Canadian Institute of Learning

Better Learning… for Better Living

Celebrating 17 years of Innovative IT Training in Brampton

We are the only Private Career College in Ontario delivering programs that can help combat and investigate cyber crime.

Our Mission

Providing Excellence in Training

To provide valuable, innovative training services to individuals, businesses and institutions in ways that will impact their growth and potential as skilled employees to enhance organizational growth, reduce turnover and increase profit.

Our Vision

To provide quality training services to address the changing needs of the industry. We aim to establish ourselves as a valued resource and partner to all in our community of service.

Our Values

Our values system is woven around the fundamental elements of Respect, Integrity, Perseverance, Excellence and Openness to new ideas.

About Us

The Canadian Institute of Learning, established in 1998, is a registered Private Career College under the PCC Act 2005, administered by the Ministry of Training, Colleges and Universities (MTCU), that delivers Post-Secondary education and corporate training services. We are an Accredited Training Center for EC-Council, Authorized CCE Boot Camp Training Center with ISFCE. Our products are designed to specifically meet the current and future needs of various sectors, including technology, manufacturing, and finance.

In developing our products, we conduct thorough needs analysis for the purpose of identifying client problems and developing effective solutions to address issues of competitiveness and/or productiveness. We pride ourselves on delivering relevant, high quality services that substantially improve client situations.

Our services fall under three key categories: career path development, supplemental and advanced skills development, and managed career services.

Career Path Development services help individuals make a successful transition from their current career or unemployment situation to a more rewarding career path, in line with their interests and abilities. The service starts with a series of consultations and assessments that identify what skills or knowledge gaps are preventing a change in a person's work-life and subsequently developing educational programs that will enable the desired change.

Our Supplemental & Advanced Skill Development services are built to meet the needs of business and government clients who require employees to be trained according to a unique curriculum designed to help overcome performance gaps that are compromising productivity. Once contacted by a client, experienced Canadian Institute of Learning professionals initiate a training design process that ultimately culminates in the delivery of training that provides the client with the right transfer of skills and knowledge in a timeframe and format that works within the parameters of their unique circumstances.

Our Managed Career Services involve long-term relationships with clients and are aimed at offering career support throughout a client's working life. Through MCS, registered clients have continuous access to job search and placement services, interview simulations, career advancement planning, and other useful services that will ensure that a client remains an active and in-demand professional in the job market.

We pride ourselves as innovators in the Private Career College (PCC) sector as the first to introduce classroom training in Computer Forensics in Ontario. We offer top notch quality programs at affordable prices. Top notch because our program content gives you the skill sets needed in a particular role/position to enable you perform well in your career.

Our programs are mainly instructor-led with practical hands on exercises in class. Additionally students have free access to Microsoft e-learning resources and software for

reinforcement of instructor-led curriculum, which gives the student the competitive advantage of understanding the concepts covered totally. We do our best to make our students stand out in the performance of their roles and responsibilities in their career path by giving them the best of equipment, tools and resources to do their work. Our graduate placement rate averages 95% as all students who come through are placed through the assistance of our HR professional on board. Students are offered job search strategies assistance in resume writing and interview preparation. A service that is available to all our graduates, present and past indefinitely.

Our instructor's are experienced teachers with years of business /industry experience and/or certification for modules or course taught as well adult learning/education certificate and Bachelors degree in various disciplines. Our instructors are passionate about the programs they teach and are very knowledgeable, patient, show empathy towards their students and encourage them to pursue their goals. Our instructor's are approachable and devote 100% of their time to the students needs. Canadian Institute of Learning attaches a face to each student and makes them part of our small community of continuous growth and improvement.

We believe education empowers one in every aspect of our well being so why not make it enjoyable like our slogan says "Better learning… for Better living." Be reminded that "Perseverance, Integrity and Excellence" is our guiding principle".

Programs

Digital Literacy   **Duration 38hrs**

Course Purpose/Objectives:

Computing is an important part of everyday life in the twenty-first century. From music and photos to banking and communicating, computers have changed the way we work and live. Whether you are entirely new to computing or have some experience, this curriculum will help you develop a fundamental understanding of computers. From using the Internet, to sending e-mail, to creating a résumé, the Digital Literacy Curriculum helps you develop the essential skills you need to begin computing with confidence. This course introduces you to the fundamentals of computing, explains the components of a computer, explores operating system basics, and shows you how to use a mouse and a keyboard.

The goal of Digital Literacy is to teach and assess basic computer concepts and skills so that people can use computer technology in everyday life to develop new social and economic opportunities for themselves, their families, and their communities.

Prerequisites: None

Course Breakdown
Introduction to Computers
The Internet & the World Wide Web
Application Software
The Components of the Systems Unit
Input and Output
Storage
Operating Systems & Utility Programs
Database Management
Computer Security, Ethics and Privacy
Information Systems Development & Programming Languages
Enterprise Computing

Course Purpose/Objectives:

Participants in this course will learn the basic skills of computer concepts and MS Office 2013. Students will begin with computing fundamentals and learn about computer hardware, peripheral devices, software, Microsoft® Windows, and files. Students will also learn about key applications, starting with an overview of application software. Students will learn how to create, format, and finalize a document in Microsoft Word. They will then move on to the skills of Microsoft Excel where they will learn how to create, format, and finalize a worksheet. Students will move on to Microsoft PowerPoint and learn how to create and finalize a presentation. Lastly, students will learn how to create and finalize a database with Microsoft Access. In the last section, students will cover online connections, networks, e-mail, and Web browsing. Students will also work through the projects at the end of the book.

Prerequisite:
No prerequisites are necessary.

Course Breakdown
Computer Fundamentals
Computer Hardware
Peripheral Devices
Software
Getting Started with Windows (Windows O/S)
Working with Files
Getting Started With Application Software
Creating a Document (MS Word)
Formatting a Document
Finalizing a Document
Creating a Worksheet (MS Excel)
Formatting a Worksheet
Finalizing a Worksheet
Creating a Presentation (MS PowerPoint)
Finalizing a Presentation
Creating a Database (MS Access)
Finalizing a Database
Networks
Working with E-mail (MS Outlook)
Browsing the Web

Course Purpose/Objectives:
This program prepares students to an exciting field of cyber security. The world has seen a sharp rise in cyber crime, which is affecting businesses and governments across the globe. However, the skilled personnel to combat these crimes are almost nonexistent and as such, there is the need to train and develop manpower for such shortfall. The training will build the students capacity in networking security, fraud analysis, cyber-crime investigation and digital forensics.

This Program is geared towards the following occupations:
IT Security
Cyber Fraud Detection
Cyber Crime Investigations
Cyber Crime Incidence Response

Prerequisite(s):
Not necessary or some familiarity with computers and the Windows Operating System.

Course Breakdown
Operating Systems Concepts
Network Administration Fundamentals
Managing and Maintaining Wireless Security
Managing and maintain Web Security
Investigating High Tech Crime
Incidence Response and Disaster Management
Digital Forensics
White Collar Crime
CSI Integrated Project

Disclaimer:
Pursuant to s. 23 of the *Private Career Colleges Act, 2005*, "Successful completion of the Cyber Security and Investigation (CSI) Diploma program **will not qualify** the graduate to write the Security Guard or Private Investigator licensing examinations administered by the Ministry of Community Safety and Correctional Services, nor does it prepare students for a vocation as a private investigator or security guard."

As companies expand their businesses over the Internet, demands for Network Engineers are steadily growing. Implementing e-commerce systems that tie Internet web sites with mainframe and mini computer order processing, inventory and fulfillments systems require sound knowledge of computer networks and protocols. The increasing number of mobile and telecommunications workers is fueling the need for IT specialist with Networks, Data Communications and Data Security knowledge.

This program will equip students to successfully complete all of the A+, Network+, and CCNA and MCSE certification exams. Upon completion, students will have the knowledge to design, install, administer, maintain, and diagnose networks.

Career Path:
Entry Level Network Support Specialist, Network Analyst, Network Engineer, Help desk Support, Technical Field Services Representatives and Network Administrator are among the careers of a Network Engineering Diploma graduate.

Course Breakdown

Fundamentals of Network Administration
This module prepares you for the skills required for managing; maintaining, troubleshooting PC's, Networks and related devices leading to the CompTia Exam 220-601; 602 and Exam N10-003.

Implementing a Desktop Infrastructure Track (MCSE) (5 Exams)
MCSE Req.: Installing, Configuring Windows Server 2012 (70-410)
MCSE Req.: Administering Windows Server 2012 (70-411)
MCSE Req.: Configuring Advanced Windows Server 2012 Services (70-412)
MCSE Req: Implementing a Desktop Infrastructure (70:415)
MCSE Req: Implementing Desktop Application Environments (70-416)

OR

Microsoft Server 2012 track for MCSE(5 Exams)
MCSE Req.: Installing, Configuring Windows Server 2012 (70-410)
MCSE Req.: Administering Windows Server 2012 (70-411)
MCSE Req.: Configuring Advanced Windows Server 2012 Services (70-412)
MCSE Req.: Designing and Implementing a Windows Server Infrastructure (70-413)
MCSE Req.: Implementing Advanced Server Infrastructure (70-414)

OR

Microsoft Server 2012 track for MCSE Private Cloud (5 Exams)
MCSE Req.: Installing, Configuring Windows Server 2012 (70-410)
MCSE Req.: Administering Windows Server 2012 (70-411)
MCSE Req.: Configuring Advanced Windows Server 2012 Services (70-412)
MCSE Req.: Monitoring and Operating a Private Cloud with Systems Center 2012 (70-246
MCSE Req: Configuring and Deploying a Private Cloud with System Center 2012 (70-247)

Microsoft Server 2012 Track Messaging (4 Exams)
MCSE Req.: Managing Office 365 Identities and Requirements (70-346)
MCSE Req.: Enabling Office 365 Services (70-347)
MCSE Req.: Core Solutions of Microsoft Exchange Server 2013 (70-341)
MCSE Req.: Advanced Solutions of Microsoft Exchange Server 2013 (70-342)

Cisco CCNA Routing and Switching Exam (200-120)

Operating of IP Data Networks
LAN Switching Technologies
IP Addressing (IPv4/IPv6)
IP Routing Technologies
IP Services
Network Device Security
Troubleshooting
WAN Technologies
        OR

Cisco IOS Network Security Exam (640-554)

Common Security Threats
Security and Cisco Routers
AAA on Cisco Devices
IOS ACLs
Secure Network Management and Reporting
Common Layer 2 Attacks
Cisco Firewall Technologies
Cisco IPS
VPN Technologies

Linux+

Introduction to Linux
The Linux installation Process
Linux file systems, their Management & Installation
Advanced Installation
The BASH shell
System Initialization
Introducing X Window
Managing system processes
Administering Printers, Log Files, Users, & Groups
Compression, Back-up, and Software Installation
Troubleshooting & Maintenance
Linux & Networking

Network Administration & Information Systems Security Specialist Diploma
Duration 52 Weeks

As companies expand their businesses and have to rely more heavily on networks to remain productive and competitive, demands for network administrators with a solid foundation of information security related knowledge and skills is steadily growing. Implementing safe and reliable communications and commerce systems that tie various Internet, web, and computer technologies requires sound knowledge of computer networks and protocols, policy development and implementation. Additionally, the increasing demand for effective and safe wireless implementations is fuelling the need for well-rounded IT professionals with a host of specialized wireless networking knowledge and skills.

COURSE OBJECTIVE
The goal of the Network Administration & Information Security program is to provide participants with the necessary tools to deal with the day to day technical demands of administering local and wide area networks, while maintaining their security and ensuring their integrity. Participants will receive a solid grounding in all network administration tasks and how to implement and effectively utilize various technologies. Additionally, they will come to fully understand the process of developing proper security policies and procedures that are practical and effective at meeting a wide range of needs. The penetration testing component will allow them to delve into the mindset and techniques utilized by those who wish to compromise their systems and networks, so that they will fully understand the how and why of implementing protective countermeasures.

Career Prospects:
Network Administrator → Systems Administrator →   Security Analyst → Information Security Consultant

Course Breakdown
Fundamentals of Network Administration
This module prepares you for the skills required for managing; maintaining, troubleshooting PC's, Networks and related devices leading to the CompTia Exam 220-801; 802 and Exam N10-005.
Practical Utilization of Widely Implemented Information Technology
Managing a Microsoft System Based Network
Windows Desktop Infrastructure (MCSA)
MS Exchange Server 2013 (MCSA)
Microsoft Server 2012 track for MCSE OR
Microsoft Server 2012 track for MCSE Private Cloud Administrator.
Management of a Cisco Network
Cisco CCNA Objectives for Exam 200-120 /640-554
Linux+
Information Technology Project Management
Project Management Overview
Project Management Context and Processes

Project Integration Management
Project Scope & Time Management
Project Cost & Quality Management
Project Human Resources Management
Project Communications Management
Project Risk Management
Project Procurement Management
Initiating, Planning, Executing, Controlling, Closing
The Fundamentals of Wireless Networking
Wireless Overview
Wireless LAN Fundamentals
IEEE 802.11 Physical Layer Standards, Medium Access Control & Network Layer
Standard
Building & Securing a WLAN
WLAN Component Installations & Configurations
WLAN Component Management & Troubleshooting
Managing Information Security
Introduction to Managing Information Security
Planning for Security & Contingencies
Information Security Policy
Developing the Security Program
Security Management Models & Practices
Risk Management & Protection Mechanisms
Personnel and Security
Law & Ethics
Information Security Project Management
Practical Network Defence & Penetration Testing
Foundations of Network Security
Designing Network Defence
Choosing & Designing Firewalls
Configuring, Strengthening & Managing Firewalls
Setting up a Virtual Private Network
Intrusion Detection
Strengthening Defences through Continuous Management
Practical Penetration Testing

Computer Forensics & Project Management Diploma   Duration 30 Weeks

The Computer Forensics course provides participants with a comprehensive understanding of computer forensics, investigation tools, and techniques. Participants will learn about computer Hardware, Software and networking fundamentals. They will also learn about computer forensics as a profession and the investigative process. All major personal computer operating system architectures and disk structures will be discussed. Participants will learn about setting up an investigator's office and laboratory, and become familiar with the hardware and software tools available. Participants will also learn the importance of digital evidence controls and how to process crime and incident scenes. Lastly, participants will learn the details of data acquisition, computer forensic analysis, e-mail investigations, image file recovery, investigative report writing, and expert witness requirements. The course provides a range of laboratory and hands-on assignments that teach theory as well as the practical applications of computer forensic investigation. The Project Management module will provide the student with a comprehensive understanding of the genesis of project management and its importance to improving the success of information technology projects. Students will be able to appreciate the importance of good project management, demonstrate knowledge of project management terms and techniques such as the triple constraint of project management, the project management knowledge areas and process groups, the project life cycle, tools and techniques of project management Students will be able to apply project management concepts by working on a group project as project manager or active team member and will use Microsoft Project 2007 and other software to help plan and manage a small project.

Prerequisites: Grade 12. Police Record Check
Some technical familiarity with computer hardware and operating systems would be ideal but not a requirement.

Course Breakdown
Part I
PC and Networking Fundamentals
Computer Maintenance & Troubleshooting
Introduction to Network Administration
Networking Standards and the OSI Model
Network Protocols
Transmission Basics and networking Media
Physical and Logical Topologies
Networking Hardware
Networking Software
WANS and Remote Connectivity
Networking in the Context of different Platforms
Networking in the Context of TCP/IP and the Internet
Troubleshooting Networking Problems
Wireless Networking concepts
Maintaining and Upgrading Networks
Ensuring Integrity and Availability of networks
An Introduction to Network Security

Part II
Computer Forensics and Investigations as a profession
Understanding ethics and rules governing Computer Investigations
Operating Systems
Linux Boot Processes and Disk Structures
Designing and building Computer Forensics Lab techniques
Forensics Tools Basics, Evaluation and Validation
Digital Evidence Processing and control
Data Acquisition
Computer Forensics techniques
E-Mail Investigations
Recovering and rebuilding Image Files
Investigation Report writing skills
Expert Witness fundamentals and practice

Part III
IT Project Management
Introduction to Project Management and the Information Technology Context
The Project Management Process Groups: A Case Study and Project Integration
Management
Project Scope Management
Project Time Management, Project 2007
Project Cost Management
Project Quality Management, Certifications
Project Human Resource Management and Project Communications Management,
Templates
Project Risk Management and Project Procurement Management

Supply Chain, Inventory Control & Operations
 Diploma   **Duration 39 Weeks**

Course Purpose/Objectives:
The program is designed to provide a higher level of competency, confidence and
competitiveness in the fields of operations and logistics management. Clients will
develop higher skills and efficiency in the usage of computers, the latest Microsoft office
applications package, selected modules from ACCPAC as well as the principles and
guidelines for planning and implementations processes in a wide range of industries. The
course covers all organizational and hierarchical responsibilities with an emphasis on
Planning and Control as well as accepted and proven management techniques to provide
the highest level of customer service and satisfaction to clients and meaningful Return on
Investment to stakeholders.

Prerequisite(s):
Grade 12 and participants must be adequately proficient in English and Mathematics.

Career Prospects:
Scheduler, Jr. Planner, Jr. Buyer, Expeditor, Inventory Control Clerk, Supervisor/ First
Line Manager, Liaison officer in Operations and Logistics

Course Breakdown
Computer Fundamentals & Operating Systems (Windows)
MS Office 2013 (Word, Excel, Access, Outlook, PowerPoint,)
Business Communication/ Pre-Employment Strategies (JSTP)
Sage ACCPAC General Ledger, Order Entry, Inventory Control, & Purchase Order
Strategy and Competition
Forecasting Methods
Aggregate Planning
Introduction to Materials Management
Inventory Control Fundamentals & Supply Chain Management
Production Planning System
Master scheduling
Material Requirements Planning, Extensions & Applications
Capacity Management, Rough Cut Capacity Planning & Capacity Requirements Planning
Production Activity Control & Purchasing
Purchasing Management, Order quantities
Independent Demand Ordering Systems
Physical Inventory & Warehouse Management
Project Scheduling
The Just In Time Manufacturing Approach & TQM
Total Quality Control & Total Preventative Maintenance
Theory of Constraints/ Bar Coding
Production & Inventory Management Systems
SAP Business One SCM/ Production Concepts
ERP Enterprise Resources Planning
W.H.M.I.S. & Complete Forklift Training (optional) (C.S.A. Standards)

Standard Course Policies and Procedures

Attendance and Punctuality
Canadian Institute of Learning expects students to be ready to work at the beginning of their assigned daily school hours, and to reasonably complete their projects by the end of assigned school hours. Students are encouraged to avoid scheduling medical or other personal appointments which conflict with normal schooling hours. However, when such conflicts cannot be avoided, students should advise their instructors at the earliest possible time. A client can expect to have all rights guaranteed under the Charter of Rights and Freedoms and all privileges incorporated in session participation respected by staff and everyone affiliated with the service provider.

School Schedule
Unless otherwise specified, regular full-time students are expected to attend lectures at least twenty (20) hours per school or work week from A) 9:00/9: 30 am – 1:00 pm/1: 30/ B)2:00/2:30 pm – 6:00/6:30 pm C) 6:30 pm – 9:30 pm and weekends for part-time students or as arranged by the instructor. Regular business hours during which all offices are staffed are 9:30 a.m. to 6:00 p.m. Monday - Friday.

Missed Classes/Quizzes/Tests: A participant is responsible for obtaining material distributed on class days when he/she was absent. This can be done through contacting a classmate who was present or by contacting the instructor. Missed or late tests/quizzes cannot be made up under any circumstances but with good cause and adequate notice.

Weighting: The instructor reserves the right to weight quizzes, tests, assignments, participation, and the exam differently than the indicated breakdown, if he/she feels the adjusted weighting better reflects a participant's understanding of the material. Re-weightings cannot lower a participant's course mark.

Assignments: All projects and assignments are due at the beginning of class on the date specified by the instructor. Late submission of assignments will be assessed a penalty of 10% per day. No exceptions are made.

Academic Dishonesty: Plagiarism and cheating are serious offenses and may be punished by failure on exam, paper or project, failure in course, and or expulsion from Canadian Institute of Learning.

<u>Need for Assistance</u>: Clients with any conditions, such as a physical or learning disability, which will make it difficult for them to carry out the work outlined, or which will require academic accommodations, are asked to contact Canadian Institute of Learning prior to beginning the course so that adequate assistance can be provided. **Clients must clearly understand that the service provider is prohibited by law from guaranteeing any client or prospective client employment upon completion of the provided session.**

Student Complaint Procedure

Canadian Institute of Learning is committed to the prompt and equitable resolution of student conflict issues to the satisfaction of both the student and the College. The Student Complaint Procedure is designed to provide students with both an informal and formal process whereby a student may request the review and resolution of a concern if satisfactory resolution has not been reached by way of the daily problem-solving activities between staff and students which, in most cases, result in immediate resolution. Students who have a study/academic related issue, question, or complaint should first discuss it with their immediate instructor. If the issue cannot be resolved at this level, Canadian Institute of Learning encourages students to contact the Student Relations Department. The student has the right to present his/her case and be accompanied, at all times during the process, by an individual of his/her choice. Students are encouraged to address any concerns immediately; PLEASE do not let a minor problem develop into a major one. Should you have any problems or concerns during your training period, we encourage you to discuss them promptly with the staff member directly involved. Students who are in grievance, observe, learn of, or, in good faith, suspect a violation of the Standards of Conduct of Canadian Institute of Learning should immediately report the violation in accordance with the college's procedures:

General Guidelines:

1. A statement of complaint must be made in writing.
2. All complaints are confidential.
3. The procedure outlined below must be followed.
4. A staff presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement
5. The Administrator will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure.
6. Arrangements for meetings and written responses from the person being complained about will be made in a timely and professional fashion. No complaint will go unanswered.
7. Records of Complaints will be maintained in the location where it originated for a period of at least three years.

Steps in the Complaint Procedure

Step 1.
The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally.

If not resolved at this level, the student will proceed to Step 2.

Step 2.
The student will submit a completed written complaint to the Administrator, using the contact information:

[Administrator's name: Title; Address for contact; Phone number and email address]

The Administrator will arrange a meeting with the student within 7 days of receipt of the written complaint.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will be minuted.

The Administrator will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student will proceed to Step 3.

Step 3.
The student will submit a completed written complaint to the Executive Director, using the contact information:

[Name and contact information]
The Executive Director will arrange a meeting with the student within 14 days of receipt of the written complaint and the report from the Administrator with recommended solutions and the student's objections or comments regarding these solutions.

The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will be minuted.

The Executive Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 14 days of the meeting and minutes of meetings held.

If not resolved at this level, the student will proceed to contact the Superintendent of Private Career Colleges, Ministry of Training, Colleges and Universities using the following contact information:

Richard Jackson
Superintendent of Private Career Colleges
Ministry of Training, Colleges and Universities
Private Institutions Branch
10th Floor Mowat Block, 900 Bay Street
Toronto, ON M7A 1L2

Corrective Procedure

Clients are expected to abide by all standard course policies.
- Clients are responsible for attending all session days made available to them.
- A client may be denied service if s/he is found to be abusive toward fellow clients, staff, or any other persons affiliated in whole or in part with the service provider.
- Clients will be held financially responsible for any damage done to the facility or equipment if such damage was deemed to result from intentional malice or a degree of recklessness that otherwise would not be expected from a reasonable individual.

Unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following manners:

(a) Oral Reminder (b) Written Warning (c) Decision-Making /Counseling Session (d) Termination.

If the violation of school rules does not result in discharge, the disciplinary procedure is as follows:

The offending student will be given a verbal warning by his instructor. The instructor, for purposes of letting the student know that it is an official warning, will state, "This is a verbal warning." A notation of this should be made and filed.

1. For the next violation the student will receive a written notice of the offense with reference to the prior discussion. A copy of said notice will be placed in the student's file.

2. The third infraction will subject a student to disciplinary action, suspension, or discharge.

3. The fourth infraction will result in discharge.

    Note: A violation may result in termination at or before any of the above steps

Enrolment Termination/Expulsion Policy

After the application of disciplinary steps, if it is determined by management that a student's tardiness, attendance and performance does not improve, or if the student is again in violation of Canadian Institute of Learning practices, rules, ethics, or standards of conduct, enrolment with Canadian Institute of Learning will be terminated.

Private career colleges in Ontario are regulated under the *Private Career Colleges Act, 2005*, which is administered by the Superintendent of Private Career Colleges. Prior to offering vocational programs to the public, private career colleges must be registered and have their programs approved under the Act. For a list of registered private career colleges and approved programs, please go to the ServiceOntario web site at <www.serviceontario.ca/pcc>.

Dealing With Your Private Career College

There may be times when you need to communicate formally with your private career college, for example, giving notice that you want to withdraw from a program and receive a refund of fees or if you have a complaint against the college. When this is the case, you should do so in writing and the document should be delivered personally to the college, sent by courier or registered mail, or faxed or emailed to the appropriate official at the college. You should keep copies of any written documents between you and the college.

Contract

When you enrol in a program, you must sign and receive a written contract. The college is not allowed to require you to obtain a product or service from a particular person as a condition of admission into the program.

The written contract must contain all of the following terms:
- the approved program name;
- your address, telephone number and, if applicable, e-mail address;
- the start and expected end date;
- the language of instruction;
- the admission requirements;
- a schedule of hours of instruction;
- the location of any practicum (e.g., work placement);
- the fees in Canadian dollars and a schedule indicating the time and amount of each payment;
- a place for you to acknowledge that you have received a copy of:
  - this Statement of Students' Rights and Responsibilities issued by the Superintendent of Private Career Colleges,
  - the college's fee refund policy, and
  - for contracts entered after January 1, 2007,
    - the college's student complaint procedure, and
    - the college's policy relating to the expulsion of students,
- a consent section for the collection and use of your private information; and
- statements, in bold, that:
  - the contract is subject to the *Private Career Colleges Act, 2005* and the regulations made under the Act, and
  - the private career college does not guarantee employment for any student who successfully completes a vocational program offered by the college.

Fee Collection

A private career college is only allowed to charge or collect fees for a program in Canadian dollars. Furthermore, the college is not allowed to charge or collect any compulsory fee for a

program that is not published on the ServiceOntario web site or that is higher than what is published. The college is also not allowed to charge or collect any optional fee for a program that is not approved by the Superintendent of Private Career Colleges.

Before a contract is signed, a private career college is prohibited from collecting any fees from you, except 20% of the total fees for the program or $500, whichever is less. These fees must be in relation to processing your application or conducting any admission tests or assessments.

A private career college is required to issue you a receipt every time you pay a fee. You should keep all receipts on file.

Sale Of Students' Goods And Services

A private career college is only permitted to sell goods you produce or create, provide your services to the public or arrange for the delivery of such services if the sale is part of completing your program. The college cannot profit from these sales, it can only charge an amount that allows the college to recover its cost.

Fee Refund

A private career college is required to issue a fee refund within 30 days of you giving a written notice of cancellation or withdrawal or 30 days of you receiving a written notice of expulsion from the college. If you do not meet the admission requirements at the time the program begins, the college is required to issue you a refund of fees within 30 days of the start of the program. If you do not attend the first 14 days of classes, the college can cancel the contract and must issue a refund within 45 days of the start of the program.

Only the compulsory fees published on the ServiceOntario web site or the optional fees approved by the Superintendent of Private Career Colleges are covered by the refund policy. You must return any goods you received under a contract in the same state they were in when supplied to you within 10 days of withdrawing in order to get credit for them. All refunds must be in Canadian dollars.

A private career college is prohibited from deducting any monies owed by you for other services or non-vocational programs offered by the college from a refund that you are entitled to for a vocational program.

The same refund policy applies when you withdraw from a program or are expelled from a private career college in accordance with the college's expulsion policy.

Cooling Off Period

You can cancel a contract within two days of signing it if you deliver a written notice to a private career college at the address shown on the contract. You are entitled to a full refund of fees paid for the program, including any application fee, from the college.

Full Refund

In any of the following circumstances, you have a choice of cancelling a contract and making a written request for a full refund of fees paid for a program or accepting the shortcoming and continuing your training with the private career college:
> ➢ the college collects any fees for the program before the college is registered or before the program is approved under the *Private Career Colleges Act, 2005*;
> ➢ you are expelled from the college in a manner or for reasons that are not permitted under the college's expulsion policy;

- the college collects more than 20% of the total fees for the program to a maximum of $500 before signing a contract with you;
- a total of more than 10% of the program is taught by unqualified instructors;
- the contract does not include all the mandatory terms required (refer to the "Contract" section); or
- the college, while still operating, discontinues the program before you can complete the program.

In addition, you also may seek a full refund if a private career college or its representative makes certain types of untrue statements for the purposes of convincing you to enrol in the program **and** the statements constitute a fundamental breach of the contract. The categories of inappropriate statements include: a false or misleading statement, a statement that guarantees admission to or successful completion of the program, employment after graduation or the right to enter Canada or receive a student visa.

If you do not make a request for a full refund within a reasonable time of finding out about the shortcoming, you may lose your right to make a claim for a refund.

If a private career college charges or collects any compulsory fee that is not published on the ServiceOntario web site or that is higher than what is published, you are entitled to a full refund of the unpublished fee or the difference in amount between what is published and what was collected. The same applies if the college charges or collects any optional fee that is not approved by the Superintendent of Private Career Colleges.

Partial Refund Before a Program Begins

You are entitled to a refund of fees paid for a program, except that a private career college is allowed to retain 20% of the total fees for the program or $500, whichever is less if:
- you withdraw from the program before it begins;
- you do not meet the program's admission requirements before the program begins; or
- the college cancels the contract for the program within 45 days of the start of the program because you do not attend the first 14 days of classes.

Partial Refund After a Program Begins

If you withdraw from a program after the program begins, you may be entitled to a refund of fees paid for the program, depending on how much of the program has been delivered by a private career college. In most cases, the college is allowed to retain 20% of the total fees for the program or $500, whichever is less, plus the fees paid with respect to the portion of the program that has been delivered by the college.

Transcript

You have the right to access your transcript for 25 years after you leave a private career college. You may request a copy of your transcript by contacting your college.

After September 18, 2007, in the event of a private career college closure, you will be able to access your transcript from an approved third party transcript issuer. It is suggested that you ask your college for the name of the third party issuer when you graduate.

Credential

A private career college is required to issue you a credential (diploma or certificate) within 60 days of completing a program. The college does not have to issue your credential until you have paid your fees in full.

Student Complaint Procedure

Effective January 1, 2007, all private career colleges are required to have a student complaint procedure in place to resolve issues arising between the college and its students.

You must first go through a private career college's student complaint procedure before filing a complaint with the Superintendent of Private Career Colleges. A Student Complaint Form for a complaint to the Superintendent can be downloaded from the ServiceOntario web site at <www.serviceontario.ca>. Scroll to the right and click "Get the Forms You Need Quickly And Easily". Follow the link to "Education and Training" and click "Private Career Colleges".

International Students

If you are attending or planning to attend a private career college under a student visa, some special rules apply.

Fee Collection

You should make sure that you are familiar with the rules mentioned in the "Fee Collection" section. A private career college is allowed to charge special international student fees in relation to a vocational program but these fees cannot be higher than what are published on the ServiceOntario web site. Only the compulsory fees published on the ServiceOntario web site or the optional fees approved by the Superintendent of Private Career Colleges are covered by the refund policy.

Effective October 18, 2006, after you sign a contract, a private career college is allowed to collect no more than 25% of the total fees for a program from you before the program begins. Some private career colleges are required to hold the money in a trust account until you begin the program. You should ask your college for details of its trust fund arrangement when you pay your fees.

Fee Refund

You can cancel a contract with a private career college or withdraw from a program for any reasons. The same refund policy for domestic students also applies to you and any written notice of cancellation or withdrawal is acceptable.

In addition, a special rule applies to international students if you are unable to obtain a student visa to enter Canada. As long as you deliver a written notice of this fact to a private career college before half of the portion of a program has passed, you are entitled to a refund of fees paid for the program, except that the college is allowed to retain 20% of the total fees for the program or $500, whichever is less.

Insurance

Every private career college is required to have insurance in case you have an accident in class or while on an offsite placement. If you are injured while attending a private career college, you should immediately inform the relevant official at the college.

Midway Evaluation

If you enrol in a program that is 12 months or shorter or that is delivered over an undefined period of time (e.g., trucking), a private career college is required to provide you with the result of at least one evaluation of your progress **before** you complete half of the total length of the program. If your program is longer than 12 months, for each 12-month period, the college is required to provide the result of at least one evaluation **before** you complete half of the period, i.e., 6 months.

Qualified Instructors

You are entitled to be taught by an instructor who holds the required combination of academic, practical and teaching experience. In case of emergency, a private career college is allowed to use a substitute instructor who is not fully qualified. However, the college is not allowed to use unqualified instructors to teach a total of more than 10% of a program.

Closure

Special rules apply when a private career college closes. If your college closes before you finish your program, efforts will be made to arrange for you to complete your program. Instead of participating in a training completion, you may choose to receive a refund of fees paid for the portion of the program that has not been delivered.

This document is provided for your information and convenience only. It is not a legal document. For further information and the exact wording please refer to the *Private Career Colleges Act, 2005* and regulations.

Need More Information?

You can find more detailed information about student protection measures in the *Private Career Colleges Act, 2005* Facts Sheets, including information about fee refund calculation. All Fact Sheets can be downloaded from the Ministry of Training, Colleges and Universities web site at www.edu.gov.on.ca/eng/general/private.html.

If you have questions about the *Private Career Colleges Act, 2005* and regulations, contact the Private Institutions Branch at:
Private Institutions Branch, Ministry of Training, Colleges and Universities
10th Floor Mowat Block, 900 Bay Street, Toronto, ON M7A1L2
Telephone: (416) 314-0500 or 1-866-330-3395 Fax: (416) 314-0499

OR

Visit our website at: www.edu.gov.on.ca/eng/general/private.html
The full text of the act and regulations can also be downloaded from the Ontario government E-Laws website at: www.e-laws.gov.on.ca

Questions you should ask in your quest for Quality Training!

Name of Training Center:
Name of Course/Program:
Location with phone and fax #:
Is the location accessible by transit?
Is the School Registered as a Private Career College, Non Profit Organization Public Institution?
Start/End Date, Length of course in weeks:
How often does the course start? Weekly, Monthly, etc.
Can the curriculum be customized to meet your needs?
Number of hours per week:
Are classes offered on full-time/part-time basis, mornings & afternoons?
What are the qualifications of the instructors?
Does the program include Co-op or non-paid placement? If yes, how long?
Does the course outline align with the skill gaps you desire to attain?
Is the school able to issue an Official Tax Receipt for Tuition (Form T2202A)?
What is the School's Refund Policy?
Are books, material included in the tuition?
Is a Certificate/Diploma issued upon completion of course?
How are the marks calculated? Assignment/tests/exams!
What mark/grade is required to graduate from the program?
What is the average class size?
What is the Student-teacher ratio?
Have you toured the facility? Have you met with the instructors, and other students?
It is advisable to tour the school and interact with the students who will give you undiluted information about their training experiences.
What are the physical facilities like?
Type of Instruction: (e.g. Instructor-led (lectures); self directed learning, or Computer-based training?)
Is there job search assistance available? How long is the service available after graduation?
Is there a quiet place to study?
Are you required to share computers?
How is Curriculum developed?
Does the program involve guest speakers and field trips?
What is the reputation with employers in the industry?
Does the school have input from employers?
Which employers have hired recent graduates?