



**ELEVATED  
LEARNING  
ACADEMY<sup>INC.</sup>**

# **INTERNATIONAL STUDENT HANDBOOK**

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**~ Fast Track Your Health Career ~**

Updated March 2024

## **WELCOME TO ELEVATED LEARNING ACADEMY**

On behalf of our faculty and staff, we extend to you a warm welcome to Elevated Learning Academy (ELA). As you pursue skills for a new career, you will find that our programs, faculty, and facilities will give you an important head start. Elevated Learning Academy (O112565603857) is a Designated Learning Institution with Immigration, Refugees and Citizenship Canada (IRCC) and has also been licensed and bonded with the Private Vocational Training Branch of Alberta.

Many of us here at Elevated Learning Academy have worked successfully in the thriving industries that we provide training for. Based on our own experiences, we can assure you that your time at Elevated Learning Academy will make a positive impact on your career. This is true whether you are here to gain a valuable experience studying in Canada or hoping your time at ELA is a steppingstone to further education in Canada.

We have designed our comprehensive curriculum not only to teach you all the fundamentals, but also its finer points. Our experienced instructors are motivated to help you learn, progress, and ensure that you succeed. We are here to help you achieve your career goals and are firmly committed to your success. It all adds up to a training program that is the very best available in Alberta! As a student of Elevated Learning Academy, you have made the choice to learn valuable skills that will resonate for a lifetime.

As you look through the Student Handbook, you will have a chance to learn more about your obligations as a student and our commitment to support you. If you have any questions, just ask one of our Administrators. We look forward to helping you succeed, in every way we can.

Sincerely,

***Elevated Learning Academy Team***

## **GOALS, PURPOSE AND PHILOSOPHY**

You will soon find that Elevated Learning Academy's training really does make a difference. With experienced staff and an extensive curriculum in all programs, we are committed to providing the industry's employers with the highest quality of personnel.

Elevated Learning Academy's corporate philosophy is to recognize and fulfill the needs of the industries in which we provide training for.

Our philosophy embodies the belief that there is a need for extensive training in the fields we offer diplomas in, and that this training should be of the highest quality. This philosophy encompasses the belief that the best way to provide high-quality training to the Industry is through a hands-on, interactive and comprehensive curriculum.

Elevated Learning Academy's educational purpose is to provide all foundational skills necessary for employment by delivering the best possible program instruction. We believe in both professional and personal growth among our students.

Our programs are not only interesting but are fun and designed to bring out the very best in our students. Standards are high and they match the levels of success our graduates are trained to achieve.

## **MISSION STATEMENT**

To continually elevate standards of hands-on education for health and fitness professionals.

## **ADMISSIONS REQUIREMENTS**

Students seeking to enroll Personal Fitness Trainer Diploma program must meet with one of the Academy's Representatives. Our Representatives will evaluate previous education, employment history, life skills, and verbal and written communication skills. Upon successful completion of this process, an enrollment agreement is then documented. The Academy's entrance requirements include:

### **Mature Admission**

- Applicant is at least 18 years' old
- Completion and passing of a Wonderlic Scholastic Level Exam administered by Elevated Learning Academy
- Successful interview with Elevated Learning Academy's admissions representative
- Submission of the Alberta Student Enrollment Contract

## **DIPLOMAS, CERTIFICATES, TAX RECEIPTS AND TRANSCRIPTS**

All this information will be mailed/emailed to students or can be picked up by students after completion date. Please ensure that Elevated Learning Academy has your current address/email address and is aware of any changes following graduation.

## **STUDENT DISPUTE RESOLUTION POLICY**

Individuals should try to resolve issues informally. If a more formal approach becomes necessary, the Academy provides a fair and reasonable mechanism for resolution.

### **Procedure:**

1. When a concern arises, the student should first try to resolve the issue directly with the other party. **If the student is not satisfied with the outcome at this level...**
2. The student should put his/her concern in writing and deliver it to the Administrator of the Academy.
3. The Administrator will arrange to meet with the student to discuss the concern and desired solution within 5 school days of receiving the student's written concern, or as soon as practicable.
4. Following the meeting with the student, the Administrator will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate (institution's) personnel.
5. Following the meeting and investigation, the Administrator will provide a written decision to all parties involved, within 48 working hours. A copy of the decision will be given to the student and the original will be placed in the student's file. If the student's concerns are substantiated, then the Administrator will include a proposed resolution in the documentation.
6. At this point the School's Dispute Resolution Process will be considered exhausted. **If the student is not satisfied with the outcome at this level...**
7. If the matter is of a serious nature, the parties may appoint an outside mediator/arbitrator within [7] working days. The Academy and the student will equally bear the cost of mediation/arbitration.

**Student Initials:** \_\_\_\_\_

## **PROCEDURE FOR GRADE APPEAL**

1. If a student is dissatisfied with the grade received for an assignment, quiz, practicum, or exam and can provide evidence that a higher grade is warranted he/she should discuss it with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the Administrator.
3. The Administrator will obtain a copy of the assignment, quiz, practicum, or exam and will have it re-evaluated by another instructor.
4. If the assessment achieves a higher grade on the re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the lower grade will be assigned.
5. If a grade appeal is reviewed by the Administrator, the grade assigned following the re-mark and review will be final and cannot be appealed further.

## **ATTENDANCE/PUNCTUALITY REQUIREMENTS**

Students are expected to come to class on time every day.

Students must achieve attendance of 50% or greater to achieve their diploma.

The student should make every effort to make up the material by speaking with their “buddy” about receiving the notes on the work missed.

## **INSURANCE/ACCOMMODATIONS**

All International Students must ensure that they have a health insurance coverage plan in place for the duration of their stay in Canada. More information regarding health coverage as well as accommodation, transportation, and additional services can be found on our website: <https://elevatedlearningacademy.com/about/international-students>

## **PRIVACY POLICY**

Elevated Learning Academy retains all student information in alignment with the Personal Information Protection Act (PIPA). ELA collects students’ personal information for the following reasons:

- To maintain student records
- To keep students/graduates informed of activities of the Academy
- To issue T2202As in accordance with Canada Revenue Agency

Students’ personal information is not used for any other purpose.

Elevated Learning Academy retains the full student file in its electronic database, following the student's withdrawal, dismissal, or graduation.

**Procedure for access to the information on file:**

1. Students wishing to access the information in the student file must make a verbal or written request.
2. Administration will meet with the student to review the file and will provide copies of any document the student requests.

**Procedure for authorizing release of information:**

1. If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing.
2. The school will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release is necessary as part of an ongoing police investigation.

**Student Initials:** \_\_\_\_\_

**ACADEMY RULES AND REGULATIONS / DISMISSAL POLICY**

1. Students must show respect to all fellow students, instructors and staff.
2. School fees must be paid in full or students will not receive a diploma of graduation and may not receive any job placement assistance.
3. Students are financially responsible for any damage they cause to the Academy, surrounding area or the property of other students.
4. Students must not conduct themselves in an unruly manner on school or building premises and must abide by the professional building's rules.
5. Students must follow all classroom-set expectations throughout the program.
6. Students must not interfere with the progress of other students.
7. Students must have all the required books and supplies at the school and available for use.
8. Plagiarism, cheating or theft will be grounds for immediate expulsion.
9. The possession of drugs, alcoholic beverages or weapons on the school premises is strictly prohibited. Students under the influence of drugs or alcohol while on the school premises will have to leave and such an act may lead to dismissal.
10. There is no smoking in the classroom
11. No loitering or littering in the building.
12. Anger management must be practiced at all times.
13. Students must maintain an overall attendance of 50% or higher.

14. Students must maintain an overall grade of 60% or higher.

Violation of any of these rules subjects a student to possible expulsion from the Elevated Learning Academy. A violation, or risk of violation, of the rules will cause a written warning to be issued. Any three [3] warnings followed by an additional incident could lead to expulsion. In the event of a violation of the rules, which are deemed to be severe, the student could be expelled from Elevated Learning Academy immediately.

**Student Initials:** \_\_\_\_\_

### **INTERNATIONAL STUDENT REFUND POLICY**

Please note that the \$75.00 CDN International Student Application Fee is non-refundable.

Every student is given a 4-day cooling off period, where you can change your mind without penalty. If you choose to cancel your Alberta Student Enrolment Contract on or before the 4<sup>th</sup> business day after you signed it, ELA will refund any tuition or other fees you've paid (including enrollment fee).

There will also be no refunds issued for the \$425.00 CDN Enrollment Fee if an International Student terminates their enrollment prior to applying for their Student Visa OR if an International Student terminates their enrollment after receiving their Student Visa.

However, a refund of \$425.00 CDN will be issued if an International Student applies for a Student Visa and gets denied, given that the student sends ELA a copy of their denial letter from Citizenship and Immigration Canada.

Refund of Tuition – after training begins

If a student contract is terminated after the vocational training begins, the following amounts of the tuition fees will be charged:

- a. When 10% or less of the vocational training has been provided, 25% of the tuition fees;
- b. When more than 10% but 50% or less of the vocational training has been provided, 60% of the tuition fees;
- c. When more than 50% of the vocational training has been provided, 100% of the tuition fees.

Incidental Fees: There are no refunds for incidental fees, such as: textbooks, lesson materials, supplies, printing, parking or equipment.

For more information, please email [info@elevatedlearningacademy.com](mailto:info@elevatedlearningacademy.com) or visit <https://www.alberta.ca/tuition-refunds>

Student Initials: \_\_\_\_\_

## **PERSONAL LIABILITY WAIVER**

I, the undersigned, hereby agree to the following terms and conditions as a requisite for participation in a course of study with Elevated Learning Academy.

I fully understand and have been informed of in detail the type of activity, physical or otherwise, that will be involved in my course of study with Elevated Learning Academy.

I confirm and certify that neither the College nor my consultant's staff has guaranteed or advised me about being eligible for applying to the Post Graduate Work Permit (PGWP) as per the guidelines by Immigration, Refugees, and Citizenship Canada (IRCC) after completing my program at Elevated Learning Academy.

I understand that international students can obtain a Post Graduate Work Permit (PGWP) only upon completion of a credential at an eligible Post-Secondary institution in Canada.

I understand that Elevated Learning Academy is not an eligible Post-Secondary institution for the PGWP program.

At this time, I submit that I am physically fit to perform this type of activity and agree to produce a medical certificate to that effect (if required). I agree to inform Elevated Learning Academy of any changes in my physical condition as it relates to my ability to perform said activity as soon as possible if such changes should occur.

I, my heirs, and/or successors and/or legal representatives, collectively referred to as releasers, agree to indemnify, save and hold harmless Elevated Learning Academy and/or its employees and/or directors, herein collectively referred to as releases and each of them from any loss, liability, damage or cost [including attorney fees] which releases may incur as a result of injury, death or property damage to the undersigned, or from suit from such personal injury, improperly administered first aid, death, and/or property damage to the undersigned.

This document is intended to be as broad as is permissible under the law of Canada and the Province of Alberta and this agreement shall be interpreted under the laws of Canada and the Province of Alberta, and if any portion of this agreement is invalid, it is agreed that the balance shall continue in full force and effect.

The undersigned has read and voluntarily signs the release and waiver of liability and indemnity agreement and further agrees that no oral representations, statements, or inducements apart from the foregoing written agreement have been made.



The undersigned acknowledges that he/she has read the foregoing paragraphs and is completely aware of the potential dangers incident to engaging in the activities and is fully aware of the legal consequences of signing the within instrument.

\_\_\_\_\_

STUDENT'S SIGNATURE

\_\_\_\_\_

DATE

\_\_\_\_\_

STUDENT'S NAME

### **CONFIRMATION OF INTERVIEW**

I, the undersigned, hereby confirm that \_\_\_\_\_ has met with and successfully completed an interview with an Elevated Learning Academy's admissions representative.

\_\_\_\_\_

Elevated Learning Academy Representative

\_\_\_\_\_

Date