



Pixel Blue College

International Student

Manual

Rev 51

Last Updated: 2024-04-18



ACKNOWLEDGEMENT OF TRADITIONAL TERRITORY

Edmonton is located within Treaty 6 Territory and within the Métis homelands and Métis Nation of Alberta Region 4. We acknowledge this land as the traditional territories of many First Nations such as the Nehiyaw (Cree), Denesuliné (Dene), Nakota Sioux (Stoney), Anishinaabe (Saulteaux) and Niitsitapi (Blackfoot).



CONTRACTS & ACCEPTANCE

During the presentation of this part of your orientation, please feel free to ask any questions on items that require clarification.

- Confidentiality Agreement
- Tuition Contract
- Emergency Contact and Health Form

FIRST DAY AGENDA

Overview, Paperwork, Student Manual Review, and AMP Educator. Introductions and discussions with instructors in class.

Rev 51 NON-INSTRUCTIONAL DAYS

During the presentation of this part of your orientation, please feel free to ask any questions on items that require clarification.

- March 29, **2024**
- April 1, **2024**
- May 20, **2024**
- June 27 & 28, **2024**
- July 1, **2024**
- August 5, **2024**
- September 2 & 30, **2024**
- October 14, **2024**
- November 12, 13 & 14, **2024**

WELCOME

Pixel Blue College offers a licensed Post-Secondary diploma program under the Alberta Private Vocational Training Act by Alberta Advanced Education. The College offers accelerated learning programs to students who will receive the same number of hours of in-class instruction that would be received at most other post-secondary two-year programs.

pixel blue
COLLEGE



COURSE	NUMBER OF HOURS
3D Animation & Visual Effects	840
Graphic Design & Photography	735
Audio Engineering & Music Production	735
2D Animation & Illustration	1125

Pixel Blue College's Federal Educational Institution Code is BPLK and the Provincial Educational Institution Code is 2983. You can verify the College's designation and credentials with Alberta Advanced Education by visiting www.alis.gov.ab.-ca.

PIXEL BLUE COLLEGE

Pixel Blue College stands as Canada's foremost digital post-secondary establishment, delivering an unparalleled educational journey encompassing all realms of digital media. Within its offerings are licensed diploma programs approved by Alberta Advanced Education, providing comprehensive and immersive full-time experiences. At the heart of Pixel Blue College's approach lies its roster of industry-trained instructors, ensuring top-tier education and ushering students toward excellence.

We are located:

College Plaza Professional Building
Suite 2001, 8215 112 Street NW
Edmonton, AB T6G 2C8

Tel: 780.756.3990

Administration Offices are open Monday to Friday from 8:30 AM to 4:30 PM

info@pixelblue.ca

Please keep in mind that Parking is the responsibility of individual students.



ATTENDANCE POLICIES

Attendance is mandatory for all instructional days, in-class study days, and professional development days as scheduled. Should there be a reason that a student cannot attend, please call Operations Officer, Shannon Greenland at 780.756.3990 ext. 2, leaving a message if a call is made during non-business hours. If the absence is due to a medical issue, a note from a doctor should be provided.

Those with ongoing attendance issues will be put on attendance probation at the discretion of their instructor and the Operations Officer for a one-month period to allow them the opportunity to improve their attendance record. If the student is unable to improve their attendance record their enrollment will be terminated.

Students are considered to be withdrawn after missing five consecutive unexcused days, or a total of 30 days with or without a legitimate excuse. At that point, the student funder will be advised. If a student has Alberta or Canada student loans, the loans advanced for attendance at Pixel Blue College will immediately be placed in “repayment” status.

If a student withdraws from their program voluntarily, a notice of withdrawal must be delivered, in writing, to Pixel Blue College. The last day of attendance will be used as the withdrawal date, and, refunds will be calculated in accordance with section 17 of the Private Vocational Training Regulation. If a student is expelled for missing more days than allowed, the last day.

Students are responsible for informing the school in advance of any reasons that would result in absence from class. In the case of unexpected absences, students are responsible for notifying their instructor and the Operations Officer, Shannon Greenland by 9:00 a.m.

For all students receiving Alberta or Canada student loans and/or grants, Alberta Advanced Education outlines termination as follows:

- if 5 consecutive classes are missed without a legitimate excuse, that student will be deemed as having withdrawn from the program effective the date of the first absence;
- if 30 consecutive classes are missed for any reasonable excuse, that student will be deemed as having withdrawn from the program effective the date of the first absence;
- if excessive absences will prevent a student from success in fully completing the program within the scheduled study period, that student will be withdrawn and the last day of attendance will be used as the withdrawal date.

PIXEL BLUE COLLEGE'S ATTENDANCE POLICY IS:

- When 5 consecutive class days are missed without a legitimate reason, the student will be sent an email regarding the missed classes.
- If there is no satisfactory response to the email, the student's emergency contact will be telephoned. If there is no response to the phone call, the student will be deemed as having withdrawn.

At that point, the student's funder will be notified. Refunds will be calculated in accordance with section 17 of the Private Vocational Training Regulation. Refunds will be made to the original funding source and students are alerted to the fact that funders might require repayment of grants or other allowances.

If a student does withdraw from the program for any reason, refunds will be calculated in accordance with section 17 of the Private Vocational Training Regulation using the withdrawal date and will be issued to the service provider within 30 business days. If students are not funded through Alberta or Canada student loans and/or grants, refunds will be processed in the same manner as outlined in section 17 of the Private Vocational Training Regulation.

If students are considering withdrawal please inform the Operations Officer, Shannon Greenland.

For complete details on refunds, etc., with regard to either voluntary or involuntary withdrawal from Pixel Blue programs, please refer to the back of the Student Enrollment Contract (see Private Vocational Training Act) or speak to the Financial Administrator for clarification.

Students will receive a copy of the Enrollment Contract which outlines the refunds at various levels of completion.

Any student can withdraw within the first two weeks of class without any academic or financial prejudice.

STUDENT PROGRESS

To graduate from any of Pixel Blue College's full-time diploma programs, a 65% average in the course work must be obtained. All Pixel Blue students must participate in ongoing individual progress checks consisting of subject assignments, midterm exams, and one-on-one instructor/student evaluations. The primary objective of this exercise is to determine if you have

developed adequate “user” level skills and can demonstrate the skill level necessary to succeed in the remaining courses.

Those with an average lower than 65% will be put on academic probation at the discretion of their instructor and the Operations Officer for one month to allow them to obtain the minimum grade standing of 65%. If the student is unable to achieve or improve their course work to obtain 65% during academic probation, their enrollment will be terminated. These progress checks will relate to the training received in the corresponding program and will include tasks that intermediate users should be able to perform including class work, individual and teamwork, project participation, and exam success.

Every class has continuous feedback through peer and instructor critiques and reviews. This is an ongoing process for feedback and is important for students to take this feedback seriously as the ultimate goal of your program is to graduate with a portfolio or demo reel. The feedback you receive will help with your portfolio/demo reel development.

SCHOOL HOURS OF OPERATION & ACCESS


Classes may have different start and end times. The hours of operation for Pixel Blue Administration are from 8:30 a.m. to 4:30 p.m., Monday to Friday. Students will be provided with access cards for access to the school Monday through Friday 8 a.m. through 6 p.m. Lunch breaks are one hour long, and there is one 15-minute break each morning and afternoon.

In addition to access cards, students will be issued a key to their classroom and a photo ID. Your photo ID should be kept with you when accessing the school at all times. Building security, when checking the building, may ask you to produce this ID to ensure you are in the area you are supposed to be.

If you lose your ID, Keys or access card, please notify the Operations Officer immediately. Lost access cards will cost \$50 and lost classroom keys will cost \$15. Photo Identification can be replaced at no charge. If any of these fees are outstanding at the time of program completion, no marks or diploma will be issued until these fees are paid.

CLASS LABS & PROJECTS

All students have access to their classrooms, computers, and the Pixel Blue facility 5 days a week for the duration of their program to practice complete exercises and study. Time spent over and



above scheduled class time is self-directed and we expect that you will work through areas of previous instruction.

Students in our licensed school programs may have the opportunity to participate in program integration projects. These days, instructors help you learn how to apply your skills in a computer-integration-solution project that simulates a real-world business environment. All class projects are mandatory and non-participation may be cause for expulsion from your program.

Some student projects may take place off-site and may be recorded, photographed and otherwise made public. Your participation indicates your acceptance of using your in-class projects for advertising or education purposes.

STUDENT COMPLAINTS & DISPUTE RESOLUTION

Concerns regarding training will be addressed using Pixel Blue College's student complaint and dispute resolution process. Interactions between students that do not involve a staff member should be settled privately between the parties involved.

A student who has a complaint or a concern should first approach his or her classroom instructor. If the resolution is not reached at that level, one of the management team should be involved and a meeting with the student, instructor and representative of management will be held. The management functions of Pixel Blue College are performed by Curtis, Managing Partner and Director of Education and Shannon, Operations Officer.

If a complaint or dispute cannot be resolved internally, Pixel Blue College has engaged the professional services of a Registered Social Worker on an as-needed basis. Should a student feel that internal mediation of a dispute does not adequately meet their needs, the contact information for the social worker will be provided and the student can feel free to contact her directly. The social worker is not an employee of Pixel Blue College and, other than serving an on-call function has no interest in the school or its operation. She is an arm's length, third-party resource to help resolve complaints or disputes that involve the school.

If a resolution is still not reached, the student has 60 days from his or her last date of attendance in the program to contact the Private Branch of Alberta Advanced Education to discuss his or her concerns.



STUDENT PRIVACY POLICY

All students at Pixel Blue College are protected by provincial and federal laws concerning access to information and protection of privacy. This means that student records and information can only be accessed by the student themselves, and university personnel in the legitimate pursuit of their occupational duties. We respect student privacy and will not release the following information:

Application Documentation - Registration Status - Grades - Marks - Counseling - Disciplinary or Financial Information

Pixel Blue College ensures that confidential student information is protected against unauthorized access. All student files are kept confidential and are stored in a secure location, paper files are kept in a locked filing cabinet in a locked record room and all digital student files are stored in a secure server hosted off-site by a third party.



STUDENT CONDUCT

Pixel Blue will comply with all laws and regulations that apply to the conduct of our business affairs. Although laws, regulations, and customs may vary from one business environment to the next, the fundamental principles of honesty and integrity serve as our standard of business ethics.

Students of Pixel Blue are allowed casual dress attire for the duration of their studies. Since a number of clients and potential employers may be touring the facility, students are required to be dressed in good taste.

As a student of Pixel Blue, you are expected to conduct yourself professionally and in a manner that is considerate of your fellow students and Pixel Blue employees. Infractions which may result in disciplinary action or termination of your participation in this education/training include:

1. DISCRIMINATION

Excellent studying and working environments are places where everyone is treated with respect, and where everyone is free from fear and intimidation, and is a valued student regardless of gender, sexual orientation, ethnicity, disability or age. Interactions between educators and students need to be professional, cooperative, helpful and focused. Discrimination refers to intentional or unintentional treatment for which there is no bona fide and reasonable justification.

It is the student's responsibility to conduct himself or herself in a way that is free of discrimination and also his or her right to experience a discrimination-free workplace. If any student has concerns regarding the latter, he or she should contact the Director of Education immediately.

2. HARASSMENT

Harassment refers to a physical, visual or verbal behaviour directed against a person for which there is no bona fide justification. There are three types of harassment:

- **SEXUAL HARASSMENT** is persistent sexual behaviour by someone who knows or should know that it is unwelcome, and it interferes with work or suggests employment consequences.
- **HUMAN RIGHTS-BASED HARASSMENT** is abusive or demeaning behaviour directed at a person which is based: on race, gender, sexual orientation, religion, and /or disability which would be viewed as interfering with work.
- **PERSONAL HARASSMENT** is behaviour directed at an individual that serves no legitimate purpose and creates an intimidating, humiliating or hostile working environment. If a student thinks he or she is encountering harassment, the Director of Education should be contacted immediately who will discuss the issue with the student and take appropriate action.

3. VIOLENCE against students, staff or faculty members includes verbal and physical violence.

4. DRUG & ALCOHOL USE and/or being under the influence of drugs or alcohol on company property.

5. THEFT OF AND DAMAGE to company, building and/or students' property.

6. CHEATING AND/OR PLAGIARISM should be brought to the attention of the Administration.

7. UNAUTHORIZED ABSENTEEISM is outlined in The Attendance Policies section.

8. VANDALISM is willfully damaging or defacing the property of others.

9. SMOKING ON PROPERTY is ABSOLUTELY not permitted in the school. This includes the stairwells and loading dock areas. Students who smoke on the landlord's premises, within designated smoking areas, shall do so in a safe and courteous manner and will also abide by the landlord's rules regarding appropriate behaviour (e.g. garbage in a garbage container, butts in the ashtray, no swearing, and no spitting).

10. GUESTS AFTER HOURS as outlined in the School Hours of Operation & Access section. Visitors are not permitted in our facility on weekdays between 5:00 PM & 8:00 AM, or on weekends. All visitors should come during business hours, check in with Curtis or Shannon, and must be accompanied at all times. Any incident, damage, or class disruption caused by outside visitors, for which the student is responsible, will result in disciplinary action against the student and may include termination.

11. INAPPROPRIATE USE OF THE INTERNET is absolutely forbidden. All internet access is to be school and business-related. Any material that is deemed offensive to others SHALL NOT be viewed at any time while using Pixel Blue resources. Use of peer-to-peer applications such as Piratebay and all Torrent sites is forbidden. Immediate consequences, including expulsion from the program, may result from inappropriate use of the Internet and other technology resources provided by Pixel Blue.

If a student has any concerns or questions regarding appropriate web browsing by peers, it is suggested that he/she take the subject up with an instructor at an appropriate time so that any incidents may be avoided. Pixel Blue reserves the right to take whatever action it deems necessary to prevent inappropriate use of this privilege.

12. INAPPROPRIATE LANGUAGE is a language that is considered offensive to those who hear what is being said. Please be aware of the conversations, jokes and general attitude towards inappropriate language when speaking. Students are reminded to keep hallway conversations and noise to a minimum. As a representative of Pixel Blue, we ask that you conduct yourself professionally when in the lobby, elevators, and other common areas of the building.

13. INAPPROPRIATE CONVERSATIONS. Students are reminded that topics discussed between friends are not always appropriate topics to be discussed in a classroom or common areas of the school. As in any work situation, topics such as religion, politics, cultural background or of a sexual nature should be avoided. Should a student have a concern regarding a topic of conversation, he or she should withdraw from the area and bring the issue to the attention of an instructor, Shannon or Curtis.

14. INTERACTION AND DISCUSSION WITH STUDENTS. Instructors and administrative staff will only discuss student progress and issues with the student enrolled. Students are welcome to

share their progress with parents and family, but, due to privacy requirements, only the student will be involved in such conversations.

RESPECTFUL WORKPLACE & LEARNING ENVIRONMENT

Pixel Blue will comply with all laws and regulations that apply to the conduct of our business affairs. Although laws, regulations, and customs may vary from one business environment to the next, the fundamental principles of honesty and integrity serve as our standard of business ethics.

1.0 Definitions

1.1 “Alleged” means not yet proven.

1.2 “Bullying/Personal Harassment” is unreasonable behaviour directed toward a student or employee of Pixel Blue College that creates a risk to health and safety. Generally, a series of actions/behaviours are required to prove bullying/personal harassment; however, a single act of sufficient severity may constitute bullying/personal harassment. Bullying involves an imbalance of power and unreasonable behaviour that can be defined as behaviour that harms, intimidates, threatens, victimizes, offends, degrades or humiliates others.

1.2.1 Bullying is not:

a) Reasonable and proper application of management or educational responsibilities such as performance management, coaching, critiquing creative work of a student or peer, discipline, attendance management and the application of performance standards.

b) Implementation of workplace change.

1.3 “Complainant” is the person who has allegedly been harassed.

1.4 “Cyberbullying” is bullying that takes place using electronic technology.

1.5 “Discrimination” is defined by the Alberta Human Rights

Commission as “unjust practice or behaviour, whether intentional or not, based on race, religious beliefs, colour, gender, physical and/or mental disability, marital status, family status, source of income, age, ancestry, place of origin or sexual orientation and which has a negative effect on any individual or group.”

1.5.1 Has the effect or purpose of offending or demeaning a person or group of persons whether intentional or not on the protected grounds above.

1.6 A “Respectful workplace” is one that allows you to feel good about being there. A respectful workplace supports the physical, psychological and social well-being of all employees.

1.7 “Respectful learning environment” is a school that allows and encourages students to gain a valuable education while treating each other, and faculty, with respect while showing an awareness of and being sensitive to differences.

1.8 “Respondent” is the person who is alleged to have committed an act of violence, harassment or discrimination.

1.9 “Sexual harassment” is deemed to be a form of gender discrimination and is defined as unwelcome sexual advances, requests for sexual favours or other verbal or physical conduct of a sexual nature. Incidents would include but not be limited to when:

1.9.1 Such conduct has the effect or purpose of unreasonably interfering with an employee's work performance or a student's academic performance or creating an intimidating, hostile, or offensive working or educational environment; or

1.8.2 Submission to such conduct is made either explicitly or implicitly a term or condition of employment or of educational progress; or

1.8.3 Submission to or rejection of such conduct is used in employment or academic decisions affecting that employee or student.

2.0 Complaint Process

2.1 A person who is the subject of disrespect should tell the respondent(s) that what the respondent(s) are doing is offensive, and ask them to stop. If this is not practical, or a person needs support or advice before talking to the respondent(s), they may choose to talk to their instructor.

2.2 An informal complaint should be considered the first step in resolving the concern. This would entail taking a verbal request for assistance from an instructor. No further action may be required if the issue can be resolved at this stage. Because disrespectful (inappropriate) behaviour often occurs when a respondent is unaware of the inappropriateness of their actions but would willingly cease these actions if directed, every effort should be made to resolve the concern through an instructor–facilitated discussion. If the instructor is the respondent or if the issue cannot be resolved, the instructor and/or complainant should approach the Operations Officer.

2.3 The Operations Officer, Shannon Greenland will interview the complainant and then will interview the respondent and others present or involved in the incident. If the actions of the respondent are inappropriate, this will be brought to the attention of the respondent. If the respondent acknowledges that his or her actions are not appropriate, apologizes to the complainant, and commits not to continue the offensive behaviour, the issue should be resolved. If the resolution is not possible at that point, the complainant may file a formal complaint and request an investigation.

2.4 Formal complaints of disrespectful (inappropriate) behaviour must be submitted in writing to the Operations Officer. For incidents of a serious nature (for example, physical abuse), Edmonton Police Services may be involved.

2.5 Investigations shall begin as soon as possible after the time of the complaint. They will be undertaken in a sensitive, confidential manner.

2.6 A Registered Social Worker, who is not an employee or contractor of Pixel Blue College, will conduct the investigation of the inappropriate behaviour. The investigation will be conducted in a fair and impartial manner. The investigation will involve discussions with the complainant, respondent, and other people with information about the complaint, as well as affected instructors if required.

2.7 The investigator will provide a written recommendation for the resolution of the complaint. The recommendation might consider disciplinary or corrective action up to the expulsion of a student who has acted inappropriately, or termination of the employment of an employee who has acted inappropriately.

2.8 A person who is not satisfied with the outcome of the investigation may appeal the decision in writing to the Alberta Human Rights Commission.

3.0 Responsibilities of Students and Staff

3.1 To be responsible for ensuring their actions and words contribute to a respectful environment.

3.2 To take appropriate action to protect each other's rights and understand that a lack of care or concern for others' rights is not acceptable.

3.3 To be accountable for the results of their actions, regardless of their intent

3.4 To understand that disrespectful behaviour will not be tolerated

3.5 To not condone disrespectfully

behaviour, and to address issues of which they are personally aware.

3.6 To address issues of disrespectful behaviour with the person or people directly involved.

The management of Pixel Blue College will ensure complaints, or observed issues, are addressed and resolved.

4.0 Sanctions

Substantiated complaints may lead to disciplinary action, up to and including suspension or expulsion, or termination of employment, against the offender. Malicious complaints (deliberate and knowingly made without basis) may result in disciplinary action, up to and including suspension or expulsion, or termination of employment, against the complainant. Retaliation against a person who has complained of disrespect, given evidence in an investigation of disrespectful or inappropriate behaviour, or been found guilty of disrespect, may lead to disciplinary action, up to and including suspension or expulsion, or termination of employment against the offender.

5.0 Confidentiality

All stakeholders have a shared responsibility of maintaining confidentiality, when appropriate, during investigations of discrimination, harassment and violence. The importance of confidentiality is paramount and will be emphasized with the complainant, respondent, affected supervisor/manager, advocate/witness and all other stakeholders.

CONFIDENTIALITY OF COMPANY INFORMATION

Students will work with information that may be proprietary to Pixel Blue and/or its agents, affiliates, or clients, and which, if divulged to others, could seriously compromise our competitive advantage. Therefore, company information, regardless of its classification or marking may not be disclosed to others outside the company unless explicitly authorized in writing. A separate Confidentiality Agreement is required for your program.

SAFETY & FIRE ESCAPE

Pixel Blue will provide a safe environment where materials, equipment, and potential hazards are controlled. It is the policy of the company to comply with all provincial legislation. Practical jokes

or horseplay are not permitted and such actions may be subject to termination of enrollment. Pixel Blue accepts no responsibility for injuries related to the use or misuse of its facilities and equipment.

In the event a fire alarm sounds, students are required to immediately evacuate the school using the stairwells indicated by an “EXIT” sign. All students and staff should assemble on the sidewalk in front of the building, and wait for directions from the Fire Marshall

FIRE ALARM PROCEDURES

1. When an alarm is heard, please leave the building immediately via the closest fire escape.
2. Do not use the elevators.
3. During normal business hours the Company Fire Warden will ensure that everyone evacuates the school and office.
4. If the fire alarm sounds after hours all staff and students should leave immediately. If any staff members are in attendance, he or she will check the facility, including the washrooms and make sure that the entire space is vacant. We would not expect that anyone would risk their life or safety to inspect our facility.
5. All staff and students are required to proceed to the sidewalk.
6. Once the “all clear” is given, staff and students may return to the building.


Fire Wardens

- Shannon Greenland
- Julian Brezden

If there are questions, please contact Curtis, at curtis@pixelblue.ca

CAREER SERVICES & CAREER DEVELOPMENT

Pixel Blue will advise students of job opportunities brought to the attention of Pixel Blue. Where appropriate, your resume may be forwarded and interviews may be set up on your behalf. If you



know of any job openings, whether or not you are interested in them for yourself, please notify the Director of Education so that all students can maximize their job search opportunities. Our employment specialist is available by appointment during normal business hours. You may use our employment services even after graduation. We also maintain a Bulletin board of postings that have been advertised in the local area. Please note that employment services are only available to those students who have successfully completed a Pixel Blue Diploma Program.

As part of the diploma program, students will receive approximately 20 hours of scheduled in-class job search instruction.

Our employment specialist will teach all scheduled professional development coursework and classes. Each class has four professional development days scheduled and several individual development meetings. Students will receive in-class instruction in

- **Job Search Techniques**
- **Networking**
- **Resume Writing**
- **Interviewing**

Students will also have two scheduled one-on-one meetings with the employment specialist to review the student's resumes in detail and to practice interviewing techniques. Further assistance will be available to students who desire further employment coaching.


Students are required to attend all job search courses and scheduled one-on-one meetings. Make-up classes and extensions will not be awarded unless appropriate supporting documentation is submitted to the Director of Education.

Job search instruction is designed to guide and assist students with success in finding work, either as an employee or a contractor.

Failure to submit resumes and requested information in time to the employment specialist will lead to unsuccessful completion of that part of the student's program.

STUDENT LOUNGE, CLASSROOM & COMMON AREAS

The student lounge area may be used for lunch and coffee breaks. Students are completely responsible for cleaning up their dishes or containers, counters, tables etc. immediately after use. Dirty dishes and food items are not to be left on counters, tables, in the sink, fridge, or any other area. Any items left on the counters or in the sink will be put in the garbage.



Cups and dishes stored in the kitchen cupboards are not for student use. Napkins, plates or cups are not provided and should be brought from home.

As refrigerator space is limited, please keep the size and number of bags or containers to a minimum. Please ensure the food is covered when heating in the microwave and any splatters are cleaned up immediately. Students may not bring in their own cooking appliances.

Food and beverages ARE permitted in the classrooms. However, please exercise caution in preventing spills crumbs or other damage in and around the equipment. Students are responsible for any damage caused to their machines, regardless of who caused it. Burning candles or open flames are not permitted. Please remove all dishes, wrappers, pop cans, etc. from the classroom at the end of each day.

The washrooms are wheelchair accessible. Please dispose of all paper in the proper receptacles. In the event of a problem with the washrooms during business hours, please inform one of the administrative staff.

Located on the second floor, left off the elevators is Diversions, the amenities centre. There you will find an array of facilities and comforts, all for your enjoyment. Your school access card is not programmed to include access to Diversions. Diversions access cards are available to students to sign out during school hours.

The amenities offered include a 25-meter pool, a fitness centre, Windsor Hall, the Garneau Room, a quiet study, a movie theatre, a cybercafé, and a social area which includes a fireplace, soft seating, and billiard and foosball tables. These facilities are available to students who sign an amenity facility terms of use contract.

SOFTWARE, CLASSROOM MACHINES & MATERIALS LOAN

To ensure that instructors are able to install the ever-changing list of required software, we have decided not to restrict installation access on your machines. We feel that this is a privilege that will enhance your academic experience. However, students are not allowed to install unauthorized software or illegal versions of software. Unauthorized

versions of software may slow down systems or cause conflicts with other approved programs. Illegal versions of software, on the other hand, are much more serious as they could put Pixel Blue College Inc. in a very difficult position with both its software vendors and Alberta Advanced Education.

If you have questions about a particular piece of software you wish to install, please feel free to check with your instructor before installing. The software that is provided is for the duration of the program and for educational purposes only. This software is the property of Pixel Blue and any misuse or abuse will not be tolerated.

Materials may be loaned to a student from time to time as deemed necessary. Such requests should be discussed with the Director of Education or your class lead instructor.

RELEASE OF STUDENT INFORMATION & PROMOTION

Students attending education/training programs at Pixel Blue understand that from time to time, employers, sponsors, and others will make written, electronic, and telephone inquiries to Pixel Blue regarding student attendance, performance, status, etc.

Students attending Pixel Blue who do not agree to have Pixel Blue provide this information when requested are to provide written notice to the office of the Financial Administrator on or before the first day of their program.

In the interest of promoting the graduates of Pixel Blue and the school, we will be publishing our students' successful exams, progress, and certification results on our website. Employers will have the ability to search our student database, resumes, and student websites to hire qualified individuals who have achieved certifications that meet their hiring requirements. Students are provided with this service if written permission is provided.

From time to time, at its discretion, Pixel Blue may include class and individual photographs and/or work in its promotional and marketing materials and on our website to share our students' success stories and promote our schools' services. Students have to comply with this rule but they may choose not to have their names published by providing written notification to the Director of Education.

STUDENTS WITH ALBERTA & CANADA STUDENT LOANS

Entering and leaving post-secondary programs represent major transitions in student lives. Educating students about loan repayment and encouraging them to take control of their Financial situation can be particularly effective at these crucial moments. Understanding Your Student Loan is an Online counselling resource available on the Student Aid Alberta website. It is normally provided to students when they receive their student loan or at the beginning of their program or academic year.

The key components are:

- **Explain the difference between provincial and federal loans.**
- **Provide contact information for provincial and federal loan service centres**
- **Encourage students to create online accounts with the provincial and federal student loan service centres so they can view their loan balance and disbursement details and update their contact information.**
- **Provide information to students about how to develop a spending plan.**

Students who have completed their studies have a six-month grace period after their last date of study before having to make the first loan payment. Alberta student loans also remain interest-free during this time. Government repayment assistance programs help students who need assistance with making loan payments. Students may be given a reduced monthly payment for six months, or they may not need to make a payment at all for some months until their situation changes.

For more information on repayment assistance programs, visit studentaid.alberta.ca

Repaying Your Loan

Repaying your loan is a loan counselling resource available on the Student Aid Alberta website. It is normally provided to students who are nearing the end of their studies, whether through graduation, withdrawals or non-completion.

TAX RECEIPTS

Tax receipts for course tuition will be emailed to the address we have on file. These are prepared only once during the year. It is the student's responsibility to notify Pixel Blue of any address changes. Receipts are issued for the amount of training taken in a particular tax year, not necessarily for the amount paid during that tax year and do not include fees for books and supplies.

All students upon starting Pixel Blue College should have either their financing in place or at least have it in progress.

All students must have 100% of their tuition paid by the 60% completion point of their program. Students will be provided statements throughout the term and should notify the Financial Administrator of any errors or changes. Students will sign a tuition agreement which states that once signed they personally are responsible for all fees and tuition amounts that are outstanding.

STUDENT SUPPORT

On occasion, students may feel in need of professional support for personal issues, family issues or even the stress of being back in school after a long time since having been a student. Students are encouraged to contact one of the following agencies to access support or counselling.

None of these agencies are connected in any way with Pixel Blue College. Some may charge for services and some may provide help free of charge. Students should contact an agency directly to make an appointment.

Individual and Family Well-being Telephone: 780-496-4777

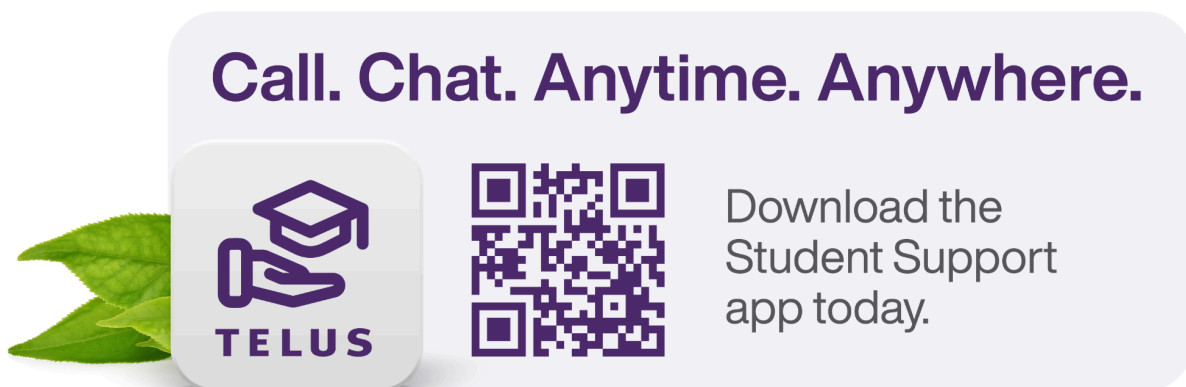
The Family Center Telephone: 780-423-2831

Walk-in Counseling Society Telephone: 780-757-0900



The Support Network <http://edmonton.cmha.ca/integration/#.WFICwXeZNPs>

Alberta Health Services Mental Health Helpline Telephone: 1-877-303-2642

TELUS HEALTH STUDENT SUPPORT (SSP)



Call. Chat. Anytime. Anywhere.



Download the Student Support app today.

Studying something you are passionate about can be an exciting chapter in your life, but it can also be a time of change, adjustment and stress. That is why **Pixel Blue College**, along with many Colleges and Universities throughout Canada and the US, is partnering with TELUS Health to bring the Student Support Program (SSP) to their campus!



What is the SSP?

The SSP aims to support overall well-being and mental health by providing students with the following:

- **24/7 on-demand support.** Confidential counselling, including crisis support, is available night and day via phone and online chat.
- **Experienced professionals.** Professionally trained counsellors with experience dealing with the challenges faced by students.
- **No wait.** Most appointments for telephone or video counselling are booked at first outreach if you need more support.
- **No extra cost.** Instant access at no additional charge for students enrolled in schools that have signed up for the SSP.

Who is eligible to access the SSP?

At Pixel Blue College, all students, their spouses and any dependents are eligible for the SSP. Instructors and staff at Pixel Blue College can also access the Leader Consultations for student-related concerns.

What are some examples of issues the SSP Advisors typically support?

Tensions with family members, friends, or clients
Stress, anxiety, frustration, or uncertainty related to studies or post-grad plans
Advice around how to improve their physical health, eating or sleeping patterns
Building better communication and time management skills

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How can I access the program?

Students can connect with a Student Support Advisor, as well as access articles, videos, tools and other resources, through the app, They can **access immediate support or schedule an appointment** for ongoing support with a Student Support Advisor by:

Downloading the free Student Support app from the Apple or Android app store.

Get free, confidential mental health and wellbeing support 24/7 with the **Student Support app.**

TELUS Health



TELUS Health Student Support offers:

- Confidential, professional counselling support at no cost to you
- Speak with a counsellor 24/7 via telephone or chat
- Scheduled telephone and video counselling for short-term support
- Language and lived-experience counsellor-matching upon request
- Self-directed resources including articles, videos, assessments, virtual fitness and much more



of post-secondary students feel overwhelming anxiety, and only



are receiving treatment for it.



Download the app today

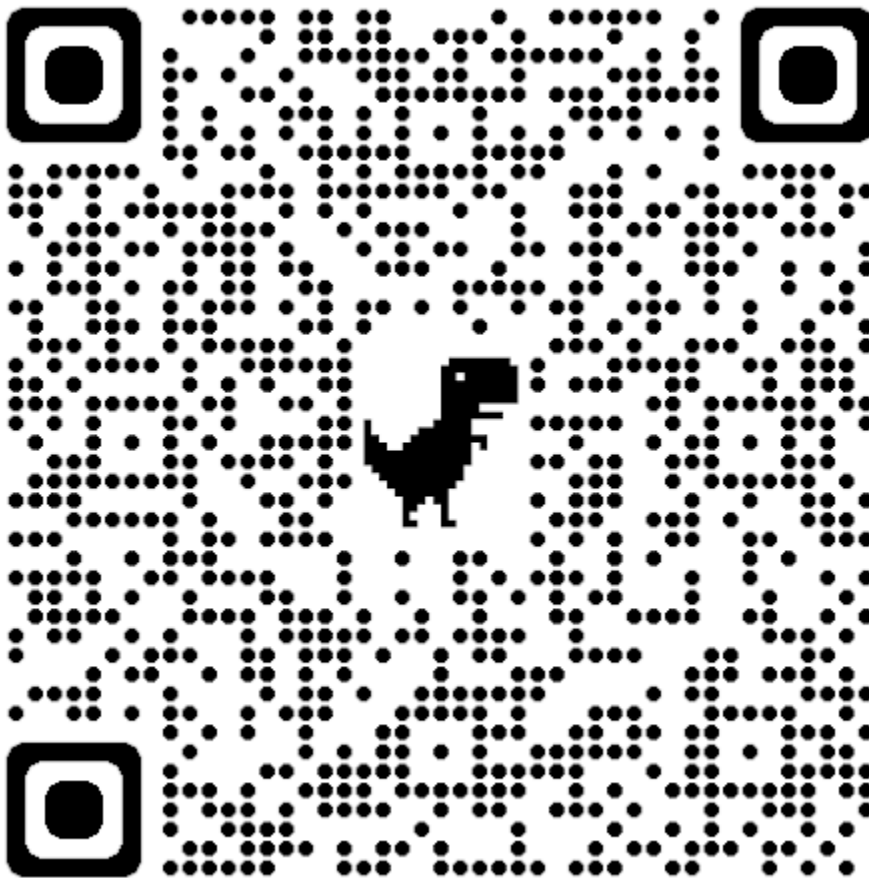


Stats from Centre for Innovation in Campus Mental Health

DO YOU HAVE A SUGGESTION OR CONCERN?

STEP 1 - Scan the QR code below.

STEP 2 - Fill out the form





PIXEL BLUE COLLEGE ADMISSION REQUIREMENTS

Pixel Blue College requires applicants to meet specific admission requirements, These requirements are as follows:

Standard Admission Requirements: To be admitted to the diploma program, applicants must:

1. Hold an Alberta high school diploma or Canadian equivalent, verified by transcript, or have completed the General Equivalency Diploma (G.E.D.) with a minimum of 50% in Language Arts.

- Pixel Blue College will verify transcripts of international students who have received their high school diploma outside of Canada through the International Qualifications Assessment Service (IQAS) or World Education Services (WES) to be eligible for admission to the proposed program.

2. English Language Proficiency must be demonstrated regardless of citizenship or country of origin.

Applicants must also have a satisfactory interview with the Program Instructor and Admissions Advisor.

Mature Admission Requirements

To be eligible for mature admission, applicants must:

1. Be at least 18 years old.
2. Complete the Wonderlic BST test to demonstrate the required competency. They must achieve a minimum score of 500 on this test, which helps assess cognitive ability, problem-solving skills and creativity.
3. English Language Proficiency must be demonstrated regardless of citizenship or country of origin.
4. Applicants must also have a satisfactory interview with the Program Instructor and Admissions Advisor.

English Language Proficiency:

Students whose first language is not English must meet one of the following requirements:

1. Successful completion of high school, verified by transcript, where English was the language of instruction.
2. Transcripts demonstrating the successful completion of one year of full-time post-secondary education at an institution where English was the primary language of instruction.
3. Demonstrate a Canadian Language Benchmark (CLB) 7 for admission to the diploma program.

Candidates may select any of the exams in the chart below.

They must achieve a minimum score to be eligible for admission to Pixel Blue College.

CLB 7 (recommended)

Exam	CLB Level	Reading	Listening	Writing	Speaking
IELTS	7	6	6	6	6
CELP - General	7	7	7	7	7
Pearson	7	53.5	48	62	46
CAEL	7	50	50	50	50
TOEFL iBT	7	13	12	21	18
Minimum TOEFL iBT overall score of 64					
Duolingo	7	Minimum overall score of 105-115			

4. Applicants must also have a satisfactory interview with the Program Instructor and Admissions Advisor.

Additional Admission Requirements:

All applicants, regardless of the type of admission they seek, must provide a resume, high school transcript, high school diploma or equivalent for mature students and attend an interview with the Program Instructor and Admissions Advisor.

Immigration & Refugee Information:

At Pixel Blue College, we strictly adhere to the Immigration and Refugee Protection Act (IRPA), Section 91, which prohibits the provision of immigration advice or representation without proper licensing. To ensure compliance:

- Staff receive comprehensive training on legal requirements.
- We refer individuals seeking immigration advice to licensed consultants.
- Regular policy reviews ensure alignment with legal standards.
- Detailed documentation maintains transparency and accountability.

Pixel Blue College is committed to upholding legality*, transparency, and ethical conduct in all operations, including immigration matters.

*We understand and acknowledge that under IRPA, it is unlawful to provide advice and counsel regarding immigration matters unless one holds the appropriate licensing and registration as an immigration consultant.

Updated February 5, 2024.

REFUND POLICY

At Pixel Blue College, we strive to ensure transparency and fairness in our refund policy for international students. Our policy aligns with the guidelines set forth by the Enrolment Contract established by Private Career Colleges of the Advanced Education Department. In the event of contract termination after the program commences, the student is entitled to tuition refunds as outlined in Section 17 of the Private Vocational Training Regulation:

- If less than ten days of instruction has taken place, the student will get a full refund of any tuition fees paid.
- If 10% or less of the program is provided, 75% of the total tuition fees are refunded to the student.
- If more than 10% but less than 50% of the program is provided, 40% of the total tuition fees are refunded to the student.
- If more than 50% of the program is provided, 0 % of the total tuition fees are refunded to the student.

International students acknowledge and agree to adhere to the terms of our refund policy as outlined above. For further details, please refer to the Tuition Refunds section on the Alberta government's website <https://www.alberta.ca/tuition-refunds>

COMMUNITY RESOURCES FOR INTERNATIONAL STUDENTS IN EDMONTON

Health and Mental Health Services

Health Link Alberta: is part of Alberta Health Services. If you have a health concern or you're not sure where to go for help, this is a good place to start. Speak to a nurse on this free, round-the-clock, telephone advice and health information service that can also connect you to care options: To contact Health Link 24/7: Dial 811.

Link: <https://www.albertahealthservices.ca/info/Page12630.aspx>

City of Edmonton Counselling Services: provides counselling and drop-in support groups to help with relationships, parenting challenges, abuse or violence in the family. They also offer referral services for financial resources, housing options, recreation opportunities, and other community resources. (780) 496-4777

Link: https://www.edmonton.ca/programs_services/programs-family-individuals

Sexual Assault Centre of Edmonton (SACE): provides Individual and group counselling for people who have been affected by sexual violence. Counselling is provided by professionals who have completed, or are enrolled in, recognized counselling degree programs (780) 423-4121

Link: <https://www.sace.ca/>

211 Information and Referral Line: A helpline and online database of Alberta's community and social services. Dial 211

Link: <https://edmonton.cmha.ca/program/211-alberta-edmonton-and-area/>

Find a Doctor This Alberta service connects patient to multiple health care professionals and may be able to help you find a family physician.

Link: <https://albertafindadoctor.ca/>

SERVICES TO NEWCOMERS AND INTERNATIONAL STUDENTS IN EDMONTON

EPL for Newcomers Edmonton Public Library Settlement Services offers settlement services in many languages to newcomers to Canada in various library locations. Services include information and resources on settlement and immigration, access to programs and services, and supportive counselling.

Link: <https://www.epl.ca/newcomers/>

[Catholic Social Services](#) provides settlement services to help immigrants and refugees settle and integrate into their communities. Services include information and referrals, interpretation and translation, and supportive counselling.

<https://newcomers.cssalberta.ca/>

[Edmonton Mennonite Centre for Newcomers](#) offers multiple programs to enhance newcomers' resilience and ability to function in their new environment. Services include therapeutic and counselling services with a holistic and community-oriented approach and connecting newcomers to social workers.

<https://newcomercentre.com/>

[ASSIST Community Services](#) offers full-time, part-time, in-person, and virtual Language Instruction for Newcomers to Canada (LINC) classes to adult immigrants and refugees. They provide free services to newcomers to facilitate settlement and integration in Canada. Services include interpretation and translation, form filling and income tax assistance.

<https://assistcsc.org/>

[Edmonton Immigrant Services Association](#) provides assistance with ESL classes, translation and interpretation services, and numerous programs to build community and network with others

<https://www.eisa-edmonton.org/>

Food Bank

[Edmonton Food Bank](#): provides food and services to empower individuals struggling with food security and hunger. They offer free community meals and an opportunity to purchase food at an affordable price. To speak confidentially with a client services worker, call (780) 425-4190. There are pick-up locations throughout the city where you can arrange to collect your hamper by appointment.

<https://www.edmontonsfoodbank.com/>

2SLGBTQ+ Resources

[PFLAG Canada](#)

<https://pflagcanada.ca/>

[Pride Centre of Edmonton](#)

<https://pridecentreofedmonton.ca/>

Legal Aid

Edmonton Community Legal Centre
<https://www.eclc.ca/>

Legal Aid Alberta
<https://www.legalaid.ab.ca/>

Community Legal Clinic
<https://communitylegalclinic.net/>

Important Phone Numbers are available 24/7

211 - Has the full resource Listings. If you see someone in distress, you can help before emergency services are needed by calling **211** and pressing **3**

The Support Network Crisis Line	1 (800) 232-7288 OR 780) 482-HELP (4357)
Mental Health Helpline	1 (877) 303-2642
Addictions Helpline	1 (866) 332-2322
Adult Mental Health Crisis Response Team (PACT)	1 (780) 342-7777
Sexual Assault Crisis Line	1 (780) 423-4121
To locate a shelter	1 (866) 331-3933
Child Abuse Hotline	1 (800) 387-KIDS (5437)
Family Violence Info Line (24/7) http://www.alberta.ca/endfamilyviolence	Text: 310-1818 Tollfree: (780) 310-1818
EPS Victim Services	1 (780) 421-2217
Bullying Helpline (24/7)	1 (888) 456-2323
Suicide & Crisis Lifeline	988