

STUDENT HANDBOOK

REVISED APRIL 2019



**DIGITAL
SCHOOL**
Technical Design College

10010-100 Street NW
Edmonton, AB, Canada T5J 0N3
Phone: (780) 414-0200 Fax: (780) 414-0201
Email: learn@digitalschool.ca
www.digitalschool.ca

Contents

Welcome	4
Digital School History	4
Mission Statement	4
The Digital School Team	5
Hours of Operation	6
Reasons for Choosing Digital School	6
Student Referral Program	6
Here How It Works:	6
Campus Life	7
Digital School offers students:	7
Juvenile Diabetes Research Foundation – JD RF	8
Digital Awards	8
Graduation Ceremonies	8
Partners	8
The Pacific Institute (Thought Patterns for a Successful Career)	9
Textbooks and Materials	9
Student Identification Cards	9
Tuition	10
Refunds / Withdrawals	10
Re-Admission Policy	10
Request for Extensions	10
Fees	11
Field Trips	11
Passing Marks	11
Academic Evaluation	11
Grading	11
Clearance of Course Deficiencies	12
Student Mark Statement and Transcripts	12
Cheating	12

Satisfactory Progress.....	12
Attendance Policy	13
Diploma / Certificate.....	14
Job Placement Assistance	14
Student Conduct Policy.....	14
Mitigating Circumstances	15
Student Grievances.....	15
Freedom of Information / Protection of Privacy Act.....	16
Tax Receipts	16
Change of Name or Address	16
English Proficiency	16
Medication and Medical Information.....	17
Holidays.....	17
Dress Code	17
Lunchroom	17
Cell Phones.....	17
Internet Policy.....	18
Visitor Policy.....	18

Welcome

Welcome to Digital School!

You have selected a Private Vocational School that strives to provide industry approved, innovative, and state of the art Building Information Modeling (BIM) and Design Training. Our goal is to provide high quality student training in preparation for industry employment.

We are committed to a “student success” philosophy believing that you can go as far as your enthusiasm, commitment and ability will carry you. We are unique in a sense that we provide an educational setting that simulates conditions you would find in the work place. We aim to bridge the gap between theoretical and practical. Your time studying at Digital School is an investment in your career and future. Our curriculum are reviewed by Alberta Advanced Education and Technology as well as by industry. We constantly seek industry opinions to find out the current needs of employers, and modify our programs to prepare Digital School graduates for the workplace. We are committed to providing the best opportunities for success in the BIM world through our knowledge of the industry that is presented by our staff and instructors. The development and achievement of our graduates is paramount to maintaining a strong presence within the educational community as well as in the numerous fields of Building Information Modeling.

Thank you for choosing Digital School as your education provider! If you have any questions regarding the school, or want advice or assistance, please feel free to contact any member of our team.

Good luck and best wishes to you as you start to build the blueprint for your career!

Digital School History

Digital School is a private vocational school licensed through Alberta Advanced Education and Technology and is an Autodesk Authorized Training Center. Digital School was formally known as the Alberta School of Drafting and has successfully trained Albertans for the past two decades in manual drafting and in turn, Building Information Modeling (BIM).

Digital School has trained hundreds of students in Autodesk software drawing and management. A pioneer in Computer Aided Drafting (CAD) and Building Information Modeling (BIM) in Alberta, Digital School has added BIM Technician programs to our repertoire in order to provide our students and industry with these sought-after career options. These programs include effective Autodesk software training as well as current design concepts.

Mission Statement

Digital School strives to provide innovative, state of the art, and industry applicable Building Information Modeling and Design Training with industry and student needs in mind.

The Digital School Team

The Digital School Team is a dedicated group of professionals, all following a common goal: to provide the best student experience combined with the best instruction in the field of Building Information Modeling (BIM).

The Digital School Team consists of:

- ✚ **Admissions Advisors** seeking talent among the Canadian community who show dedication to furthering their careers in Building Information Modeling, and the high level of commitment and ability it takes to achieve a Digital School Certificate or Diploma. Digital School Admissions Advisors are always available to answer any questions you may have regarding tuition, funding and upgrading.
- ✚ **Student Support Services** work closely with all students to monitor attendance and progress, conduct periodic reviews and provide job placement assistance. Digital School Student Support Services can also help with any concerns or issues you are facing which may interfere with studies and should be the immediate contact point for students with any questions regarding studying at Digital School.
- ✚ **Reception/Administration** is here to answer student queries and direct questions to the appropriate member of the Digital School Team. All students will be working closely with Digital School Reception/Administration regarding program logistics and payments.
- ✚ **Instructors** are industry experienced and will guide students through their programs, transfer knowledge, administer exams, and provide insight into the industry. Any course specific questions should be directed to Digital School Instructors.
- ✚ **Technical Support** is always available for technical assistance through email, Student Support Services, or Reception/Administration.
- ✚ **Management Team** oversees the operations of Digital School.

Hours of Operation

The Digital School campus is open Monday through Friday - 8:00am to 4:30pm.

Classroom hours of operations are as stated on the student's timetable, which is available beginning of each term. Please watch for postings of schedule or timetable changes.

Digital School office and classrooms observes all statutory and civic holidays, including closure of the office from Christmas to New Years, Digital School Professional Development Days (PD Days). Please see your yearly calendar located in you orientation package for further details.

All closures will be posted along with the applicable hours of operation.

Reasons for Choosing Digital School

1. 8 Yearly Intakes (every 6 weeks)
2. Small class sizes
3. More one-on-one instruction
4. Blended learning—instructor-led courses along with online, on-demand training
5. Short effective courses leading straight to employment

Student Referral Program

Digital School understands that our most valuable assets are our quality of service and the "Word of Mouth" referrals. Did you know that over 30% of our students first learn about our college through a referral? It's true! We encourage you to join in inviting more students to our college who would benefit from our life-changing educational programs.

Like any business, we spend a good portion of our budget on advertising and promoting the benefits of our programs and services to our potential clients. Rather than spending the money this way, we would rather reward our students directly by referring friends, family, or colleagues to Digital School or Academy of Learning.

Here How It Works:

1. To receive a referral payment, the person you refer must enroll in and commence a Diploma Program or licensed Certificate Program at any one of the participating campuses in Digital School or one of Academy of Learning campuses located in Edmonton, Calgary, Red Deer, Medicine Hat.
2. If a referred student enrolls in a Diploma or Certificate Program, the referring person is entitled to choose either \$100 Cash or \$200 credit toward further courses.

3. If the person you referred then refers another individual, you will also receive a "matching" reward of \$100 for a Diploma or Certificate Program.
4. This reward offer is valid to any presently enrolled or former Digital or Academy of Learning students.
5. The Declaration of Referral is to be submitted at the time of enrollment.
6. Reward payment cheques will be presented at our monthly Digital Awards and former students' cheques will be mailed.

Campus Life

From the moment people walk through the doors, they see and feel Digital School's difference. We are the gateway to a new career. Students enjoy an independent atmosphere and an office-like environment for learning.

Digital School is dedicated to helping students reach their goals—quickly and easily, and in a setting that builds confidence while building skills. Students receive intensive, hands-on training in a professional atmosphere.

Digital School offers students:

- An effective approach to career training
- Industry standard equipment and software
- Career specific programs
- Consistently high standard of curriculum
- Qualified Instructors
- An environment conducive to learning
- Practical, hands-on training
- Job search assistance

At Digital School, help is always at hand whenever it is needed. Support is available by dedicated, trained Instructors for every phase of every course. Our students' training is our number one priority. We make sure they get the help they need every step of the way.

With program enrolment 8 times a year, students can begin training for a career immediately and be ready to enter the work force sooner. We are committed to providing our students with high quality curriculum and skills building to give them an edge in the work force.

Juvenile Diabetes Research Foundation – JDRF

Digital and Academy of Learning are proud supporters of JDRF.

Every year Digital School and Academy of Learning participate in fund-raising activities on campus as well as the annual walk-a-thon. Fun is had by everyone supporting a great cause. All money collected during fundraising goes directly to this great cause.

Digital Awards

One of the ways that we recognize the hard work and sacrifices made by our students as they work towards their diplomas or certificate courses is the Digital Awards. This is an event that is normally held every other month where the students and staff are gathered together to give recognition to our students. Refreshments, awards, and prizes are just some of the occurrences that take place. Highlights include a campus newsletter, guest speakers such as graduate students and other prominent businessmen and women, and holiday pot-luck banquets.

Graduation Ceremonies

Every year Digital School hosts a ceremony in honor of all the students that have graduated in the past year. The graduating students and their guests are invited to a prestigious location where everyone enjoys a full banquet including music and entertainment. Graduating students have their pictures taken by a professional photographer in the traditional graduation cap and gown. Guest speakers include, Government officials, campus Valedictorians, senior-management and campus owners. The experience is one that will never be forgotten!

Students who graduate with honours will be granted a complimentary graduation ticket. Please ask the campus staff for details.

Partners

Autodesk- Digital School is proud to be an Autodesk Authorized Training Center (ATC). Digital School courses will prepare graduates to complete their Autodesk certification.

www.autodesk.com

Global eTraining – Digital School offers all students access to Global eTraining’s online, on-demand Autodesk and BIM training as a blended learning tool. You have access to your courseware anywhere, anytime and anyplace!

www.globaletraining.ca

CanBIM- Digital School is a member of the Canadian BIM Council – CanBIM. All Digital School students may become CanBIM members and graduates will receive CanBIM certification.

www.canbim.com

The Pacific Institute (Thought Patterns for a Successful Career)

Founded in 1971 by Lou Tice and Diane Tice, the Pacific Institute is an international corporation specializing in performance improvement and professional growth, change management and leadership development. The guiding principle of the Pacific Institute is that individuals, during their lifetime, have a virtually unlimited capacity for growth, change and creativity, and can readily adapt to the tremendous changes taking place in this technological age.

The Pacific Institute curricula teaches how to accelerate individual and organizational potential by changing habits, attitudes, beliefs and expectations that often inhibit high performance people. This, in turn, allows organizations to achieve higher levels of growth and success.

Thought Patterns for a Successful Career is an exciting educational process designed to give students an intensive exposure to concepts that can affect significant changes in their lives. The information presented in this program teaches persistence and high achievement skills and are designed to fit into existing class schedules. Important concepts are presented in short, dynamic bursts that allow for flexible integration of the basic concepts into regular curriculum this program contains 21 segments that are facilitated toward student issues such as returning to school as an adult, fear of success, managing personal challenges while attending school, and making a transition into a successful lifestyle following graduation. Using humor and practical examples, Lou Tice targets his powerful message to these primary concerns of adult students. Application guides for each student become an integral part of the total system. Each participant learning package serves as a journal and contains a summary of Lou's information. There are written exercises, activities, and audiotapes that provide assimilation and reinforcement of the program material.

Textbooks and Materials

Digital School provides textbooks and materials for students to use each term. Material may be printed or online.

- Students wishing to purchase certain textbooks may contact Student Support Services, should the book be available for sale.

Student Identification Cards

Student Identification Cards will be available for Digital School students. At Digital School, we will photograph each diploma or certificate student upon admission to Digital School.

The student ID card are used to track attendance. Students will use the ID card to swipe in upon arrival and swipe out on departure from the campus.

A student ID card may enable you to get student rates on transit passes, some theatres and student rates on some software at participating retailers. Have your student ID card handy when you make any education-related purchases and ask the merchant about any possible student discounts.

Tuition

Included in all course or program tuition is a \$150.00 non-refundable registration fee that may be used to hold a position in a class/program prior to making a full payment.

Details of fee payment structure are outlined in the Private Vocational Schools Act and can be reviewed on your enrollment contract.

If there is any outstanding balance on the students account, Digital School reserves the right to withhold continuation or program, mark statements, transcripts, certificates and/or diplomas until the debt has been cleared.

**Please note that any NSF cheques will be charged a \$30.00 NSF fee.*

Refunds / Withdrawals

Digital School's refund policy is subject to the rules and regulations of the local regulatory body which varies according to each province. In Alberta this is the Private Vocational Schools Act. Please refer to your enrolment contract for details.

Re-Admission Policy

A student who has been dismissed for unsatisfactory conduct may be considered for re-admittance upon satisfying the Centre that the causes for dismissal have been corrected. Re-admission is at the discretion of management. Tuition charges on termination will be made in accordance with the standard refund as specified on the enrolment contract which is an excerpt from the Private Vocational Schools Act".

Request for Extensions

We try to estimate the length of time that will be required by students to complete their course; however, some students will require an additional amount of time due to extended illness or circumstances beyond their control. In order to ensure that our obligations to all students are met, an agreement between the student and the college must be made after requesting a new completion date.

Fees

Courses are presented with all of the necessary materials included. All fees are payable to Digital School and may be in the form of cheque, Visa, MasterCard, or cash (as accepted by your local college). Please consult with the Admissions Advisor on payment arrangement as recorded on the student's contract. If the student is being sponsored, the college requires a letter of authorization. Academic credit are not given until all financial obligations have been met.

Field Trips

Field trips contribute to relevant business and industrial experience. Such trips shall therefore be regarded as planned integral elements of the program, providing experiences unobtainable in a typical classroom environment.

Safety equipment, including appropriate footwear, may be required for site access. Students will be responsible for obtaining and using their own safety equipment as per the direction of the instructor.

Students will be required to sign a release waiver in accordance with standard Digital School practices; however, attendance on a field trip shall automatically waive Digital School of any and all liability which may arise as a result of the field trip.

Passing Marks

Academic Evaluation

Student grades are determined by academic achievement throughout the instructional term. Consideration by an instructor is given to all observable and measurable facets of the students learning process, such as, but not limited to examinations, assignments, reports, projects, field trips and classroom participation. Instructors that assign student work will determine grades in this regard.

Grading

The minimum passing grade for each course within a program is 50%. Certain courses hold exception, these courses are:

- ✚ Thought Patterns for a Successful Career is a pass/fail course based on attendance and participation.
- ✚ Any software courses have pass marks of 70%

All course components within a program must be completed successfully in order to receive your diploma or certificate.

Clearance of Course Deficiencies

It is the responsibility of the instructor to prescribe the manner by which a student who has not fulfilled course requirements to rectify deficiencies in course work.

Actions Following Unsatisfactory Standing May Include

- ✚ Termination from a portion of the course
- ✚ Assignment of probationary status (i.e. Being allowed to continue under prescribed conditions)
- ✚ Termination from the entire program

Student Mark Statement and Transcripts

A Mark Statement lists all of the studies undertaken to the date of issue and whether these studies were successfully or unsuccessfully completed, the Mark Statements are issued at the end of every term, unless circumstances prevent the availability of marks. An Official Transcript is a complete cumulative educational record of a student that has completed a program of studies and will be issued upon completion of their program of studies along with a Certificate or Diploma as the case may be.

Cheating

Cheating is penalized by academic penalty. A grade of 0 (zero) on an assignment or test, suspension from a program or expulsion from the Centre will be considered if the student is found to be cheating.

A limited list of examples of cheating is:

- Talking to fellow students during an exam
- Possession of other fellow student's exams
- Possession of unauthorized exam on paper,
- Possession of course answer sheets on one's hand or on a computer file.
- Unauthorized cellular phones conversation,
- Unauthorized viewing of other fellow and pre-recording media student's exams
- Unauthorized Internet use

Satisfactory Progress

Digital School's programs are designed to ensure that all students benefit from their training and are able to apply their skills in the workforce. Courses are competency based with evaluations built-in to measure the student's progress. Students are unable to progress to the next level of their program until they have satisfied the requirements of a passing mark in their current course. Students, who are committed to the learning process, maintain regular, consistent attendance, and progress at a reasonable pace will in all likelihood be successful.

Student progress will be reviewed regularly, as it is essential that students maintain satisfactory progress to complete programs on time.

In order to receive a credential, students must achieve an overall average of 75%. Regular feedback from college staff ensures students can monitor their progress, and if applicable, may implement initiatives to ensure academic success.

Attendance Policy

Students are contracted to attendance and progress obligations that depend on their funding sources and schedules. Failure to attend and maintain acceptable progress in order to successfully complete your program by your scheduled end date may result in withdrawal from the program. Attendance and progress records may be subject to scrutiny by sponsoring agencies and are maintained by the college as prescribed. Students may choose their hours of attendance for their online courses, subject to workstation availability, and at the discretion of the college.

At Digital School, we use the computerized database to record student attendance and progress records, all communication regarding absenteeism, employment outcome, tuition payments and course completion times.

In order to keep accurate records, we need students to log in when they arrive, log out and back in for their lunch break, and log out when they leave for the day.

1. For accurate record keeping, ensure you're accurately assigning your time in class to the course(s) you're actually working on.
2. It is not acceptable to log another student in or out. If we become aware of someone doing this, they could be suspended for a day. If it continues they could be terminated.
3. Logging out when off the premises is critical in case of fires and emergencies as well as for phone calls and visitors.
4. All diploma programs require a minimum of 25 hours per week, unless otherwise noted in the licensed program. We offer extended hours into the evening and weekend for students requiring more time to maintain acceptable progress.
5. The school must be notified by phone, or email for non-attendance for any reason. In case of a medical reason, a medical note signed by a doctor should be submitted for your file. This is essential for any student who is receiving funding from any government institute (student aid, WCB, etc.) or aboriginal band funding.
6. Lack of attendance is recorded in the student log in system and in the student's file as either Excused or Unexcused. Unexcused absences and/or unacceptable progress can result in formal warnings and eventual termination of enrolments. Please refer to your Attendance/Policy Acknowledgement that you received when you enrolled for specifics, as it varies depending on

your funding source. Please don't hesitate to ask for another copy of this acknowledgement if you've misplaced yours as it's important you fully understand it.

7. All programs are to be completed by the contract end date. Extra time in the non-peak hours is available and students are encouraged to work ahead if possible to complete on time.
8. Verbal Warning and Warning Letters will be issued to those whose attendance does not comply with the Centre's governed regulations.

Those students taking the Thought Patterns for a Successful Career Course as part of their program are required to attend the program in its entirety to achieve credit for the course and the time allocated for the course will be recorded.

Diploma / Certificate

A Diploma or Certificate is issued to each student who successfully completes a course or program and meets their financial obligations to the college.

Job Placement Assistance

Digital School maintains an active placement service to assist graduates in locating entry-level, educationally related career opportunities. The Student Support / Employment Officer works directly with business and industry members to assist in each student's access to the marketplace and, as a by-product of this endeavor, assists employers in meeting their employment needs. This is accomplished not only by presentation of graduates as potential career professionals to employers, but also through aiding in the graduates' development of a positive self-image, and in assessing competencies, strengths, and career expectations.

Although the College **does not**, in any way, guarantee employment, it is the goal of Digital School to help every student realize a high degree of personal and professional development and successful employment.

Student Conduct Policy

Digital School reserves the right to dismiss any student whose conduct is deemed to be unsatisfactory. Unsatisfactory conduct includes but is not limited to theft, being under the influence of alcohol or illegal drugs on Centre premises, failure to abide by Centre regulations, assault, including uttering threats upon another student or a staff member, destruction of property, insubordination to a faculty or staff member, or the disruption of classes or activities.

The Centre reserves the right to terminate any student prior to course completion upon determination that the student:

- Is not complying with centre regulations
- Has an unsatisfactory attitude
- Is not attending sessions when scheduled
- Or has not adapted to the field of study
- Is not making sufficient progress

A student who has been dismissed for unsatisfactory conduct may be considered for re-admittance upon satisfying the centre that the causes for dismissal have been corrected. Re-admission is at the discretion of Student Support or management. Tuition charges on termination will be made in accordance with the standard refund policy as per the enrollment contract and the Private Vocational Schools Act.

Mitigating Circumstances

The Centre reserves the right to make exceptions on a discretionary basis to any of its stated administrative policy actions based on specific mitigating circumstances which may exist with regard to students. If the Centre determines that mitigating circumstances prevent students from meeting any of the administrative standards or criteria, alternative arrangements for meeting these standards or criteria can be made on an individual basis by Management.

Student Grievances

In the event of a student grievance, the issue can usually be resolved by meeting with Student Support to discuss the incident. However, should students be unable to resolve any grievance to their satisfaction, the following procedures should be followed:

1. If the student is unable to resolve the grievance with the person involved, a Grievance Form should be filled out and submitted to Student Support who will forward the form to the General Manager.
2. The description of the incident should be very clear and concise including the nature of the incident, date of occurrence, name(s) of parties involved (staff, other students, etc.) and copies of any important information regarding the incident
3. If Student Support is unable to resolve the grievance, an appeal may be made with Management through the General Manager.

Every effort will be made to resolve the grievance at this point within 10 business days of receipt of the request for arbitration. A written decision on the grievance report will be sent to the student and the School Management.

Freedom of Information / Protection of Privacy Act

Digital School will limit the collection, use and disclosure of students' personal information to the extent required to conduct business and to provide on-going services to them. This information is confidential and is only issued to a third party with students' written authorization or where students are funded by a government agency

Tax Receipts

Tuition fees qualify for Income Tax credits. Students may also be entitled to an educational status credit based on their attendance. Students are requested to talk to college staff or to their tax consultant if they require any additional information. In order to claim this tax credit, an official receipt is issued by the colleges at the appropriate time.

Change of Name or Address

Please notify the staff of the Centre you are attending should there be a change in your name or address.

If you change your address while you are a student, or for one year after you finish your program of studies with us, please notify either a student supports or the receptionist of your new address and phone number. This is for our records – we will need to forward your tax receipts to you – and we like to keep in touch periodically with our graduates. As always, this information is held by Digital School and its staff as confidential.

We also require your employment status for Alberta Enterprise and Advanced Education tracking, so please let us know where you are working. Requiring this information was referred to in the enrollment contract you signed. We would also like to have your email address so you will be able to receive our alumni newsletter.

English Proficiency

All courses provided by the Digital School require a reasonable understanding of the English language. We are interested in your success at Digital School, so English upgrading opportunities may be recommended to you should you have difficulty in undertaking the program of your choice. Ask your Campus Admissions Advisor for further information.

Medication and Medical Information

At Digital School, we care about our students' health. If you have a medical condition that may require occasional or frequent medical attention, please inform us. We would appreciate a written description of your condition along with any instructions regarding your care that may apply. We will put this information in our medical file and keep it on hand for emergency personnel.

Holidays

Digital School operates year-round and observes all government statutory holidays. Digital School closes between Christmas and New Year Days.

Dress Code

Digital School does not follow a strict dress code; however, attire should be tasteful and modest. Courteous and positive human interactions are important job skills as well as a complement to the skills you will obtain in your training program. We wish for our students to foster these skills to make them the best employees possible. Students may be asked to dress as they would for a job interview on specific days during their job search courses.

As a courtesy to others who may have extreme allergies, students are asked not to use strongly scented products prior to coming to the college.

Lunchroom

For our students convenience we offer a comfortable lunchroom. Inside, we have a refrigerator, a microwave oven, safe water to drink and a snack machine for student use. Students are required to keep the lunchroom as clean as possible and to keep the noise level low as the sound does carry into the main classroom area.

Make sure to remove drinks and food items from the refrigerator as all items in the refrigerator will be purged at 3:00 pm on Fridays to maintain cleanliness and hygiene.

Cell Phones

Out of respect for other students, cellular phones must be turned off or set to silent / vibrate mode while you are in campus.

Internet Policy

- Use of the internet is strictly limited to college related activities
- Unauthorized downloading will not be tolerated
- All internet activity must be legal, professional and appropriate

Visitor Policy

Visitors are welcome at Digital School, however, please be sure to introduce your visitor to the centre staff such as Reception or Instructors. Staff wishes to make Digital School a safe haven free from interruption and distraction for all who attend. Inform potential visitors that they must not enter the school without checking in at the front desk. The student will then be told that they have a visitor and then the student is to log out and speak with their visitor in the waiting area or leave the premises.

Because we strive to maintain a quiet and professional atmosphere to enhance learning and out of consideration for our fellow students we ask that children not be allowed to remain on the premises while their parents are studying.

Enjoy your studies at Digital School and look forward to a new and rewarding career. Job placement assistance will be available to you from your Student Support Services Advisor!