



**HAMPTONS COLLEGE**

**International Students Handbook  
2023-24**



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# Welcome to Hamptons College

## **Introduction:**

Welcome to Hamptons College, a leading educational institution located in the breathtaking Calgary region of Western Canada. For the past decade, we've been instrumental in guiding thousands of graduates towards successful careers and fulfilling lives.

Our primary mission at Hamptons College is to offer value-driven education, empowering our students with the skills and experiences they need to secure their dream job opportunities. By doing so, we aim to assist them in establishing long-lasting, rewarding, and prosperous careers.

Hamptons College is a licensed Private Career College, accredited by the Government of Alberta. We provide a diverse range of diploma programs to cater to the needs of both local and international students from various backgrounds. Each program combines theoretical knowledge with hands-on practicum experiences, ensuring that our students gain the comprehensive expertise required for success in their chosen careers.

We maintain close collaborations with industry experts and employers to guarantee that all our students find placement in practical work environments. Our students benefit from live discussions with these industry professionals, staying up-to-date with the latest industry trends. This ongoing interaction allows us to continuously enhance our programs to not only meet but exceed industry standards.

Our faculty members are highly proficient and experienced in the current job market. Many hold doctorates and excel in research. We are committed to hiring the best talent in the industry to ensure our students receive top-quality education. Our dedicated instructors work diligently to train and provide high-quality materials to our students, fostering engaging classroom environments and encouraging active student participation.

## **Our Vision**

At the core of Hamptons College's vision lies our unwavering commitment to unlocking the hidden potential within each student. We are driven by the desire to empower our students to not only realize their aspirations but also to channel their talents toward careers that have a transformative impact on their lives and the broader community.

Our vision encompasses a profound dedication to nurturing students' personal growth and academic development. We believe that by harnessing their innate abilities, we can guide them on a journey to achieving their most cherished career goals. Through this, we aspire to instill in them the confidence and competence needed to make a significant and positive difference in their lives, as well as within the communities they serve.

In addition to personal growth and professional success, we aim to cultivate in our students a strong sense of social responsibility. We believe that by helping them recognize their potential, we are also equipping them to be contributors to a better and more vibrant society. Our vision extends beyond the individual to the collective, where our graduates, armed with their newfound skills and knowledge, become catalysts for positive change within their communities.

At Hamptons College, we are dedicated to fostering not only successful careers but also fostering compassionate and socially aware individuals who are poised to leave a lasting, positive imprint on the world around them. This vision serves as the guiding light for our institution, inspiring us to continually strive for excellence in education and personal development.

## **Our Mission**

Our Mission at Hamptons College is to:

Dedicate ourselves to providing a distinctive and unparalleled educational experience for our student community, fostering their academic journey with us. We are steadfast in our commitment to delivering tailored programs that meet the requirements of both the industry and our students, guiding them towards:

### **1. Entrepreneurial Development:**

We aim to nurture the entrepreneurial spirit within our students, equipping them with the skills and knowledge necessary to thrive in the ever-evolving business landscape. Through specialized coursework, mentorship, and real-world experience, we empower our students to not only become jobseekers but also job creators, fostering innovation and economic growth.

### **2. Specialized Credentials:**



Our programs are designed to provide students with specialized credentials, facilitating their smooth entry into the job market, where they can confidently compete and excel. These credentials are not just certificates; they represent a mark of excellence that is recognized and respected by employers across various industries, ensuring our graduates stand out in a competitive job market.

### **3. Value-Defined Diplomas and Certificates:**

Our commitment to value is at the heart of our educational approach. Our diplomas and certificates do not just signify academic achievement but also represent tangible value in numerous specialized careers. We work closely with industry experts to ensure that our programs align with the latest industry standards, equipping our students with the practical skills and knowledge they need to excel in their chosen fields.

We maintain an unwavering focus on continuous improvement. Through a series of workshops and ongoing collaboration between industry leaders and students, we strive to enhance the quality of future education. These sessions foster the exchange of ideas, knowledge, and insights, ensuring that our curriculum remains up-to-date and relevant. We actively seek and address student concerns and issues, recognizing them as invaluable opportunities for growth and refinement.

At Hamptons College, our mission extends beyond providing a degree; it is about shaping the future of our students. We believe that a well-rounded education encompasses personal growth, career success, and social responsibility. Our mission is to provide our students with the tools they need not only to excel in their careers but also to become responsible and compassionate contributors to their communities and the world at large. This commitment remains at the forefront of our educational vision, guiding us in our pursuit of excellence.

### **Value Statement**

**At Hamptons College, we are unwavering in our commitment to empowering our students for success in their chosen careers. Our dedication to success is firmly anchored in the following pillars:**

#### **1. Quality Education:**

We view education as the cornerstone of a successful future. We spare no effort in providing top-tier education that equips our students with the knowledge and skills required to excel in their respective fields.

## **2. Training:**

We understand the significance of practical training and hands-on experience. Our programs emphasize real-world application, ensuring that our students are not just academically prepared but also practically proficient.

## **3. Honesty:**

Honesty is a core value that underpins everything we do. We instill in our students the importance of integrity and truthfulness, fostering a culture of trust and credibility.

## **4. Integrity:**

Upholding the highest standards of integrity is paramount in our educational environment. We nurture a strong sense of ethics and moral principles, ensuring our students carry these values into their professional lives.

## **5. Faith:**

Our faith is in the potential of our students and their ability to achieve their goals. We believe in their capacity to make a positive impact on the world and strive to inspire confidence in their own abilities.

## **6. Discipline:**

Discipline is the foundation upon which successful careers are built. We encourage and facilitate discipline in our students' approach to their studies, enabling them to achieve their goals with consistency and determination.

## **7. Accountability:**

We promote accountability, teaching our students to take responsibility for their actions and decisions. This accountability extends to their academic pursuits and future careers.

## **8. Courage:**

Success often requires the courage to step out of one's comfort zone and embrace new challenges. We cultivate this courage in our students, empowering them to seize opportunities and overcome obstacles.

### **9. Transparency:**

We believe in an open and transparent educational process. Our policies, procedures, and interactions are characterized by transparency, ensuring that our students have access to the information they need for informed decision-making.

These pillars serve as the foundation of our approach to education at Hamptons College, reinforcing our commitment to fostering not only successful careers but also responsible, principled, and empowered individuals who can contribute positively to society and the world.

# Admission Requirements

## Admission Requirements

For international students seeking admission, it is a mandatory requirement to furnish transcripts directly from their previous educational institution. When these transcripts are not originally in English, it is imperative to provide official translations in the English language. This ensures that the academic records are readily accessible and comprehensible during the admission evaluation process.

## Admission Standards for Diploma and Certificate Programs at Hamptons College

At Hamptons College, we uphold rigorous admission standards to ensure that our diploma and certificate programs maintain the highest level of academic quality and provide students with a conducive learning environment. Our admission criteria encompass the following key aspects:

### 1. Educational Qualifications:

Applicants must possess a high school diploma or an equivalent qualification.

For international applicants, proof of the equivalent qualification is required.

### 2. English Language Proficiency:

As English is the medium of instruction, proficiency in English is vital.

International applicants may be required to demonstrate their English language proficiency through recognized tests such as TOEFL, IELTS, or equivalent assessments.

In cases where English is not the first language, successful completion of an English language program may be necessary.

### 3. Application Form and Documentation:

Completion of the official Hamptons College application form.

Submission of all required documentation, which may include transcripts, certificates, and any other relevant academic records.

Submission of a valid passport and other identification documents.

#### **4. Interviews and Assessments:**

Some programs may require applicants to undergo interviews or assessments to gauge their suitability and preparedness for the chosen course.

#### **5. Prerequisite Courses:**

Certain programs may have specific prerequisite courses or academic backgrounds that applicants must meet to be eligible for admission.

#### **6. Work Experience (if applicable):**

For programs that consider work experience, applicants may need to provide proof of relevant work experience in the field.

#### **7. Application Fee:**

Payment of the applicable application fee, which covers the cost of processing the application.

#### **8. Admission Review:**

Each application is meticulously reviewed by our admission committee, considering the academic qualifications, language proficiency, and other program-specific requirements.

Our commitment to maintaining high admission standards is designed to ensure that students enrolling in our diploma and certificate programs are well-prepared to succeed academically and professionally. We aim to create a diverse and inclusive learning community while upholding academic excellence. Please note that specific admission requirements may vary by program, and applicants are encouraged to refer to the program-specific admission guidelines for precise details.

## **1.0 Standard Admission for Certificate Programs:**

For admission to certificate programs at Hamptons College, including the Health Care Aide Alberta Provincial Curriculum Certificate, prospective students must meet the following qualifications:

**1a.** Provide evidence of having attained a minimum of English at the grade 12 level and Mathematics at the grade 10 level, or present equivalent qualifications from another Canadian province. This equivalence should be verified through official transcripts.

OR

**1b.** Possess a General Educational Development (GED) certificate with a minimum score of 450 in Language Arts and 400 in Mathematics.

**2a.** Be 20 years of age or older at the time of application.

OR

**2b.** Be 20 years of age and hold a high school diploma (secondary school certificate).

These standardized admission criteria are in place to ensure that all applicants to our certificate programs, including the specialized Health Care Aide Alberta Provincial Curriculum Certificate, meet established academic prerequisites. By upholding these standards, Hamptons College seeks to create an inclusive and qualified student body while maintaining the quality and integrity of our educational offerings. Please note that additional program-specific admission requirements may apply, and applicants are encouraged to review program-specific guidelines for detailed information.

## **1.1 Standard Admission for Diploma Programs**

Prospective students seeking admission to diploma programs at Hamptons College must meet the following standardized qualifications:

**1a.** Demonstrate proficiency in both English at the grade 12 level and Mathematics at the grade 12 level, or provide equivalent qualifications from another Canadian province. This equivalence should be verified through official transcripts.

**OR**

1b. Possess a General Educational Development (GED) certificate with a minimum score of 450 in Language Arts and 450 in Mathematics.

2a. Be 20 years of age or older at the time of application.

**OR**

**2b.** Be 20 years of age and hold a high school diploma (secondary school certificate).

It's important to note that certain diploma programs may have program-specific requirements in addition to these standardized criteria. Applicants are encouraged to review program-specific admission guidelines for detailed information.

These standardized admission standards for diploma programs ensure that all applicants meet the established academic prerequisites, fostering a learning environment that is both inclusive and of high quality. Hamptons College values academic excellence and maintains the integrity of its educational programs by adhering to these admission criteria.

**Mature Admission**

At Hamptons College, we recognize the value of providing opportunities for mature students who may not meet the standard admission criteria. To be considered for admission as a mature student, the following conditions must be met:

1. **Age Requirement:** The applicant must be 25 years of age or older at the time of application.
2. **Equivalency Test:** The candidate should obtain a satisfactory result on an equivalency test. Specifically, a minimum score of 60% on the Wonderlic Basic Skills Test, which is administered by the college, is required.

The mature admission pathway is designed to create access to education for individuals who have life experiences and skills that make them well-suited for academic success, even if they do not meet the typical academic prerequisites. This approach is in alignment with Hamptons College's commitment to inclusivity and diversity, ensuring that education is accessible to a broader range of students.

## **HAMPTONS COLLEGE ENGLISH LANGUAGE PROFICIENCY POLICY**

### **English Language Proficiency Requirement for International Students**

At Hamptons College, we value academic excellence and effective communication. To ensure that all international students have the necessary language skills to succeed in our programs, we have established the following English language proficiency requirements for admission:

#### **English Language Test Requirements:**

International students are required to provide proof of their English language proficiency. The minimum acceptable scores for admission to Hamptons College are as follows:

#### **IELTS (International English Language Testing System):**

- An overall minimum score of 6.0
- A minimum score of 6.0 in each of the four IELTS bands

#### **TOEFL (Test of English as a Foreign Language):**

- A minimum score of 540 for the Paper-Based Test (PBT)
- A minimum score of 80 for the Internet-Based Test (IBT)

Meeting these English language proficiency requirements ensures that international students have the language skills necessary to fully engage in and benefit from their academic pursuits at Hamptons College. We recognize the importance of clear and effective communication in the learning process and aim to provide a supportive and inclusive environment for all our students.

### **OTHER CONDITIONS**

In addition to the English Language Proficiency Policy, Hamptons College has established the following additional conditions for admission:

#### **1. English Language Proficiency Test Validity:**

- English Language Proficiency test results are considered valid if they are obtained within the past two years. Results older than two years are not acceptable for admission.

#### **2. Residency and Visa Requirements:**



- **Canadian Residents:** Canadian residents, including citizens and permanent residents, are required to provide proof of residency. This can be accomplished by presenting a valid passport, permanent resident (PR) card, or evidence of refugee status.

- **International Students:** International students are required to present a valid study visa as proof of their legal status to study in Canada. This visa is essential for enrollment in programs at Hamptons College and is a crucial part of the admission process.

Adhering to these additional conditions ensures the integrity of the admission process and helps in the verification of the qualifications and legal status of prospective students, both from Canada and abroad. Hamptons College is committed to maintaining a transparent and accountable admission process.

# APPLICATION PROCEDURE AT HAMPTONS COLLEGE

Before you apply for our programs, it's important to follow our application procedure to ensure a smooth and successful admission process:

## **Step 1: Contact our International Students Officer**

- Prior to applying for our programs, get in touch with our International Students Officer. They will provide you with valuable information about our application procedure and help you determine the suitability of our programs for your career goals.

## **Step 2: Ensure English Language Proficiency**

- Ensure that you meet our English language proficiency requirements. This is a vital step to be eligible for admission.

## **Step 3: Complete the Hamptons College Application Form**

- Apply for admission by completing the official Hamptons College application form. You can submit the completed form by email, fax, or through other designated means to the following address:

### **Hamptons College**

202, 4015, 17th Ave SE

Calgary, AB

Phone: 403-994-9994

Email: [info@hamptonscollege.ca](mailto:info@hamptonscollege.ca)

## **Step 4: Provide English Language Proficiency Documentation**

- Include documentation that demonstrates you meet the English language proficiency requirements. This is an essential part of your application.

## Step 5: Application Review

- Once your application and language verification documents are received, our admissions officer will review your application. You will be contacted with information regarding your application status and any additional requirements. Please note that foreign high school and post-secondary credentials will be assessed using the international education guide provided by the International Qualification Assessment Services.

<https://www.alberta.ca/iqas-immigration.aspx>

## Step 6: Letter of Acceptance and Payment

- If your application is successful, you will receive a letter of acceptance. At this point, you will be required to pay a non-refundable student registration fee of \$500. This fee will be credited toward your tuition when you commence the program. Further details about program fees and refund policies will be provided in your acceptance letter.

Please note: International Students are not eligible for Post-Graduation Work Permit (PGWP) after graduation from Hamptons College.

It's crucial that you ensure you have enclosed the necessary funds and documents with your application:

- \$300 (CAD) application fee
- \$500 (CAD) non-refundable registration deposit

## International Students Tuition Fees Payment and Refund Policies:

- **Application Fee:** The \$300.00 application fee is due with your application and is non-refundable.

- **Tuition Payment Structure:** Upon signing the admissions contract, a \$500 fee is due. This fee is part of the program tuition and should be paid at the time of registration.

Remember that fees can vary based on the program of study and the time of registration. Late registration fees may apply if you register after the indicated deadline in your offer letter. Please refer to your acceptance letter for specific fee details.

We look forward to assisting you on your educational journey at Hamptons College. If you have any questions or need further information, don't hesitate to reach out to our International Students Officer or our admissions team.

# Tuition Fees & Refund Policy

At Hamptons College, we are dedicated to providing an exceptional educational experience within a welcoming and secure environment, all at highly competitive tuition costs, setting us apart from many private Canadian colleges. Here are some of the advantages you'll enjoy when you choose Hamptons:

## **1. Tuition Flexibility:**

We understand the financial commitments of education, and to make it more manageable, we offer tuition flexibility. Students have the option to pay in installments through a tuition payment agreement, allowing you to plan your finances more effectively.

## **2. Cost Savings Based on Course Load:**

We believe in rewarding students for their academic dedication. Tuition costs are reduced based on the number of courses a student is taking. This flexible pricing structure allows you to tailor your education to your needs and budget.

## **3. Sign-Up Credit:**

As a token of our appreciation for choosing Hamptons College, new students are eligible for a cash credit ranging from \$240 to \$300. This sign-up credit provides immediate financial relief and acknowledges your decision to join our educational community.

## **Canadian Dollar Pricing:**

All costs and fees at Hamptons College are calculated in Canadian Dollars, making financial planning and transactions straightforward for our students.

These advantages are a testament to our commitment to providing accessible, affordable, and high-quality education in a safe and welcoming environment. At Hamptons College, we prioritize the success and well-being of our students while also ensuring that education remains a sound and cost-effective investment in your future.

## International Students Tuition Fees Payment and Refund Policies

### Fees Due:

- 1.0 **Application Fee:** A non-refundable application fee of \$300.00 is due at the time of submitting your application. Please note that this fee is non-refundable.
  
- 2.0 **Program-Specific Fees:** For the specific details of fees related to your chosen program of study, please consult your letter of acceptance. The exact fees can vary depending on the program and the time of registration. Late registration may result in additional fees if a student registers after the deadline indicated in the offer letter.

### Tuition Payment Structure:

Upon your acceptance and signing of the admissions contract, a fee of \$500 is due. This fee is considered part of the program's total tuition and must be paid at the time of registration. It is important to note that this \$500 fee is an integral part of your tuition, representing a portion of the overall program cost.

At Hamptons College, we are dedicated to ensuring clarity and transparency in our tuition payment and refund policies, enabling students to make informed financial decisions and manage their educational investments effectively. We encourage students to review their specific letter of acceptance for comprehensive details on fees related to their chosen program of study.

### DEFERRAL OF PROGRAM START DATE

At Hamptons College, we uphold the principle of flexibility to accommodate the changing needs of our students. Therefore, we allow for the deferral of program start dates. However, certain guidelines and timelines must be adhered to, and they are as follows:

#### Deferral by Hamptons College:

Hamptons College retains the authority to defer the start date of a program. This information regarding the deferral must be communicated to the student no less than 14 business days prior to the originally advertised start date. In the event of a violation of this notice period, the college is committed to refunding all fees, which includes the application fee, to the student upon the student's request. Such requests by the student must be received by the college within 5 business

days of the receipt of the deferral information. In cases where no such request is made within the stipulated timeframe, the college will consider the new program start date as accepted by the student.

### **Deferral Request by the Student:**

On the other hand, students have the option to request a deferral of their admissions to the next offering of the program, provided that this request is made no later than 14 business days before the originally advertised program start date. Deferral requests received less than 14 business days before the program start date will not be accepted and will be treated according to our refund policy, as outlined below.

At Hamptons College, we understand that circumstances may change, and we aim to provide reasonable options for students to adjust their program start dates accordingly. We believe in maintaining fairness and transparency in these processes to ensure the best possible educational experience for our students.

## **FEE REFUND POLICY**

Hamptons College maintains a clear and fair fee refund policy to ensure the best interests of our students. The policy outlines the conditions and procedures for refund requests:

### **Initiating a Refund:**

A refund can be initiated under the following circumstances:

- **Student's Withdrawal:** When a student voluntarily withdraws from their program.
- **College's Dismissal:** When Hamptons College dismisses a student.
- **College's Failure to Deliver:** If the college fails to provide the program for which the student registered.

### **Refund Period:**

If a student terminates their student contract on or before the 4th business day after signing the contract, Hamptons College will refund all the tuition fees paid by or on behalf of the student.

### **Withdrawal Procedure:**

To request a withdrawal and initiate a refund, a student must:

- Complete a standard Hamptons Students Program Withdrawal Form, which is available at the Students Office. Contact the Program Manager for a hard copy or electronic copy of the form.
- Fill out the form and return a signed copy electronically or in hard copy to the Program Manager. The date of withdrawal is considered the date the application is received by the Program Manager at the college.
- If the reason for withdrawal is visa denial, a letter of denial must be attached to the withdrawal form.

### **Consequences of Withdrawal:**

Students who withdraw forfeit their admission to the college and their status as students at Hamptons. Information about students who withdraw will be reported to Citizenship and Immigration Canada. Should a student who withdrew wish to return to Hamptons College at a later date, they must reapply for admission.

### **Registration Fee:**

When the Hamptons College Admissions Team is satisfied with the requirements, the institution may enter into a contract with the student and collect a registration fee of up to \$500. This registration fee will be credited to unpaid tuition if the student commences the program in accordance with the Private Vocational Training Regulation.

### **Timing of Fee Payments:**

Hamptons College will not request or accept payment of a registration fee, any other tuition fee, or any incidental fee from a prospective student until that person has signed a student contract. Similarly, no fees will be required or accepted before the commencement of vocational training for the student.

Our fee refund policy is designed to protect the rights and interests of our students while ensuring clear and equitable procedures for refunds and withdrawals. If you have any further questions or need more information, please do not hesitate to contact us.

### **Additional Important Information:**



To ensure transparency and clarity in our refund process, we would like to provide you with the following important details:

### **Refund Processing Time:**

All fee refunds will be processed within 30 business days following the receipt of the withdrawal application notice. The refund will be issued to the student, individual, or organization that originally paid the tuition.

### **Transfer of Tuition:**

A student who chooses to withdraw from a program may opt to apply the refundable portion of their tuition to a new program. However, to initiate this transfer, a non-refundable program transfer fee of \$200 must be paid.

### **Application Fees and Student Registration:**

- All international students are required to pay a non-refundable application fee of CAD \$300.
- Upon signing the Student Enrollment Contract, a \$500.00 Student Registration fee is mandatory, which will be credited toward your tuition when you commence the program.
- Please be aware that international students are not eligible for Alberta Government Student financial assistance. If you require financial assistance, we recommend contacting your home government or the Government of Canada under the Canadian International Development Agency to explore potential aid opportunities.

### **Early Termination of Student Contract:**

- If a student terminates a student contract on or before the 4th business day after signing the contract, Hamptons College will refund all tuition fees paid by or on behalf of the student.

### **Refunds after Commencement of Training:**

Hamptons College strictly adheres to the guidelines outlined in the Private Vocational Training Regulation.

In the event of the termination of a student contract after vocational training has commenced, the following percentages of tuition fees will be retained by the college:

- (a) When 10% or less of the vocational training has been provided: 25% of the tuition fees.
- (b) When more than 10% but 50% or less of the vocational training has been provided: 60% of the tuition fees.
- (c) When more than 50% of the vocational training has been provided: 100% of the tuition fees.

**Excess Tuition Fees:**

If Hamptons College has received tuition fees exceeding the amount that the institution is entitled to, the college will refund the excess amount.

Our goal is to maintain a fair and equitable fee refund policy, providing students with clear procedures and timelines. Should you have any further questions or need additional information, please don't hesitate to reach out to us. We are here to assist you throughout your educational journey at Hamptons College.

## **IMMIGRATION INFORMATION FOR STUDENTS**

Students admitted to Hamptons College are expected to adhere to the following immigration requirements:

**Program Eligibility:**

- You must be accepted into one of the programs specifically designated to accept international students. These programs include:

- Diploma in Accounting and Payroll Management
- Diploma in Financial Services
- Diploma in Massage Therapy
- Diploma in Cosmetology and Hair Styling
- Diploma in Medical Office Assistant
- Diploma in Pharmacy Assistant
- Diploma in Administrative Office Management
- Health Care Aide Government of Alberta Provincial Curriculum (HCA)

**Proof of Admission and Enrollment:**

- To maintain your status in Canada, you are required to provide evidence of your admission, enrollment, and attendance at Hamptons College.

**Study Permit:**

- Depending on your country of origin, you may need to obtain a Study Permit. You can find information on whether you require a study permit and the application procedure at [cic.gc.ca](https://www.cic.gc.ca).

**Immigration Medical Examination:**

- You may also be required to undergo an Immigration Medical Examination. The Canadian Embassy or Consulate will provide you with instructions on this matter.

**Law Abiding and Security Clearance:**

- It is essential that you maintain a law-abiding status and possess no criminal record. You may be asked to provide a Police Security Clearance. Furthermore, you must not pose a security risk in Canada.

**Sufficient Financial Resources:**

- You must demonstrate that you have adequate funds to cover your tuition fees, airfare, and living expenses for both yourself and any accompanying family members.

**Valid International Passport:**

- Possession of a valid international passport is a requirement. You must also satisfy an immigration officer that you intend to depart from Canada upon the completion of your studies.

Ensuring compliance with these immigration requirements is crucial for your stay and studies in Canada. For further information or if you have any questions, please do not hesitate to contact us. We are here to assist you with your immigration inquiries and ensure a smooth transition to Hamptons College.

## **Health Insurance Policy**

Hamptons College recognizes the vital importance of health coverage for international students residing in Alberta. While the college intends to offer group health insurance in the future, the current policy for health insurance for international students is as follows:

### **International Students Studying for 12 Months or More:**

Students with a duration of studies of 12 months or longer are eligible for Alberta Health Insurance. It is crucial that these students subscribe to the Alberta Health Care Insurance Plan as soon as they arrive in Canada. To access the healthcare system, including visits to doctors or pharmacies, they will need an Alberta Health Care Identification Card, or an identification card from another private insurance plan.

### **International Students Studying for Less than 12 Months:**

Students with a duration of study less than 12 months are not entitled to the Alberta Government health insurance. It is strongly recommended that these students purchase private health insurance before arriving at the College. In the absence of health coverage, students may be required to pay for consultations and treatment, which can be costly.

### **College's Role in Health Insurance:**

Hamptons College is not responsible for assisting students in purchasing health insurance. However, the college's staff members can provide guidance to students on how to obtain suitable health insurance.

For more comprehensive information about Alberta Health and specific details on health insurance, please do not hesitate to contact us. We are here to assist you with any inquiries and provide guidance on securing the necessary health coverage for your stay in Alberta.

## **Other Institutional Policies:**

### **STUDENT ATTENDANCE AND PARTICIPATION POLICY**

At Hamptons College, we uphold a strict policy on student attendance and participation, recognizing that punctuality and regular class attendance are fundamental to the learning experience. We foster an interactive and participative learning environment that encourages collaboration and enthusiasm in the educational journey. To ensure the effectiveness of this policy, we have outlined the following guidelines:

#### **Attendance Record:**

Instructors record daily attendance for all students. It is essential that students are punctual and present in class.

#### **Absences Beyond Three Consecutive Days:**

Students who are absent for more than three consecutive days must provide a valid reason with appropriate documentation to the Program Manager. A valid reason for an absence should describe the circumstances necessitating the student's non-attendance, such as medical issues or family emergencies. Failure to provide a valid reason and documentation may result in immigration reporting and other adverse consequences.

#### **Emergency Absences:**

In extenuating emergency circumstances that require a student to be absent from class, the student must notify the college office as soon as possible. In such cases, it is the student's responsibility to review the course materials covered during their absence and to be accountable for catching up on any missed content.

#### **International Student Absence Policy:**

For international students, an absence exceeding 30 days is considered withdrawal, and it will be reported to Citizenship and Immigration Canada for the determination of their status.

## **Alberta Student Funding:**

To meet Alberta student funding requirements, Hamptons College defines a funded student as having withdrawn under the following circumstances:

- As per section 6 (c) of the Alberta Institution Designation Agreement, when a student has missed five consecutive class days without prior or during absence contact to provide a reasonable excuse. In this case, the effective date of the student's withdrawal is the first of the five days of absence.
- When a student with a reasonable excuse is absent for more than 30 consecutive days, the effective date of withdrawal is the first day of this period during which the student was absent.

## **Returning After Withdrawal:**

Students who withdraw from a program can rejoin at a later date, but they will not be eligible for government funding.

At Hamptons College, we prioritize the importance of consistent attendance and active participation in the learning process to ensure the success of our students. We encourage all students to adhere to these guidelines and maintain effective communication with the college in case of any absences.

## **POLICY ON ACADEMIC DISHONESTY**

Hamptons College maintains a steadfast commitment to upholding academic integrity and the principles of honesty and fairness in all educational activities. The following actions are considered forms of academic dishonesty and are strictly prohibited:

### **1. Cheating in Examinations/Tests and Assessments:**

Engaging in any form of cheating during examinations, tests, or other assessments is not tolerated. Consequences for such actions may include deductions from marks, warnings, and other sanctions directed by the instructor. These sanctions will be reported to the Program Manager for appropriate reprimand. Students who receive repeated reprimands (three times) may face further disciplinary actions, which could involve academic probation or expulsion.

## **2. Plagiarism and Unauthorized Collaboration:**

Plagiarism, unapproved collaboration, the use of aids not explicitly permitted by instructors, theft, or solicitation of another student's assignments, paperwork, tests, or personal belongings are considered cheating and are strictly prohibited. Violations that infringe on Canadian laws regarding plagiarism and copyright may be reported to relevant law enforcement authorities. If there is any doubt, students are encouraged to consult government documents on copyright or seek clarification from their instructors.

## **3. Alteration of Records, Bribery, and Falsification:**

Altering records, bribery, falsifying information, or intentionally assisting another student in committing such acts are grave violations. These actions will result in severe disciplinary measures, including suspension, expulsion, and potential reporting to appropriate law enforcement agencies.

Hamptons College is committed to fostering a learning environment that values academic honesty, ethics, and integrity. We expect all students to adhere to these principles and maintain the highest standards of conduct in their educational pursuits. Violations of this policy will be treated with the utmost seriousness, and appropriate measures will be taken to address instances of academic dishonesty.

## **POLICY ON ACADEMIC PERFORMANCE AND GOOD STANDING**

Hamptons College maintains standards for academic performance and good standing to ensure the quality of education and the successful progression of students. The policy is outlined as follows:

### **Good Academic Standing:**

- A student is considered to be in good academic standing if they do not have three or more failed (outstanding) courses. Students in good academic standing are progressing well in their studies.

### **Probation and Potential Expulsion:**

- Students who do not maintain good academic standing may be placed on academic probation. Academic probation serves as a warning and a means to provide students with an opportunity to improve their academic performance.

- Continued failure to meet academic standards, even during the probationary period, could result in the student facing possible expulsion from the College.



**Retaking Exams and Practicum:**

- Students who fail exams or practicum have up to three chances to pass these assessments. The College provides opportunities for students to recover from academic setbacks.

**Academic Probation and Retaking Failed Courses:**

- If a student fails to pass a given exam or practicum after three attempts, they will be placed on academic probation for one course period. During this period, the student is expected to pay 25% of the entire program fees and retake the course(s) that were previously failed.

**Maximum Duration of Academic Probation:**

- A student may be on academic probation for a period not exceeding one academic year. After this period, if the student has not returned to good academic standing, they will be required to withdraw from the program.

**Exploring Other Program Options:**

- Students who are required to withdraw due to academic performance may consider pursuing another program within the College, provided they meet the qualification criteria and pay the appropriate fees.

Hamptons College is committed to supporting students in achieving their educational goals while maintaining the quality and standards of our programs. This policy ensures that academic expectations are clear, and the College offers opportunities for improvement while addressing instances where students may struggle to meet these expectations.

# STUDENT COMPLAINT AND DISPUTE RESOLUTION

Hamptons College is dedicated to treating all students and employees fairly and equitably when it comes to addressing complaints and concerns. We prioritize an open and collaborative approach to handling issues raised by both students and staff members. While we aim to resolve complaints informally whenever possible, we recognize that there may be instances where a more formal resolution process is necessary. The following principles guide our approach to dealing with complaints:

## **1. Identifiable Complainants:**

- All complaints, whether verbal or written, must have identifiable complainants. Anonymous complaints will not be considered.

## **2. No Adverse Consequences:**

- Lodging a complaint will not result in adverse consequences for any student or staff member in terms of their program of study or job responsibilities.

## **3. Applicability:**

- Our student complaint policies and procedures apply to individuals or groups.

## **4. Timely Initiation:**

- Complaints must be initiated within 30 days of the event(s) that led to the complaint.

## **Procedure:**

**1. Initial Approach:** The student should first approach the instructor or other authorized personnel, such as the program manager, to discuss the issue of concern. If the concern(s) cannot be resolved verbally, the student or staff member will be required to submit the complaint in writing to the Program Manager at Hamptons College.

**2. Meeting Arrangement:** Within 10 days, a meeting will be arranged between the student or staff member and the Program Manager, along with other individuals involved. The Program Manager may decide to escalate the issue to the Vice President (Academics) if deemed necessary. The student or staff member may be accompanied by an advocate of their choice at all stages of the complaint process, and this person may take oral submissions on behalf of the student.

**3. Oral Presentation:** The student or staff member will have an opportunity to make an oral presentation of the complaint at this meeting or delegate another person to make the oral presentation on their behalf. The proceedings and outcome of this meeting will be documented.

**4. Decision:** Upon reviewing the complaint and any other relevant information, the Program Manager, in consultation with the Vice President (Academic) President, will make a decision. The decision will be communicated to the student or staff member in writing within 14 business days following the meeting and will include the reasons for the decision.

5. **\*\*Record Maintenance:\*\*** Hamptons College will maintain a record of all students at their campus for a period of three years from the date of the decision. This record will include a copy of the written student complaint, any submissions filed, and the written decision.

**Address for All Complaints:**

The Program Manager,  
Hamptons College,  
202, 4015 17th Ave SE,  
Calgary, AB

We are committed to addressing complaints in a fair and transparent manner, ensuring that all concerns are handled effectively and professionally. Your feedback is valuable, and we are here to provide a platform for resolving issues that may arise during your educational journey at Hamptons College.

# APPEAL PROCESS

Decisions regarding probation, suspension, and expulsion at Hamptons College are taken by the Program Manager, in consultation with the Vice President (Academic). We recognize the importance of providing a mechanism for students to appeal these decisions, and our appeal process is as follows:

## **1. Right to Appeal:**

- Any student who is subjected to suspension, probation, or expulsion from the College has the right to appeal the decision in writing. This written appeal should be submitted to the Program Office front desk within 2 weeks of receiving the notification of probation, suspension, or expulsion.

## **2. Appeals Committee:**

- The appeal will be considered by an Appeals Committee, which consists of the President (Chair), the Registrar, and the Vice President (Academic). The student may be invited to testify before the Appeals Committee to present their case. The decision of the Appeals Committee will be final.

## **3. Further Recourse:**

- If the student is not satisfied with the decision rendered by Hamptons College, they have the option to refer the complaint to the following external authority:

- The Director,
- Private Career College Branch,
- 10th Floor Commerce Place,
- 10155-102 Street,
- Edmonton, AB T5J 4L5

Hamptons College is committed to ensuring a fair and transparent appeal process, providing students with the opportunity to have their concerns addressed in a professional and impartial manner. We value the rights of our students and strive to maintain a rigorous but just academic environment.

## **POLICY ON STUDENT CONDUCT AND EXPULSION**

Hamptons College maintains a strong commitment to upholding high standards of student conduct and ethical behavior. The College has a zero-tolerance policy for the following behaviors:

- Academic dishonesty
- Plagiarism
- Non-payment of tuition fees
- Harassment
- Abuse
- Discrimination in any form

Participation in any of these prohibited activities may lead to severe disciplinary actions.

### **Key Principles:**

#### **1. Identifiable Complainants:**

- All complaints, whether they are made verbally or in writing, must come from identifiable complainants. Anonymous complaints will not be considered.

#### **2. No Adverse Consequences:**

- Raising a complaint will not result in adverse consequences for any student or staff member in terms of their program of study or job responsibilities.

#### **3. Applicability:**

- Our student complaint policies and procedures apply to individuals or groups.

#### **4. Timely Initiation:**

- Complaints must be initiated within 30 days of the event(s) that led to the complaint.

Hamptons College takes a strong stance against any form of misconduct that threatens the well-being and academic integrity of our students and staff. We are dedicated to maintaining an environment that is conducive to learning, respectful, and free from any form of harassment or discrimination. Violations of this policy may result in serious disciplinary measures.

# STUDENT PRIVACY POLICY

## **Purpose:**

The purpose of this policy is to outline the collection, use, and potential distribution of personal information by Hamptons College. Hamptons College's Privacy Policy is established to protect the personal information under its control.

## **Context:**

Hamptons College is bound by federal and provincial laws that are designed to safeguard the privacy of student and staff information. The College is dedicated to respecting the privacy rights of its students, ensuring that personal information is protected within the boundaries of the law. Hamptons College will not disclose a student's personal information without the student's prior written consent.

## **Information Protection and Access:**

The College will take measures to safeguard the personal information collected from students, graduates, staff, and other business partners. Employees are obligated to exercise caution when sharing personal information with others. Access to personal information is restricted to the following:

- An individual accessing their own personal information
- An employee of the college with authorized access based on a legitimate academic or business need
- Any organization or person authorized by the individual to receive the information
- Authorized legal agent, government body, or representative in circumstances where the college complies with the release of personal information
- Individuals or entities as permitted by law when necessary for the reasonable conduct of college business

Hamptons College will only disclose personal information to third parties when it is necessary for purposes such as arranging external examinations, maintaining academic records, or issuing certificates. Disclosure may also occur if required by law. The College will only disclose the specific information requested.

If a student has questions or concerns regarding our policy, they should contact the college for clarification. Hamptons College may need to use photos of students and staff for advertising

purposes. Such use will require written consent before using these images, except for group photos taken during College events for which obtaining written consent for every person involved is not feasible.

The Hamptons College website ([hamptonscollege.ca](http://hamptonscollege.ca)) provides links to third-party websites. Our policy does not extend to third-party sites, and we recommend that all Hamptons College students read the policies of these websites. Hamptons College is not responsible for the privacy practices employed by third-party websites.

# ADVERTISING POLICY

At Hamptons College, we maintain a strict policy regarding advertising. This policy is designed to uphold ethical standards and ensure that our advertising practices align with our values and legal obligations. The following guidelines are integral to our Advertising Policy:

## **1. Zero Tolerance for Misconduct:**

Hamptons College enforces a zero-tolerance policy against academic dishonesty, plagiarism, non-payment of tuition fees, harassment, abuse, and any form of discrimination. Such misconduct can lead to serious disciplinary actions.

## **2. Restricted Advertising Content:**

We do not allow advertising that promotes or encourages the following:

- Alcohol or alcohol use
- Tobacco products or tobacco product use
- Firearms or weapons

This policy does not preclude advertising for college-sponsored events that may involve the serving of alcohol, including company advertising.

## **3. Harmful, Dangerous, or Illegal Products:**

We do not permit advertising for products that are generally considered to be harmful, dangerous, or illegal.

## **4. Avoidance of Bias or Demeaning Content:**

Advertising should not perpetuate gender, cultural, or racial bias, and it should not demean any person or group.

## **5. Truthfulness and Accuracy:**

All advertising must be truthful and accurate.



**6. Ensuring Safety and Security:**

Advertising should not interfere with the safety and security on campus.

**7. Compliance with Legal Requirements:**

Hamptons College is committed to complying with all legal requirements related to advertising. This includes adherence to the Canadian Code of Advertising Standards, Canada Brand Use Guidelines, and Alberta ethical requirements.

Our Advertising Policy reflects our dedication to responsible advertising practices that align with our mission and values while adhering to legal standards and regulations.

# INTERNATIONAL STUDENT SUPPORT SERVICES

Welcome to Hamptons College! We are dedicated to providing a range of services to support our international students during their stay in Calgary, Alberta. Here's what we offer:

## **WELCOME TO CALGARY, ALBERTA:**

Calgary is situated in the eastern foothills of the Canadian Rocky Mountains, where the Bow and Elbow rivers converge. It serves as the major urban center for the southern half of the province of Alberta, surrounded by breathtaking natural beauty and abundant resources.

Calgary is a high-altitude city, and its climate, influenced by this elevation, is relatively dry. The temperatures are mild, especially compared to most of Canada, and even when it's cold, it's often sunny. In fact, Calgary boasts an average of 2,300 hours of sunshine annually, making it the sunniest major city in the country. However, Calgary's weather can be quite unpredictable.

## **ARRIVAL AND ORIENTATION SERVICES:**

Before departing for Calgary, all students must ensure that their travel documents, including flight tickets, passports, and student visas, are in order. They should book their flights from their respective international departure airports to Calgary International Airport.

Upon arrival at Calgary International Airport, our team will provide a complimentary pickup service and transport students to their designated guesthouse or hotel. Students will receive a schedule for their orientation date and time at the college.

Our International Admissions Representative will conduct a comprehensive orientation session for new students, ensuring they feel comfortable in their new environment. This orientation will cover essential paperwork, such as obtaining a Social Insurance Number, understanding medical insurance, and addressing other important details. We are committed to making your transition to Calgary and Hamptons College as smooth as possible.

## COUNSELING SERVICES

At Hamptons College, we understand that students may encounter various challenges during their academic journey. To provide the necessary support, we offer counseling services to address your needs:

### **-Appointment Booking:**

If you require the assistance of a counselor, you can schedule a one-hour appointment in advance. These appointments can be conducted in person, via video calls, or over the telephone. Our International Guidance Counsellor is here to ensure you have the information and support you need to thrive.

### **Community Counsellors:**

Additionally, there are community counseling services available in Calgary. You can connect with local community counselors for further assistance:

- Calgary Counselling Center
- Mayfair Counselling Services
- Calgary Family Counselling
- Alberta Counseling Services
- PRH Counselling Services

We are dedicated to providing comprehensive support to help you overcome any challenges you may face while studying at Hamptons College. Your well-being is important to us, and our counseling services are here to assist you.

# ACADEMIC SUPPORT

At Hamptons College, we are committed to your academic success. To provide you with the support and guidance you need throughout your program, we offer a range of academic support services:

## **Course Instructors and Guidance Counselors:**

You will have access to the contact details of your course instructors and guidance counselors. They are available to assist you with your academic questions and concerns. You can reach out to them whenever you need clarification or guidance.

## **BridgePro Platform:**

Our BridgePro platform provides a space for you to connect with both instructors and fellow students. This platform is designed to help you develop a better understanding of your course materials and collaborate with your peers.

## **Instructor Office Hours:**

Instructors hold weekly office hours, during which you can seek direct clarification on course materials discussed in class. This is an opportunity for one-on-one support to enhance your learning experience.

## **Guidance Counselor:**

Our school has a guidance counselor who can offer career counseling and support for personal issues that may impact your academic performance. You can schedule an appointment with the guidance counselor to discuss any concerns or challenges you are facing.

We are dedicated to helping you excel academically and providing the necessary resources to ensure your success. Whether you need clarification on course materials, career guidance, or assistance with personal matters affecting your studies, our academic support services are here to assist you. Your progress and well-being are our priorities.

## STUDENT HOUSING

While Hamptons College does not provide on-campus housing, there are several off-campus housing options available to students. We recommend exploring the following websites to find suitable accommodations:

1. **Nestpick:** Nestpick offers a variety of housing options for students. You can browse through their listings to find housing that meets your preferences and budget.
2. **Places For Students:** Places For Students is a platform that specializes in student housing. It provides a range of housing options near educational institutions.
3. **Kijiji:** Kijiji is a popular online classifieds platform where you can find rental listings for apartments, rooms, and shared accommodations.
4. **Zumper:** Zumper is another online platform that connects renters with available housing. You can use their search filters to narrow down your housing options.

Please note that it's essential to start your housing search well in advance to secure a place that suits your needs. Make sure to consider factors such as location, budget, and amenities when choosing your accommodation. If you have any questions or need assistance with your housing search, feel free to reach out to our International Students Officer for guidance and support. Your comfort and safety are our priorities.

## COMMUNITY LIFE

Calgary is a vibrant and multicultural city, offering a diverse range of community activities and events. Here are some resources to help you explore and engage in the local community:

1. **Eventbrite:** Eventbrite is a platform where you can discover and register for a wide variety of local events, including cultural festivals, workshops, and social gatherings.
2. **Visit Calgary:** Visit Calgary's official website provides information on local attractions, events, and activities. It's a great resource for exploring what the city has to offer.
3. **Calgary.ca:** The official website of the City of Calgary provides information about community programs, services, and events happening in the city. You can find details about parks, recreation, and local initiatives.
4. **Life in Calgary:** Life in Calgary is a community organization that connects newcomers to the city with resources, events, and services to help them settle into their new home.
5. **Calgary Pride:** Calgary Pride hosts events and initiatives that celebrate and support the LGBTQ+ community. You can participate in pride festivals, parades, and other activities to promote diversity and inclusion.

Engaging in the local community can be a rewarding experience that allows you to meet people from various backgrounds and enjoy the cultural richness that Calgary has to offer. Whether you're interested in arts and culture, sports, or social gatherings, you'll find a wide range of activities to suit your preferences.

# MEDICAL CLINICS IN CALGARY, ALBERTA

In Calgary, there are several medical clinics available to meet your healthcare needs. It's essential to check with your medical insurance provider to ensure coverage. Here are some recommended medical clinics in the city:

## 1. North East Medical Clinic:

- Address: 2790 32 Ave NE, Calgary, AB T1Y 5S5, Canada
- Phone: 587-393-6633

## 2. Cares Medical Clinic:

- Address: 3131 27 St NE #85, Calgary, AB T1Y 0B3, Canada
- Phone: 403-230-0502

## 3. Saddletowne Medical Clinic:

- Address: 70 Saddletowne Cir NE, Calgary, AB T3J 0H5, Canada
- Phone: 403-590-7710

## 4. Falconridge Medical Clinic:

- Address: 287 Falshire Dr NE, Calgary, AB T3J 1T9, Canada

## 5. Properties Medical Clinic:

- Address: 5102 Rundlehorn Dr NE, Calgary, AB T1Y 1C1, Canada
- Phone: 403-280-2700

When seeking medical care, be sure to contact the clinic in advance to confirm their services, hours of operation, and whether they accept your medical insurance. It's also recommended to have a list of any specific healthcare needs or concerns to discuss with the healthcare provider.

Remember to carry your medical insurance information, such as your Alberta Health Care Identification Card or private insurance details, when visiting a clinic. If you're unsure about which

clinic to choose, you can also ask for recommendations from local residents or your academic institution's support services. Your health and well-being are a top priority, so don't hesitate to seek medical attention when needed.

## TRANSPORTATION IN CALGARY, ALBERTA

Calgary offers a range of transportation options for getting around the city. Here's some information on local transportation services:

**1. Local Metro Transportation:** Calgary has an efficient public transportation system, including buses and the CTrain (light rail transit). As a student, you may be eligible for subsidized rates through the Fair Entry Program.

**2. Ride-Sharing:** In addition to public transportation, you can also use ride-sharing services like Uber. Download the Uber app on your smartphone to book a ride when needed.

Calgary's transportation system is known for its reliability and convenience, making it easy for students to navigate the city and reach their destinations.

Please note that transportation options and services may evolve, so it's a good idea to regularly check the official websites and apps for the most up-to-date information on routes, schedules, and fares.

## BASIC AMENITIES IN CALGARY, ALBERTA

Calgary offers a wide range of stores where you can purchase your basic essentials and groceries. Here are some of the popular options:

1. **Superstore:** Superstore is a well-known chain that offers a variety of groceries and household items.
2. **Walmart Supercenter:** Walmart is a one-stop shop for groceries, household goods, and a wide range of products.



3. **Safeway:** Safeway is a grocery store that provides fresh produce, packaged foods, and more.
4. **Save On Foods:** Save On Foods is a grocery chain with a selection of food and household items.
5. **Sobeys International:** Sobeys offers a range of grocery products, including international foods and ingredients.
6. **Co-op:** Co-op is a cooperative grocery store with a selection of products and services.
7. **Costco:** If you prefer buying in bulk, Costco offers a variety of items, including groceries and household supplies.

These stores are conveniently located throughout Calgary, making it easy to access the basic amenities you need for daily living.

Keep in mind that store hours and services may vary, so it's a good idea to check with the specific store locations for their latest information.



