



ACADEMY POLICIES:

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ADMISSIONS & ENROLLMENT

Admission to alive Academy is open throughout the year and is limited to individuals aged 17 years or older. It is strongly recommended that a high school diploma or equivalency has been obtained prior to enrollment. An excellent command of the English language is required.

Students are enrolled once the completed and signed student enrollment form(s) is returned to alive Academy and/or payment (full or partial) has been received.

Students are provided with the following policies before entering into any contract, including a Letter of Acceptance or student enrollment contract:

- 1) Withdrawal, Tuition and Refund Policy
- 2) Dismissal Policy
- 3) Dispute Resolution/Grade Appeal Policy
- 4) Course Exemption/Transfer Credit Policy
- 5) Extensions Policy
- 6) Exam Re-write Policy
- 7) Payment Terms & Conditions
- 8) Privacy Policy
- 9) Academic Misconduct Policy

WITHDRAWAL, TUITION & REFUND POLICY

- 1) A student may be entitled to a refund of tuition fees in the event that:
 - (a) The student provides written notice to the institution that he or she is withdrawing from the program; or
 - (b) The institution provides written notice to the student advising that the student has been dismissed from the program.
- 2) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.

- 4) The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- 5) If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.
- 6) Refund policy for students:
 - (a) Refunds before the program of study begins:
 - I. If written notice of withdrawal is received by the institution within 7 days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain 5% of the total tuition and fees due under the contract to a maximum of \$250.
 - II. If written notice of withdrawal is received by the institution 30 days or more before the commencement of the period of instruction specified in the contract and more than 7 days after the contract was made, the institution may retain 10% of total tuition only due under the contract to a maximum of \$1000.
 - III. Subject to Section 6(a)(1) above, if written notice of withdrawal is received by the institution less than 30 days before the commencement of the period of instruction specified in the contract, and more than 7 days after the contract was made, the institution may retain 20% of the total tuition only, due under the contract to a maximum of \$1300.
- 7) Refunds after the program of study starts:
 - (a) If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 30% of the tuition due under the contract.
 - (b) If written notice of withdrawal is received by the institution, or a student is dismissed after 10% and before 30% of the period of instruction

specified in the contract has elapsed, the institution may retain 50% of the tuition due under the contract.

- (c) If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract has elapsed, no refund is required.
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- 8) Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
 - 9) Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received consumables that have been pre-paid.
 - 10) Where a student withdraws or is dismissed from their program after receiving technical equipment from the institution free of charge:
 - (a) The student must return the equipment unopened or as issued within 14 calendar days; and
 - (b) If the student fails to return the equipment as set out above, the institution may deduct the reasonable cost of the equipment from any amount to be refunded to the student.
 - 11) Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.
 - 12) Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates as set out in Section 7 above.
 - 13) Students wishing to withdraw from their course or program may or may not be entitled to a refund, or they may be required to pay out monies still owing on their contract depending on the length of time that has elapsed since the period of study has begun as stated on the student enrollment contract and referenced in item 7 above

DISMISSAL POLICY

Instances and penalties associated with “academic misconduct” are defined and outlined in the Academic Misconduct policy.

Prior to any decision resulting from academic misconduct, an investigation and inquiry will have taken place. The initiator of investigation will be dependent on the nature of the violation. All allegations of academic misconduct will be reported to the Registrar in addition to all substantiating documentation and evidence. The student will be advised of any allegation against them. The student will be provided the opportunity to state their account of the situation. Once all documentation and evidence has been reviewed a decision should be rendered by the Registrar. Students will be advised in writing of the decision. Students have the right to appeal all decisions affecting their education with alive Academy. Appeals must be submitted in writing and returned to alive Academy within 30 days of the date indicated on the letter which states the final decision.

“Required to Withdraw” status will be given to students who are required to leave their course/program of study from alive Academy who have been found guilty of Academic Misconduct or other forms of misconduct by the Registrar.

DISPUTE RESOLUTION/GRADE APPEAL POLICY

Students have the right to report complaints and appeal all decisions affecting their education at alive Academy. Appeals and complaints should be resolved as close as possible to the point of origin in a way that a neutral observer would find reasonable in all circumstances. Access to the second level of appeal is not available until all opportunities at the first level have been exhausted.

The first formal appeal or complaint is to the Student Services Coordinator. The student will be informed in writing of the proposed resolution by the Student Services Coordinator. Where a student disagrees with an academic decision made up to and including the level of the Student Services Coordinator and wishes to appeal this decision, the student will have access to an unbiased review of the decision by the Registrar. The student will be informed in writing of the proposed resolution by the Registrar.

COURSE EXEMPTION/TRANSCRIPT CREDIT POLICY

Students may be eligible to receive a transfer credit at alive Academy for courses completed at other academic institutions. Courses successfully completed at recognized academic institutions within the past five (5) years with a satisfactory grade are normally eligible for transfer. If approved, alive Academy will credit such

courses toward satisfying requirements of the program to which the student is enrolled. If you feel that you are eligible to receive a transfer credit, please request a "Transfer Review Request" form from your enrollment officer. Forms must be completed and returned for review along with a copy of your transcript and course or program outline for the course(s) you have taken. The course or program outline must include the name and edition of the textbook(s) used. Please note that photocopies and faxed copies of transcripts, as well as statements of grades issued to students, will not be accepted.

All out-of-country transcripts must be accompanied by a current resume and course outlines with relevant courses highlighted on accompanying documentation. International students are also required to pay in US dollars. Incomplete documentation will result in delayed evaluation until all requested documentation has been received.

The transfer credit review fee is \$50 plus taxes and must be paid before the review is started. If a transfer credit application is not approved and the student registers for the course in which they were applying for the transfer credit the transfer credit fee paid will be applied to their course costs.

If the transfer credit is approved, students will be required to pay the course tuition and registration fees but will be exempt from book costs as they will not be supplied.

Students may apply for transfer credits for a maximum of two (2) courses. Natural Health Fundamentals and Nutritional Counselling courses are not eligible for transfer credits.

Transfer credits must be applied for within the first month of enrollment at alive Academy.

EXTENSIONS AND NON-COMPLETE STATUS

EXTENSIONS

Students may request extensions, in writing, to alive Academy if additional time is required to complete a course. Extension requests must be submitted to Student Services and outline the circumstances preventing the student from completing the course on time and the length of extension requested. Students may request a maximum of two extensions per course or program.

COURSES

The maximum extension length for a student enrolled in a course will be 8 weeks for courses with a duration of 16 weeks and 12 weeks for courses with a duration of 24

weeks. The student will be required to pay an extension fee of \$25 plus applicable taxes.

PROGRAMS

The maximum extension length for students enrolled in a program will be 1-year. The student will be required to pay an extension fee of \$100 plus applicable taxes.

Approvals and time limits for extensions will be evaluated on an individual basis and are up to the discretion of alive Academy.

NON-COMPLETE (NC) STATUS

Students who have commenced their course/program and have failed to complete their course by the end date are given “non-complete” status if an extension request is not submitted. “Non-complete” status will be removed only if the extension request is approved. If the extension is not approved, “non-complete” status will be removed if the student decides to re-enroll in the course/program at full price. Reenrollment fees are half of the original tuition.

REWRITES FOR LESSON TESTS/EXAMS

Students are permitted to rewrite final exams once if the minimum grade has not been achieved. The fee for rewriting exams is \$75 plus applicable taxes, payable before the scheduled exam. Students must complete the rewrite exam within one calendar month of the original final exam date. Final exams must be proctored and will not be returned to students. The maximum grade achieved in the course will be 80%. Students who do not successfully pass the rewrite exam must re-enroll. Re-enrollment fees are equal to half the original tuition.

Students are permitted to rewrite lesson tests once prior to writing the final exam. The fee to rewrite each lesson test is \$25 plus applicable taxes.

PAYMENT TERMS AND CONDITIONS

CREDIT CARD POLICY:

By entering into a payment arrangement, you are consenting alive Academy to process payment on the 15th day of each month. Students are responsible for the timely payment of all fees and for providing alive Academy with valid credit card or payment account details for payment of all fees. If you want to designate a different credit card or payment account or if there is a change in your credit card or payment account status, you must notify Student Services before your next scheduled payment. We may contact you via email or telephone regarding your account, for reasons including, without limitation, nonpayment.

OUTSTANDING INDEBTEDNESS

Where fees, fines, or other indebtedness to alive Academy remain unpaid for a period of three (3) months despite alive Academy having taken reasonable steps to notify the individual concerned alive Academy reserves the right to report the outstanding obligation to credit reporting agencies, commence legal action, or utilize any other remedies that may be available to it. When a student has been placed on financial hold, the student will be suspended in the online learning center. No subsequent registration activity will be allowed, and no transcripts of academic record or graduation diploma/certificates will be issued. The financial hold will be removed when the outstanding balance is paid in full.

Without limiting the generality of the foregoing, alive Academy may decline to:

- Process an application for admission as a student:
- Allow subsequent registration: or
- Provide academic transcripts or otherwise make grade information available

PRIVACY POLICY

Under the Personal Information Protection Act students are entitled to access their student file.

The personal information collected, including credit card information, will only be used for the purpose for which it was originally collected or for a use consistent with that purpose, unless the student consents to other use.

ACADEMIC MISCONDUCT

Academic misconduct includes, but is not limited to:

- 1) Cheating on an examination or falsifying material subject to academic evaluation; and cheating includes, among other things, bringing materials other than those authorized by alive Academy into an examination room.
- 2) Impersonating a candidate at an examination or availing oneself of the results of such impersonation
- 3) Submitting false records or information, in writing or orally, or failing to provide relevant information when requested.
- 4) Falsifying or submitting false documents, transcripts or other academic credentials

- 5) Reproduction or transmittal of course materials in any form or by any means, electronic or mechanical, including photocopying, recording, and information storage and retrieval systems without the written permission of the publisher, except where permitted by law.

If, after investigation, academic misconduct is established, the Registrar may take appropriate academic action. For example, if it is established that cheating had occurred during an examination, the Registrar may determine that the appropriate grade to be assigned for the exam is zero.

PENALTIES FOR MISCONDUCT

The penalties which may be imposed, singly or in combination, for student misconduct may include, but are not limited to:

- A failing grade or mark of zero in the course, examination, or assignment in which the academic misconduct occurred;
- Suspension or expulsion from alive Academy;
- Revocation of a diploma, certificate or other academic credentials dishonestly or improperly obtained; and
- A notation of misconduct discipline on the student's transcript of academic record.