

STUDENT MANUAL

REV 43



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

9:00am - Overview, Paperwork, and Student Manual Review.

10:30am - Photos for ID cards.

12:00pm - Pizza Lunch

1:00pm - Discussion with instructors in class.

REV 43 HOLIDAYS & CLASS BREAKS

Easter Break - April 10th to April 13th

Victoria Day - May 25th

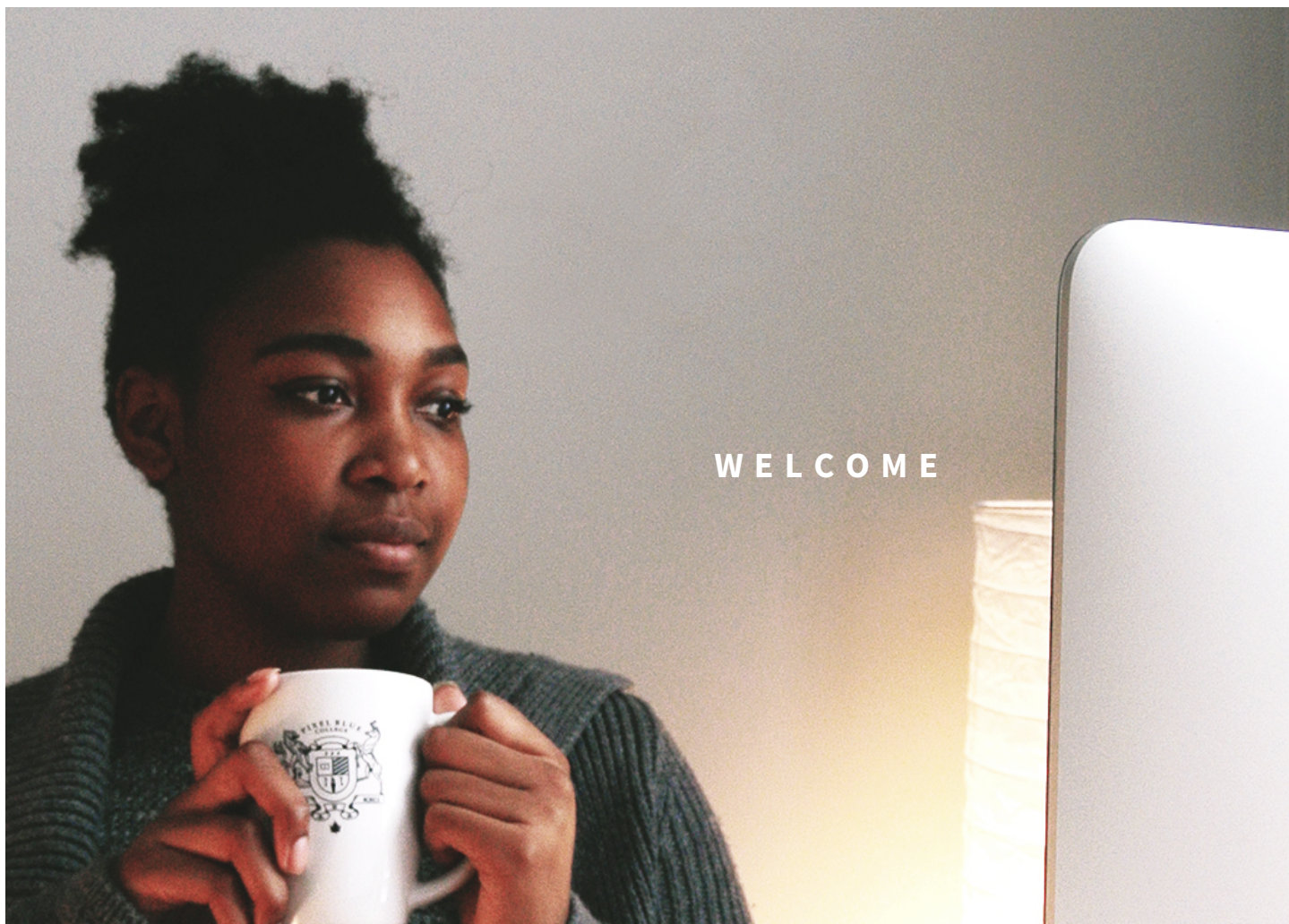
Mid Term Break - July 1st to July 5th

Heritage Day - August 3rd

Labour Day - September 7th

Thanksgiving- October 12th

* Throughout the day you will have a one-one meeting to discuss Tuition Payments.



Pixel Blue College offers 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 program.

COURSE	NUMBERS OF HOURS
3D Animation & Visual Effects	840
Graphic Design & Photography	735
Digital Audio Production	735
2D Character Animation & Illustration	840

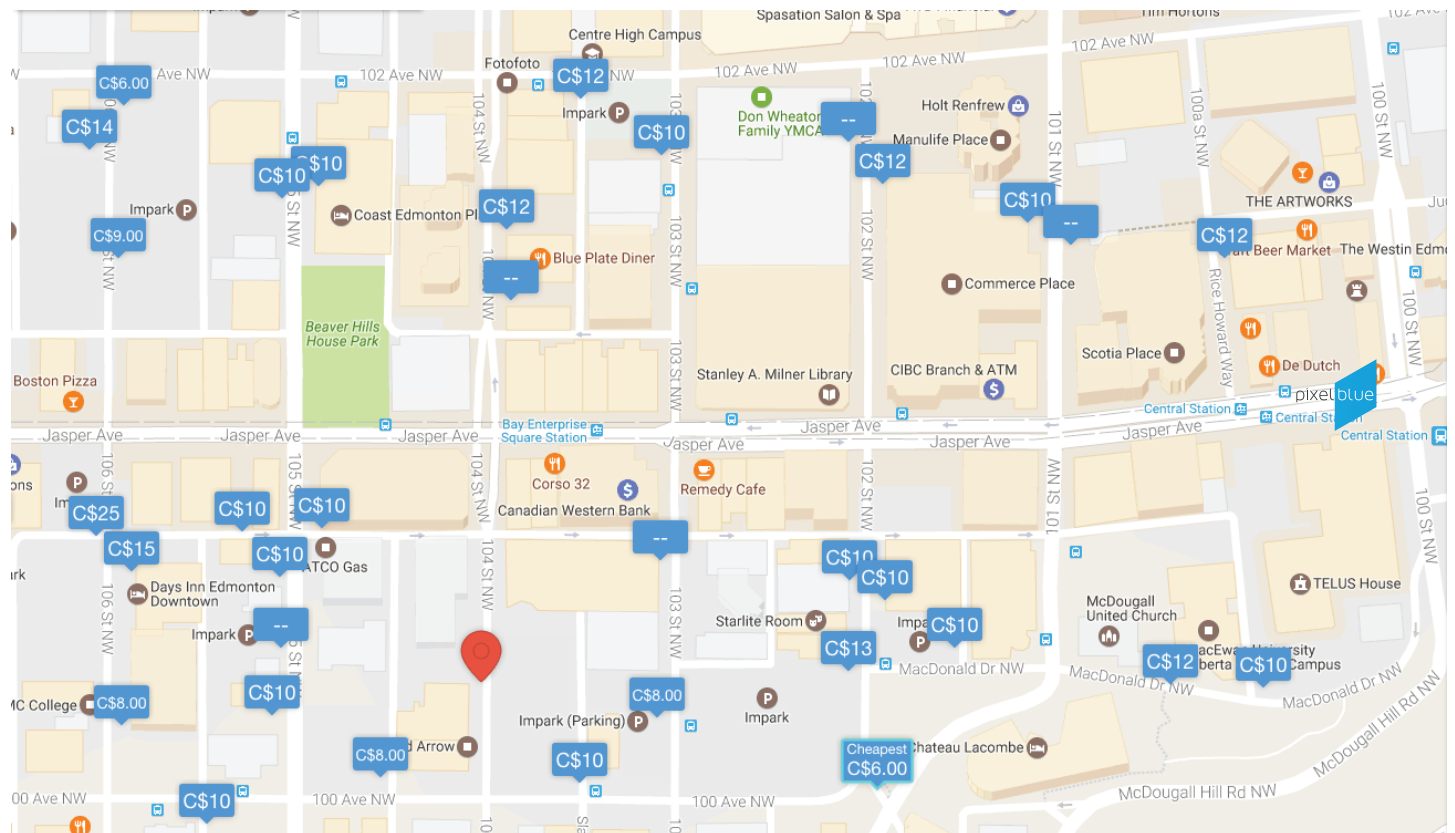
Pixel Blue College's Federal Educational Institution Code is BPLK and the Provincial Educational Institution Code is 2983. You can verify the College's designation and credentials with Alberta Advanced Education by visiting to www.alis.gov.ab.ca.

PIXEL BLUE COLLEGE

Pixel Blue College is Canada's leading digital post secondary institution, offering a unique education experience in all digital media. Pixel Blue College offers full-time Alberta Advanced Education licensed diploma programs. All programs focus on creating graduates with the knowledge needed to succeed in today's highly competitive marketplace. With small class sizes, 24-hour access and dedicated equipment, students get the most personalized attention. Pixel Blue College offers full-time immersion-style programs with instructors who are industry trained who are able to offer our students the best education possible.

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

There are several parking lots downtown that you can investigate through Parkopedia by visiting its web-site at <http://en.parkopedia.ca/parking/edmonton/>



EDMONTON TRANSIT PASS

Pixel Blue College as private college does not participate in the uPass program in which the school includes the cost of the bus pass in your tuition. You can still get a discounted bus pass by taking your ID, to the ETS customer service on the 2nd floor of Edmonton Tower, (10111 104 Avenue). You can get an even cheaper bus pass, if you qualify through the Ride Transit Program which offers a monthly transit pass to eligible low-income Edmontonians at a subsidized rate of \$35/month. You must apply in order to be able to purchase a subsidized transit pass. This program is available for Edmonton residents who qualify under one of the following:

- An Assured Income for the Severely Handicapped (AISH) Health Benefit recipient.
- Dependents of an AISH Health Benefit recipient.
- Household income is at or below the Low Income Cut-Off (LICO) amount.

1 Person \$25,338 | 2 Person \$31,544 | 3 Person \$38,780 | 4 Person \$47,084
5 Person \$53,402 | 6 Person \$60,228 | 7 Person \$67,055

To learn more check out <https://www.edmonton.ca/ets/subsidized-transit.aspx>

ENTRANCE REQUIREMENTS & PREREQUISITES

ENTRANCE REQUIREMENTS

The entrance requirements at Pixel Blue College are more subjective than other post secondary schools. The Registrar is focused on finding the right people to enter our programs, who have not only the skills, but the drive and passion to be successful.

To apply at Pixel Blue College, we require the following:

1. Submit Application Form & Fee
2. 2 Letters of Reference
3. Creative Work (not applicable for audio)
4. Most Recent Transcript / Statement of Marks
5. A Copy of Your Resume
6. Personal Interview with the Director of Education and the Program Lead Instructor.

PROGRAM SKILL PREREQUISITES

Licensed school programs prepare students to work with computers at an advanced level for the creation of various forms of digital media. Therefore, you must be fully comfortable and competent with computers before beginning this education/training. Our programs occur in a very fast-paced learning environment and require significant after class study and preparation. All programs require students to meet the following general or mature admission requirements. The skill prerequisites are different for each program. Through the resume, letters of reference and personal interview students will acknowledge they have the following required skills.

3D ANIMATION & VISUAL EFFECTS DIPLOMA PROGRAM - SPECIFICALLY, YOU MUST BE ABLE TO:

- Perform file-management tasks (copying, deleting, and moving files) in Macintosh or Windows environments.
- Differentiate between executable and non-executable files.
- Understand the basics of computer hardware.
- Modify the systems environment in Windows (backgrounds, display settings, etc.).
- Portfolio submissions must demonstrate creativity skills as well, and be comprised of, any or all of the following: artwork, illustrations, photography, and video production. Portfolio acceptance is at the discretion of Pixel Blue.

GRAPHIC DESIGN & PHOTOGRAPHY DIPLOMA PROGRAMS - SPECIFICALLY, YOU MUST BE ABLE TO:

- Perform file-management tasks (copying, deleting, and moving files) in Macintosh or Windows environments.
- Differentiate between executable and non-executable files.
- Understand the basics of computer hardware.
- Modify the systems environment in Windows (backgrounds, display settings, etc.).
- Demonstrate creativity skills by completing and submitting a portfolio. The portfolio may be comprised of artwork, illustrations, photography, video/audio production, or digital content.

2D CHARACTER ANIMATION & ILLUSTRATION PROGRAM - SPECIFICALLY, YOU MUST BE ABLE TO:

- Perform file-management tasks (copying, deleting, and moving files) in Macintosh or Windows environments.
- Differentiate between executable and non-executable files.
- Understand the basics of computer hardware.
- Modify the systems environment in Windows (backgrounds, display settings, etc.).
- Demonstrate creativity skills by completing and submitting a portfolio. The portfolio may be comprised of artwork, illustrations, photography, video/audio production, or digital content.

DIGITAL AUDIO PRODUCTION DIPLOMA PROGRAM - SPECIFICALLY, YOU MUST BE ABLE TO:

- Perform file-management tasks (copying, deleting, and moving files) in a Windows environment.
- Differentiate between executable and non-executable files.
- Understand the basics of computer hardware.
- Modify the systems environment in Windows (backgrounds, display settings, etc.).
- May require the completion of a logic assessment test at the discretion of Pixel Blue.

ATTENDANCE POLICIES

Attendance is mandatory for all instructional days, in-class study days, and professional development days as scheduled. Students are responsible for informing the school in advance of any reasons that would result in absence from class. In the case of unexpected absence, students are responsible for notifying the school 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 reason 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 Director of Education immediately.

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 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 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 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 team work, 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 feed back 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 is from 8:30 am to 4:30 pm, Monday to Friday. Students will have 24-hour access to the facility, seven days a week for the duration of their program. Students will be provided with access cards for after hour access to the school. 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 for their class room and a photo ID. Your photo ID should be kept with you when accessing the school after hours. Building security, when checking the building, may ask you to produce this ID to ensure you are in an area you supposed to be.

If you loose your ID, Keys or access card, please notify the Director of Education immediately. Lost access cards will cost \$50 and lost classroom keys with 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.

After hours is considered anytime between 5:00 p.m. to 8:00 a.m. on weekdays and all hours of the weekends. You must have your access card and your student ID card with you when you are in the school after hours. No visitors are allowed after hours. As there is no on-site security at the Empire Building, students who encounter unsafe situations after hours should contact Garda Security at 780-425-5000, Kipling Realty Management Inc.'s 24 hour line at 780-669-2096 then option 3 or the Edmonton Police Service at 780-423-4567 for non-emergencies or 911 for emergencies.

CLASS LABS & PROJECTS

All students have access to their classrooms, computers, and the Pixel Blue facility 24 hours a day/seven 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. On 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 AND 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 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 Greenland, President and Director of Education and Michelle Demers, Vice President and Financial Administrator.

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 need 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 which 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 Career Colleges 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 personal 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 on 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, co-operative, 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 him 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 behavior directed against a person for which there is no bona fide justification. There are three types of harassment:

- **SEXUAL HARASSMENT** is persistent sexual behavior 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 behavior 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 behavior 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 student, staff or faculty member 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 Director of Education.
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 behavior (e.g. garbage in garbage container, butts in 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 Michelle, 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 are 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 language that is considered offensive to those that 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, Curtis or Michelle.
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.

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 counseling.

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

Walk in Counseling Society
Telephone: 780-757-0900

The Family Center
Telephone: 780-423-2831

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

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

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 or 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 on the north side of Jasper Avenue, in front of the Scotia Place, and wait for directions from the Fire Marshall.

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 course work 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 resume 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 micro-wave 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 or crumbs or other damage in and around the equipment. Students are responsible for any damage caused to their machine, 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.

Students can purchase coffee, soda pop and snacks from the vending machines. If there are any issues with the operation of this equipment, please notify a Pixel Blue Staff or Faculty Member.

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 staff. In the case of a problem outside of business hours, contact Kipling Realty Management Inc. on their 24 hour phone line 780-669-2096 then option 3.

FAX, PHONE, PRINTER & COPIER

Faxes needed to be sent for job applications will be sent, as time is available. Special requests for classroom related student photocopying are to be directed through your instructor.

Cell phones/pagers must be turned off during class hours. Students should not use Pixel Blue' phone number for incoming calls, except for emergency situations. If a message is left for a student, it will be emailed to you or your instructor. The company's phone system does not allow incoming calls to be forwarded to students during class time. In the event that are expecting an urgent phone call, please notify your instructor and/or the Director of Education.

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 it could put Pixel Blue College Inc. in a very difficult position with both its software vendors and Alberta Advanced Education.

In an effort to ensure these policies are enforced, random checks are performed. Depending on the software violations found, further action may be taken that may result in expulsion from the program. Any unauthorized software will be removed from your machine immediately.

Your instructors have an ongoing list of software that can be installed on your machines. If you have questions about a particular piece of software you wish to install, please feel free to check with them 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.

Once students choose their workstation, this will be their system for the duration of the program. Students' machines (laptops, Mac systems and PC's) will have the appropriate hardware requirements and the required software will be installed. Additional materials such as books, DVD's, disks, and other such academic materials will be provided by Pixel Blue. Please see the Director of Education if you have questions on the supply of certain materials.

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, and 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 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 AND CANADA STUDENT LOANS

Entering and leaving post-secondary programs represent major transitions in students' 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 loan counseling 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 differences between provincial and federal loans.
- Provide contact information for provincial and federal student 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 counseling resource available on the Student Aid Alberta website. It is normally provided to students who are nearing completion 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 students' 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 before one month before the conclusion of their course. Students will be provided statements through out 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.



The Student Support Program (SSP) Quick Reference Guide

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, are partnering with Morneau Shepell to bring the Student Support Program (SSP) to their campus!

What is the SSP?

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

- **24/7 on-demand support.** Confidential counselling, including crisis support, 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 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 spouse 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

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, website, and telephone. They can **access immediate support or schedule an appointment** for ongoing support with a Student Support Advisor by:



- Downloading the **free My SSP app** from the Apple or Android app store



- Dialing **1.855.649.8641**



- Visiting the website www.mystudentsupport.com

As an instructor or staff member with Pixel Blue College, how can I help spread the work about the SSP?

- Download the free My SSP App and help other leaders and students to do the same!
- Help students identify reasons to call a Support Advisor- let them know it's okay to ask for help.
- Help those in need connect with the SSP through an **Assisted Referral** (see steps below).
- Request (free) SSP hard-copy materials for your events, campaigns, and promotions on campus.
- Call the IP and request a **Leader Consultation** for advice on how best to engage students in need

What is an Assisted Referral and how does it work?

If you are concerned about a student or classmate, have a conversation with them and introduce the idea of reaching out to the SSP for support. **Help explain to them what the SSP is, what kinds of issues the Student Support Advisors can help with,** and if they are interested, **help them download the My SSP app.** Once they have the app on their phone, follow the steps below to facilitate an Assisted Referral into the program:

- **Step 1:** Obtain verbal permission from your classmate to download the app & call SSP together off their phone
- **Step 2:** From the My SSP app, click 'Call' (**1.855.649.8641**) to request a Student Support Advisor
- **Step 3:** Explain that you are calling on someone else's behalf and that you are helping them through the process. Specify which institution you are with and preferred language for service (if other than English)
- **Step 4:** Once connected, hand the phone over to your classmate to continue with the intake process and give them space so that they can speak privately with the Student Support Advisor

Follow up with your peer to see whether they need any further support at this time. You may have just made a big difference in someone's life and it only took a few moments of your time- thank you!

Have questions or want to give your feedback?

Connect with your Campus Instructors or Campus Director for more information about the program, or reach out to the SSP Account Executive Victoria Downs (vdowns@morneaushepell.com) with any issues around accessing services.



Fire Alarm Procedures
Attendance Policy
Respectful Workplace and Learning Environment

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 that the facility, including 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 just **East of Scotia Place Main Entrance by the Jasper Avenue Central Station LRT.**
6. Once the “all clear” is given, staff and students may return to the building.

Fire Wardens

- Curtis Greenland
- Julian Brezden

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

Attendance Policy

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 Curtis Greenland at 780.756.2298, 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.

Students are considering to be withdrawn after missing five consecutive unexcused days, or a total of 30 days with or without an excuse. At that point, the student's 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, 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

of attendance will be used as the withdrawal date. If a refund is to be paid, it will be issued to the funder or service provider within 30 business days. Students are alerted to the fact that funders might require repayment of grants or other allowances.

Respectful Workplace and Learning Environment

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 is 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 from the Alberta Human Rights Commission as “unjust practice or behavior, 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 “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 as the first step in resolving the concern. This would entail taking a verbal request for assistance to 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 Curtis Greenland or Michelle Demers.

- 2.3 Curtis Greenland or Michelle Demers 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 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) behavior must be submitted in writing to Curtis Greenland or Michelle Demers. 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 behavior. The investigation will be conducted in a fair and impartial manner. The investigation will involve discussions with the complainant, respondent, other people with information about the complaint, as well as affected instructors if required.
- 2.7 The investigator will provide a written recommendation for resolution of the complaint. The recommendation might consider disciplinary or corrective action up to 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 other's 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 behavior will not be tolerated
- 3.5 To not condone disrespectful behaviour, and to address issues of which they are personally aware.
- 3.6 To address issues of disrespectful behavior 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 behavior, 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.