



FIRST STEP ADULT EDUCATION CENTER

POLICIES FOR FIRST STEP STUDENTS

1. Acceptance of Students into the FIRST STEP Programs

- 1a. As a Private non-funded school, Administration reserves the right to refuse admission to any person. Learners who do not demonstrate appropriate independent learning behavior may be asked to leave The FIRST STEP Adult Learning Program.
- 1b. **Photo ID** will be required for all registrations. Proof of Canadian citizenship, Refugee or Landed Immigrant Status may be required before starting any program at The FIRST STEP Center.
- 1c. See policy [First Step Current Policies—Fees For Services—Sept 2017] for details concerning fees for tuition and resources. Fees for books/resources will be paid to The *FIRST STEP* Center before the Learner begins their program of studies.

2. Cancellations, Withdrawals and Refunds for FEE payers only)

- 2a. The FIRST STEP Center offers courses in accordance with anticipated demand. We reserve the right to cancel or revise course offerings, and will make every effort to notify registrants two weeks prior to the advertised start date.
- 2b. A student may be required by Administration, to withdraw due to lack of progress / achievement, unacceptable conduct and /or Poor attendance (see also **8. Student Conduct**).
- 2c. Should a student choose to withdraw from a program for any reason, they must notify Administration and complete a *Notice of Withdrawal* form. A student who withdraws will be coded as a **WDR** (Withdrawal) on their transcript.
- 2d. All financial obligations to the FIRST STEP Center. must be met, and any school property (such as books, library resources and/or calculators) must be returned upon completion or termination of a course. Transcripts will not be released to the student or a third party until all accounts are cleared.
- 2e. 75% of the tuition will be refunded to students who submit a completed withdrawal form before the start of the 4th class (second week) of the scheduled study sessions. A 50% refund is available if you withdraw after this date but before the start of the 8th class. No portion of the tuition will be refunded after this date. No portion of the BOOKS /Resource fee will be refunded after the first week of classes.

NB: PLEASE SEE POLICY: *First Step Current Policies—Fees for Services—Sept 2017* for more details of costs/ credit hour etc.



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3. Performance Expectations

- 3a. To minimize disruptions to other learners, students are to arrive on time for tutor/class sessions, and leave classrooms and/or KIOSK area only according to scheduled breaks.
- 3b. Students are expected to use their computer and study time as efficiently as possible, and not to interfere with the learning space of others. Time scheduled as KIOSK is considered *Independent Learning time* and not an opportunity for Peer learning. Only with the approval of the Administrator students may be allowed to engage in group learning activities under the supervision of a staff member.
- 3c. Students are to approach their studies with the diligence required to complete the individualized learning plan within the time-frame agreed upon. If Administration or tutors feel that lack of progress and poor attendance may put a student at risk of not completing their program of studies, they will be put on a performance contract.
- 3d. All exams/quizzes must be written on-site as per scheduled times and dates. Failure to do so will affect your mid-term and final marks and may result in being withdrawn from the course.

4. Attendance Expectations

- 4a. All students must make every effort to attend school during the assigned times as per your learning plan. Full Time students funded under the AB WORKS – EI and NON-EI programs will be monitored closely, and reports will be compiled on the 15th and at the end of the month. **Please phone (leave a message) before 9:00 am - if you will not be able to attend.**
- 4b. As Tutors for all subject areas will be on site during specific times, students are expected to attend one of the scheduled sessions at the FIRST STEP Adult Learning Center as agreed upon in their learning plan. For AB WORKS funded learners, the Administrator, will assign 3 hours of sessions (in the KIOSK area) per 5 credit course. If the learner is not in attendance, these will be counted as missed classes for the purposes of monthly reports. A learner is expected to commit to a minimum of 5-6 hours (including class time) per core subject per week. Full time funded students must attend (on-site) a minimum weekly total of **18 to 24** hours - depending on the number of courses they are taking.
- 4c. In the event of a health-related and/or family emergency, every effort should be made to arrange doctors' appointments etc. outside of class time. A *LEAVE OF ABSENCE* may be considered in extreme circumstances.
- 4d. If a full or part-time student has missed **three consecutive 1 HOUR classes, or two 1.5 HOUR classes** in one subject without a documented absence NOTE, a warning letter will be put on their file. If attendance and/or tardiness continue to be a problem, tutors and administration may decide that a student will not be allowed to write mid-term or final exams. Should a learner be absent from **FIVE consecutive classes**, they will be withdrawn from the course. If funded by any government grants or bursaries, they may be asked to repay all or a portion of their funding.



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5. Children and non-registered individuals on Campus

5a. The FIRST STEP Center is an adult academic environment and does not have the capacity to provide safe places for children. As a result, parents or guardians must make arrangements for appropriate day care as well as *before and after school care* for their children. Learners should not arrange to meet their children at the FIRST STEP Adult Education Center after school as this may be disruptive for other students.

5b. Children may not accompany students to class or tutor sessions at any time.

5c. Family and friends should be advised of the learner's schedule and refrain from attempts to make contact during school hours by phone, texting, or in person. Messages can be left at 403-782-5040, and they will be posted at the Reception Desk. Students will not be advised of messages while in KIOSK, during exams, or in class unless there is an emergency.

5d. If there is a *Restraining Order* or *Protection Order* in place against a particular individual or member of your family, please advise Administration so we can abide by the laws of enforcement.

6. Grievance Procedures

6a. Should there be an issue with one of the staff members or other students, it is expected that the following procedure for resolution be initiated: discuss the problem with the individual(s). If a resolution cannot be reached, the Administrator will arrange a meeting of all parties concerned to mediate a solution.

7. Reassessment of Grades

7a. Students may request the reassessment of a final examination by completing a **Diploma Exam Rescore Application Form** and submitting the requisite fee of \$26.25 to Alberta Education [through MyPass]. Note deadlines indicated on the exam Results Statement – see Info for Students: https://education.alberta.ca/media/15307897/09-infostudents-2015-16_20150922.pdf. Note that the full exam will be reevaluated by the tutor and and/or designate. The final mark may be adjusted up or down, and the Administrator reserves the right to accept the results of the re-marked exam or blend the two marks.

8. Student Conduct in Academic Matters

8a. The staff at the FIRST STEP Center expect every student to honour the principles of truth and honesty in all academic matters.

8b. A student will represent only his or her own work on assignments, exams and other learning activities. The work or ideas of others, whether a published work or the work of another student, will be credited in footnotes, or in the manner prescribed by your tutor.



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9. General Operational Policies

9a. The FIRST STEP Center will not be held responsible for lost or stolen items. Please do not leave personal items and calculators in classrooms or KIOSK area unsupervised. When moving on to another class, clear/clean work areas in preparation for others to use.

9b. No food or beverages will be allowed on or near the COMPUTER work stations. Beverages only will be allowed in classrooms and KIOSK area. Students are asked to consume food in the kitchen area only.

9c. Smoking will not be permitted in any area within the FIRST STEP Center. Students are asked to take “smoke breaks” only during scheduled times, and refrain from smoking within three meters of any entrance.

9d. The computers at the FIRST STEP Center are to be used for school purposes only. Students are not to access chat lines, on-line games, or any other sites not approved by staff or administration. When using the INTERNET for research, please download information to a disc or flash-drive, and print only final copies of assignments. Learners are not to save personal information or reference material on hard drives, download any programs, or bookmark sites without permission of administration.

9e. All students are to park their vehicles in designated areas only [across the street – the west side of the trees – or in the LMC parking lot]. Bikes are to be locked to the Bike Rack.

9f. All cell phones must be turned **OFF** while in classrooms and/or working in KIOSK areas. No cell phones may be used as a calculator or reference source for any class assignments. **No cell phones are to be brought into a testing session.** Learners will be requested to leave their phones with administration or tutor when they pick up their exam. If a learner is seen to be texting or using their cell phone during any scheduled class or KIOSK times, they may be asked to surrender their phone to their tutor or administration for the remainder of the class.

9g. Students are advised to leave personal CD players and/or IPODS at home. They are not to be used during class time or in the KIOSK areas. If a learner is seen to using any of these devices during scheduled class times they may be asked to surrender them to their tutor or administration.

9h. As many individuals have allergies, we ask that students and staff refrain from wearing perfumes and fragrances.

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APPENDIX #1

All learners are expected to make a **reasonable effort** to be in attendance for all of their scheduled Class and KIOSK times.

As many of our students have children who attend schools in this area, it is reasonable to assume that if schools are closed and busses are not running, arranging child care may be a challenge. However, we assume that a sincere attempt will be made by learners to have alternate child care in place (for PD days as well as “snow days”).

Should extreme weather be a factor in your decision not to attend, a reasonable effort assumes that people are first of all not endangering their lives by tackling unsafe road conditions. Safety must always be our first priority.

However, the statement also assumes that should the weather improve or roads become passable during the morning, they are expected to put forth the same reasonable effort to attend school. For example, it makes good sense for people to arrive an hour or so late because they need to wait for some dense fog to lift. It would also be reasonable to allow time for sanding trucks to address freezing rain. It has never been reasonable, however, for someone to remain at home once the fog has lifted, the roads are sanded, and normal Alberta winter driving conditions are in effect.

The FIRST STEP Adult Education Center will be open for any learners who want to attend, and staff will be in attendance (as well, according to the above policy). Due to low attendance, classes may revert to independent learning, and tutorial opportunities.

NOTE: Those learners who are funded through Alberta Works will not have to “make up” time lost, if busses are not running within our local school districts due to inclement weather. However, any time in attendance on a “snow day” may be credited toward missed time.

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