minute minutes to the student within ten (10) business days.

If the Campus Director is involved in the complaint prior to the appeal, then the Campus Director will be replaced by Rosewood's Legal Counsel.

External Resources

Rosewood's Dispute Resolution Procedure is designed to resolve complaints equitably by giving our students a voice throughout process. If after appealing a student feels like a satisfactory resolution cannot be reached, students may consider external resources that are available to them (e.g. mediation).

Practicum Placements

Practicums are not required by all Rosewood programs. For programs that require practicums, placements begin once classes end. Exceptions respecting the start date may be made in extenuating circumstances where proper documentation is provided. It is important to note that any delays in the start of the practicum may impact student funding. To begin a practicum placement, students must pass all required courses and skills with a grade of 70% or greater.

Students are also required to ensure they meet all other practicum requirements before their placement starts. Such requirements may include up-to-date immunizations, police information check, vulnerable sector check, amongst other things. Specific practicum requirements will be provided by Rosewood on the first day of class.

Students will be notified of their practicum placement by either an instructor or their Program Coordinator. Students are expected to understand and follow the guidelines below when completing their practicum placement. Note that practicum sites can terminate a student's practicum placement due to a student not following the below guidelines. In such circumstances, a student is considered to have failed the practicum. Students may be able to redo a practicum placement on a case-by-case basis.

Practicum Guidelines

Students taking part in a practicum placement are expected to treat their practicum placement like a job and act professionally. The following guidelines apply to practicum placements. Please review them and ensure you understand them. Any questions should be directed to the relevant Program Coordinator.

- Practicums are full-time. Students may be need to work days, evenings, and weekends.
- Students may miss one practicum day without needing to provide a reason. Students may miss up to two days if a valid reason with proper documentation is provided. Students who miss more than two practicum days will fail the practicum. Students may be able to re-do the practicum within one (1) year subject to the discretion of Rosewood and subject to meeting all prerequisites and requirements.
- In case a student will be absent, they must contact the Program Coordinator and the practicum placement site at least one hour in advance. Students should ideally provide as much notice as they can.
- Students must dress professionally during a practicum placement. This may include wearing a uniform and a nametag. Such requirements will be reviewed with students during their practicum orientation.
- Cell phone use is not permitted except during breaks.
- The required practicum hours along with a successful evaluation must be completed before a student can graduate and receive their program certificate.
- Students are expected to follow the policies, procedures, and rules of their practicum placement site.

Health and Wellness

At Rosewood, the health and wellness of our students is our top priority. Our Program Coordinators are available to students for help and guidance. We encourage all students needing additional support for any health or personal issues to book a meeting with any of our Program Coordinators. All discussions with Program Coordinators are confidential unless there are safety issues. Our Program Coordinators can refer you to the community resources that can meet your needs.

Community Resources and Support Services

The list below is an excellent place to get started. If a student is unable to find what they are looking for or are not sure where to start, we recommend booking a confidential appointment with the relevant Program Coordinator.

211 Alberta

211 Alberta is a comprehensive information and referral system for the Province of Alberta that helps callers find information. This service is available in over 170 languages and can be accessed by calling or texting 2-1-1.

The Calgary Food Bank

The Calgary Food Bank is the first line of emergency food support for families and individuals facing crisis. Once the food emergency is addressed, clients are referred to partner agencies and programs.

Contact Information

- Address: 5000 11 Street SE, Calgary, Alberta, T2H 2Y5
- Phone: 403-253-2055
- Email: info@calgaryfoodbank.com
- Website: www.calgaryfoodbank.com

Calgary Immigrant Women's Association ("CIWA")

CIWA is a non-profit settlement agency that provides services to immigrant and refugee women, girls and their families. These services include legal services, financial literacy training, one-on-one counselling, in-home support programs, and much more.

Contact Information

- Address: 200, 138 4th Street SE, Calgary, Alberta, T2G 4Z6
- Phone: 403-263-4414
- Email: reception@ciwa-online.com
- Website: www.ciwa-online.com

The Distress Centre (“DCC”)

The DCC provides 24-hour crisis support via crisis line, email, daily chat, and daily text. There is also a counselling service for issues that cannot be resolved over the phone.

Contact Information

- 24-Hour Crisis Line: 403-266-HELP (4357)
 - For hearing impaired: 403-543-1967
- Email: help@distresscentre.com
- Website: www.distresscentre.com
 - Online chat is available on via the website

Health Link

Dial 8-1-1 for 24-hour health advice and information. Those who have difficulty with hearing or speech – and use a Teletypewriter (TTY) to communicate with regular telephone users – can contact Health Link 24 hours a day, 7 days a week using the [TELUS RELAY Service \(TRS\)](#).

Immigrant Services Calgary

Immigrant Services Calgary provides a wide range of settlement services to immigrants and refugees, such as family support and counselling, parent and child enrichment, and many more.

Contact Information

- Address: 1200, 910 7th Avenue SW, Calgary, Alberta, T2P 3N8
- Phone: 403-265-1120
- Email: info@immigrantservicescalgary.ca
- Website: www.immigrantservicescalgary.ca

Women’s Centre of Calgary

The Women’s Centre of Calgary provides women with quick access to basic needs items such as emergency food, and personal care supplies. It also offers referrals to other agencies for food,

clothing, furniture, housing, health, employment, education and recreation. In addition, the Women's Centre of Calgary hosts seminars and workshops, including free legal advice clinics.

Contact Information

- Address: 39 - 4 Street NE, Calgary, Alberta, T2E 3R6
- Phone: 403-264-1155
- Email: info@womenscentrecalgary.org
- Website: www.womenscentrecalgary.org

Wood's Homes

Wood's Homes is a children's mental health centre that provides treatment and support to children, youth, and families with mental health needs.

Contact Information

- Address: multiple locations – check website below
- Text: 587-315-5000 (9 AM to 10 PM)
- Phone: 1-800-563-6106 or 403-299-9699
- Chat: visit website below
- Email: askus@woodshomes.ca
- Website: www.woodshomes.ca

Academic and career Counseling

At Rosewood College, students have access to a range of academic support services tailored to their individual needs. This includes:

- One-on-one academic counseling sessions with one of our coordinators where students can receive guidance on course selection, study strategies, time management, and academic goal setting.
- Career counseling services provide students with resources and assistance in exploring career paths, identifying job opportunities, crafting resumes and cover letters, preparing for interviews, and networking within their chosen field.

Our dedicated team of academic and career advisors is committed to helping students navigate their academic journey and achieve success both in their studies and future careers.