

Everything You Need To Get Started!



Academic Year — 2016

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A Message From the Chief Certification and Licensing Officer



Dear Future Graduate,

Congratulations on your decision to enrol with ICS Canada. You have taken an important first step toward success, and I am proud to welcome you to our student body.

This Student Handbook features general information about your ICS Canada experience, from how to contact ICS Canada to details on achieving your goal of a Career Diploma. You'll find many interesting facts in this book - but all you need to get started can be found on pages 4 - 5. This section details everything that's included in your first online lessons and how to begin your first lessons.

I wish you the best of luck with your studies, and look forward to awarding you your Career Diploma!

Connie C. Dempsey

Chief Certification and Licensing Officer

Mission Statement

ICS Canada's mission is to enhance the lives of our students and clients through the acquisition of knowledge, skills, and credentials that will allow them to achieve their goals by advancing in their chosen field, starting a new career, or pursuing lifelong learning.

ICS Canada Institutional Goals

- Provide educational programs that enable self-motivated, independent learners to acquire core competencies in their chosen technical and professional fields
- Employ contemporary learning strategies based on academic standards of good practice in distance education
- Develop and maintain systems that optimize student opportunities for broadly participative, interactive learning
- Establish and communicate high standards of academic performance for students and the institution
- Assess student learning and institutional effectiveness systematically in order to improve student performance
- Provide an extensive suite of student support services based on student needs and interests
- Conduct fiscally responsible planning that balances the institution's commitment to academic excellence with its concern for profitable financial performance

The mission is supported by an admissions policy that allows students with appropriate prior education to enrol in programs without regard to race, religion, gender, age, color, national origin, or physical disability. The school regularly assesses fulfillment of its mission and achievement of its institutional goals through ongoing studies of student learning, measurement of student satisfaction, and evaluation of career outcomes of graduates.

Getting Started Is Easy

Getting started takes only a few minutes. First, let's look at what you receive in your online materials. These materials are available at your **"My Courses"** page on our website:



Your Student Handbook

Special information on the ICS experience.



Program Outline

The information you will learn in your program and the order in which you will learn it.



Your Lesson Materials

All you need to get started



A Special Offer for You

Earn \$50 cash for every student you recommend to us! (Up to \$100/year).



Online Exam Instructions

Details on submitting your exams online.

If you have not chosen our convenient, automatic payment method, your coupon book will be mailed separately. Also, if you need to contact ICS in regard to your program, please go through **"Help Center"** from your **"My Homepage"** or by calling ICS at **1.888.427.1000**.

Follow the four simple steps below and you will be on your way!



YOUR STUDENT ID CARD

It's part of the Welcome Letter you receive in the mail. You'll find your student number on your ID card, which you need to have available whenever you contact ICS Canada



REFER TO YOUR PROGRAM OUTLINE

Your Program Outline lists all of your lessons and the order in which you should study them. Look on your Program Outline to determine which of your lesson books is Study Unit 1.



READ STUDY UNIT 1 THOROUGHLY

Make sure to use the self-tests in your lessons to help you prepare for your first "open-book" exam. If you have any questions about your lessons, call or email your instructors.



TAKE YOUR FIRST EXAM

When you feel prepared, your first exam will be available for you online. Click on the **"Take Exam"** button next to the lesson. Once you have completed the exam, click on the **"Submit"** button.

That's all there is to it.

The rest of this book contains useful information on contacting ICS Canada, taking exams, and answers to other questions you might have. You should review the information to gain the most from your ICS Canada experience.

Contacting ICS Canada

At ICS Canada, your success is important to us. That's why we've made it easy for you to contact us whenever you have questions or problems.



On the Web

Visit <http://www.ICSLearn.ca> for easy access to your student records, exams, assistance, and more. Take advantage of the comprehensive Questions and Answers section, compiled from years of student service excellence. The ICS Canada student website is your one-stop solution to any questions you might have.



Over the Phone

If you have a question that we can't address through the website or email, you can contact our toll-free Student Support Line, **1.888.427.1000**. The Student Service Center is available Monday through Friday from 9:00 a.m. to 6:00 p.m. ET.

“ICS Canada offers great programs to learn and educate yourself. They provide excellent service when needed.”

*– D. Cook,
Small Engine Repair*

ICS Canada

On the Web

The ICS Canada website features information on the school and details on every program we offer, as well as links to other educational resources. From our website, you can view your student record, take exams, email your instructor, and more. Visit our site at **www.ICSLearn.ca**.*

Get your education quickly and conveniently through the ease of online learning.

- Ease and convenience at **www.ICSLearn.ca** — your home for 24-hour-a-day student services. With a few clicks of your mouse, you are in control of your education! Be sure to visit the enhanced Frequently Asked Questions (FAQs) section for helpful information.
- Access program material, grade and shipment records, and account information, all online. Download study guides to keep as references. Make payments the easy way or quickly access tuition information.
- Support from your instructors, and from Student CARE, is available via email at your convenience.
- Exams are taken and submitted online.

You will need access to high-speed Internet, a Microsoft® Windows® based computer running Windows XP® or later or an Apple® Mac® computer running OS X® or later, and an email account to complete your program with ICS Canada.

***ONLINE BEHAVIOUR**

ICS Canada expects students to behave properly and to use good judgement when communicating online with the school. Illegal or improper use of the Web within the ICS Canada environment will not be permitted and may be cause for disciplinary action.

Frequently Asked Questions

Q. Where can I find my student number?

A. The number is on your Student ID Card which you received with your Welcome Letter.

Q. How do I submit exams?

A. Exams are submitted via the website www.ICSLearn.ca. You can complete your exams and receive feedback at this site.

Q. What if I change my address?

A. The easiest way to change your address is through the Student Login tab on our website. From your "My Homepage" access the Help Center and follow the directions to submit the change of address. You can also advise ICS of an address change by mail or by phone at 1-888-427-1000.

Q. How do I make payments?

A. Payments may be made at a any branch of the Royal Bank of Canada or by mail. ICS accepts payment by cheque, money order or credit card (Visa, MasterCard and AMEX). Send your payment and the appropriate stub from your payment coupon book to:

**ICS Canada
610-245 Victoria Avenue
Westmount, QC H3Z 2M6**

Please be sure to include your student number on all payment materials. Allow one week for your account to be updated.

Q. How long will it take me to complete my program & receive my Career Diploma?

A. Completion times vary, depending on the program in which you are enrolled. Programs can be completed in a year or less depending on the time you have to devote to your studies. If it seems that you will need additional time to complete your program, you may contact ICS and request an extension. Your Enrolment Agreement specifies the completion time for your program.

Q. Are there any additional fees?

A. The following fees are charged, if applicable: additional six-month extension fee of \$75.00; administrative fee of \$60.00;

Shipping and handling fees, \$39.00. Your Enrollment Agreement lists these fees.

Q. What is your cancellation policy?

A. The cancellation policy is provided in detail on page 13 and on the Enrollment Agreement you signed. A copy of your Enrollment Agreement will be returned to you after your application is approved.

Q. Can I earn credit for previous coursework completed?

A. ICS Canada does evaluate prior academic learning, for transfer credit, in most of its programs.

Q. Is ICS Canada accredited?

A. Yes. ICS Canada is accredited by the Distance Education Accrediting Commission (DEAC). The DEAC is a global leader in distance learning accreditation, located in Washington, DC U.S.A.

IACET CEUs are issued by Penn Foster Career School. Penn Foster Career School is the parent company of ICS Canada. Penn Foster Career School has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102. In obtaining this approval, Penn Foster Career School has demonstrated that it complies with the ANSI/IACET Standard which is widely recognized as the standard of good practice internationally. As a result of their Authorized Provider membership status, Penn Foster Career School is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard.

Study Tips & Taking Your Exams

Each of your study units features an exam, which you complete and submit to ICS Canada for grading. Study units also feature helpful self-tests you can use to determine how well you understand the new concepts you have learned. Remember that future lessons are made available when you submit exams, so avoid delays in your training by submitting them promptly.

SUGGESTIONS FOR MORE EFFECTIVE STUDYING

- Set up a special place in your home to do your studying and keep all your materials there, within easy reach.
- Schedule your study time. Make sure it doesn't conflict with other important activities.
- Frequent, brief study sessions are more effective than long, "cramming" marathons.
- Make sure to do all the self-test exercises in the study unit.

TIPS ON COMPLETING YOUR EXAMS

When it comes time to take your exam, make sure you follow the directions carefully. If you don't understand what you are supposed to do, don't hesitate to call ICS Canada and ask for help.

SUBMITTING YOUR EXAMS

You must submit all exams online using the ICS Canada exam system that you access from your Student Portal.

To access an exam, click on Take Exam next to the appropriate lesson title. If the exam involves an essay or a writing assignment, you'll be asked to attach a file of the assignment to submit it to the school.

Read each question carefully before you choose your answer. If you're unsure of an answer, you can mark the question for review by clicking a button to the right of the question. Before you submit the exam, you'll be able to see a summary of all of your answers and make changes if you so desire.

EXAM RESULTS

You must go to www.ICSLearn.ca to get your evaluations. The evaluations will tell you which answers (if any) were incorrect. If you have a question or problem with your exam evaluation, contact the school immediately.

You are given two chances to pass each exam. For multiple-choice exams taken on or after May 21, 2013, you may retake the exam whether your score was passing or failing on the first attempt. Review your materials and use your exam evaluation to help you cover topics that you missed previously. Then, click on **Take Exam** to submit the **ENTIRE** exam again. You will be awarded the higher of the two grades.

For all other exams (non-multiple-choice exams or any exams submitted before May 21, 2013) retakes are required if you failed on the first attempt, and not offered if you passed. Retakes of these exams are graded on a pass/fail basis. You may retake an exam as soon as the first attempt has been graded; there is no waiting period.

The ICS Grading System:

Each of the exams you submit will be graded on the following scale:

Lesson Grade (Percentage)	Letter Equivalent	Rating
92-100	A	Excellent
81-91	B	Good
75-80	C	Average
70-74	D	Passing
Below 70	F	Failing

(Effective to April 30, 2012)
An overall course grade of 70%,
or above is required to graduate.

Lesson Grade (Percentage)	Letter Equivalent	Rating
90-100	A	Excellent
80-89	B	Good
70-79	C	Average
65-69	D	Passing
Below 65	F	Failing

(Effective May 1, 2012)
An overall course grade of 65%,
or above is required to graduate.

* Students in ICS Canada’s Aircraft Mechanics program must attain a minimum of 70% on all lesson examinations, achieve an overall lesson average of 70%, and meet all financial obligations to be awarded a career school diploma.

*“The day I received my ICS Canada diploma
the feeling of having accomplished
something in my life was so gratifying.
It is all worth it. Don’t wait.
Start today to accomplish your goals.”*

– L. Goral

Academic Policies & Graduation

When you have successfully completed your program and your account is paid in full, you will achieve your goal - a Career Diploma.*

To be awarded your diploma, you must:

- *Have successfully completed all exams.*
- *Achieved an overall average of 70% (65% effective May 1, 2012) or above.*
- *Met all your financial obligations.***

** Students with a Grade Point Average of 92 or higher receive a diploma with highest honours.*

*** All payments must clear before diploma will be issued.*

Entrance Requirements

ICS Canada has an open admissions policy. For enrolment in most ICS Canada programs, the minimal educational requirement is eight years of formal schooling. The minimum educational requirement may be waived at the discretion of the Director of Academic and Student Affairs of the school involved if the prospective student otherwise meets entrance requirements and can provide written proof of competence. Where a prospective student wishes to be excused from certain program material to go on to more advanced work, a higher minimum educational requirement may be deemed necessary. ICS Canada is an equal opportunity educator and admits applicants without regard to race, religion, colour, sex, national origin, or physical ability. It is the ICS Canada policy, however, to refuse enrolment of a minor still attending a recognized elementary or secondary school.

Advanced Standing

A student who enrolls in a standard program is expected to study all the subjects in that program or to provide satisfactory evidence of equivalent training. Advanced standing may be given for prior academic learning. Exemption from previously completed subjects can be granted by sending to ICS Canada an official transcript from the high school or college attended. Transcripts must be accompanied by the student's name, student number and address, and a statement of the purpose for which the material was sent. This material should be sent to the Advanced Standing Committee, ICS, 610-245 Victoria Avenue, Westmount, QC H3Z 2M6.

Academic Integrity

Students whose work is generally unsatisfactory over a period of time are placed on academic probation. "Unsatisfactory" work is defined as three failing grades (incomplete examinations which have not been made up and/or failed make-up examinations). The Director, Academic and Student Affairs may, however, decide not to place a student on probation if individual considerations justify continuance. Probation is essentially a serious warning which carries no penalties at the time. For removal from probationary status, a student must submit all make-up work and attain passing grades on three examinations, with no new failing grades since probation. If a student qualifies for academic reinstatement he/she may be cancelled or transferred to another program (with the student's consent), on the recommendation of the Director, Academic and Student Affairs. Students dismissed because of low academic standing or other reason will be entitled to a refund of tuition in accordance with the provisions of the Enrolment Agreement.

Student Identity Verification

Student Identity Verification All new students are provided with a unique student number. This student number should not be shared with anyone else. In order to gain entry into the online learning management system and access study materials, students need to enter their student number and a unique password that restricts anyone else from accessing their student record. Sharing student numbers or passwords with any other individual is in violation of the honor code and can lead to disciplinary action.

Expectation

All ICS Canada students are expected to conduct themselves with the highest academic and ethical standards. Failure to do so will result in disciplinary action.

Code of Conduct

All ICS Canada students are expected to abide by all the standards and policies established by ICS Canada. Students will observe all rules on submitting work and taking examinations

and will never turn in work that is not their own, or present another person's ideas as their own. Students will never ask for, receive, or give unauthorized help on graded assignments, quizzes, or examinations. Students behaving unethically or failing to abide by the school's Code of Conduct, will be subject to disciplinary action up to and including dismissal from ICS Canada.

Cheating

Cheating can be defined as any inappropriate collaborative activity in which the work submitted to the school does not represent the work of the enrolled student. This would include submission of someone else's work, submission of answers obtained through inappropriate measures, or providing answers to another student. If cheating is suspected, the student will be notified and required to respond in writing to the charges made. The student's response will go before the Academic Standards Committee for a decision on the student's enrolment. Disciplinary action can be applied up to and including termination of the student's enrolment.

Plagiarism

Plagiarism is another form of unethical behaviour. Plagiarism is dishonestly using another person's ideas or finished work as your own without giving credit for the source. It includes copying or paraphrasing something and using it as if you had done the work yourself. Any act of plagiarism from students will not be tolerated. Students who submit plagiarized work will be disciplined up to and including termination of the student's enrolment.

Disciplinary Action

Any inappropriate behaviour can result in several forms of disciplinary action. This would include anything from awarding a "0" grade on an exam to termination. Faculty members will report inappropriate behaviour by students; this will be forwarded to the Academic Standards Committee for action and a final decision.

Student Grievances

Most student complaints can be handled at first point of contact with the school. Student complaints are addressed using the policies and provisions of the enrolment agreement, student handbook, and academic requirements of the school. Students who

have a complaint should contact their instructor regarding academic issues or a student service supervisor regarding servicing issues. The instructor or student service supervisor will provide a verbal or written response depending on the student's preferred choice of communication. If the student believes that the complaint has not been properly handled at that point, the student should use the following procedure to register a grievance.

Steps in Grievance Procedure:

1. The student should contact the Director, Academic and Student Affairs either by phone or in writing expressing his/her concern within 30 days of receiving a response to the original complaint. The Director will respond either by phone or in writing within two weeks of receiving the complaint.
2. If the student feels that the issue is still unresolved, he/she has 30 days to express continued concerns in writing to the Dispute Resolution Committee. The Dispute Resolution Committee will meet and render a decision within two weeks of receipt of the grievance. The decision of the Committee will be final and will be sent to the student in writing.
3. All final decision notifications will be kept on file with The Dispute Resolution Committee.
4. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the Better Business Bureau.

Complaints Against Faculty

If a student has a complaint regarding treatment by a member of the faculty or suspects a conflict of interest, the student should report this complaint to the Director, Academic and Student Affairs. If the student has consulted with the appropriate supervisor and still believes that the matter has not been dealt with satisfactorily or equitably, the student should contact the Chief Certification and Licensing Officer. If the complaint is still not resolved, the student must submit a formal written signed complaint to the school's Academic Review Board for further consideration.

Grade Appeal

Students who wish to dispute a grade or an answer to a question should contact their instructor. Only an instructor has the authority to change a grade. If the student is not happy with the grade appeal results, he/she should follow the “Student Grievance” procedure listed in this handbook.

Extensions

Depending on the program, students are given a certain amount of time to complete all the lesson assignments. Students may request a six-month paid extension. Students who do not complete the program within the required time may need to reenrol in the program that is current at that time. Previous work would be evaluated against the current curriculum to determine which courses or lessons could be transferred into the new enrolment.

Online Library

Students at ICS Canada will have access to an online library for use during their studies with the school. Students can use this library to do the required research in the programs they complete or can use it for general reference and links to valuable resources. The library contains helpful research assistance, articles, databases, books, Web links, and email access to a librarian. Students can access the library from their home page.

Librarian

A librarian is available to answer questions on general research-related topics via email and assist students in research activities during their studies with ICS Canada.

Accommodating Students with Disabilities

ICS Canada believes in opportunity for everyone. Therefore, the school strives to meet the needs of all students by providing instructional support and student services which will enable them to reach their maximum potential. The school does not discriminate on the basis of race, colour, gender, religion, national origin, age, or physical disability. The school will offer a reasonable accommodation for any qualified student with known disabilities provided the accommodation does not pose an undue hardship on the school or does not force the school to fundamentally alter

the educational course, compromise its academic standards, or place the disabled individual in a better than equal position with nondisabled students. Students who need special accommodations should write a letter to the Director, Academic and Student Affairs indicating the nature of the special needs. The student must also provide documented evidence of the disability.

Career Services

Upon completing your career training, ICS Canada also offers access to Alumni Career Services which are designed to help you find employment in your chosen field. Career Services include:

- *Resume Preparation*
- *Job Searches*
- *Help with Submitting Resumes*
- *Cover Letter Design*
- *Interview preparation, & much more.*

School Calendar

ICS Canada operates 12 months of the year. The Student Service Center is available Monday through Friday from 9:00 a.m. to 6:00 p.m. ET. The instructors are available Monday through Friday from 9:00 a.m. to 6:00 p.m. ET. The school is closed on the following days during the year: New Year's Day, Good Friday, Easter Monday, Victoria Day, St. Jean Baptiste, Canada Day, Labour Day, Thanksgiving, Christmas Day, and Boxing Day. The school's phones will have a “closed” message on these holidays.

Transcripts

Along with your Career Diploma, you will receive a copy of your Official Transcript. If you desire additional copies, they are available at a cost of \$10.00 each. Contact our Customer Service Department to submit your request. If you want the transcript sent to someone else (i.e., an employer or school), please have the address handy when you call. (You must be current in your payments to receive this service.)

Letters of Recommendation

ICS Canada will be proud to send a letter of recommendation on your behalf to other schools or potential employers. Contact our Customer Service Department for more information. (You must be current in your payments to receive this service.)

Cancellation Policy

To view the cancellation policy, please visit <http://www.icslearn.ca/copyright.html>.

Privacy Policy

ICS Canada's User Privacy Policy

ICS Canada respects the right to privacy for all of its students. Our privacy policy reflects a concern for you as a valued student and customer. Carefully read the information below to learn about the personal information we collect, and store, how ICS Canada might use that information, and your rights to review, correct or delete the information specifically concerning you.

When you communicate with ICS Canada, we will collect and store certain personal information in our customer database. This information could include any of the contact or demographic information you provide us, including your name, address, phone number, email address, postal code, or age. In addition, we may collect certain financial information such as your credit card number in order to process your order and collect your payment. "Cookies" may also be used to recognize you and give you access to our site. And if you enrol in one or more of our programs, your student records and correspondence with our company are maintained by us as required by law and good business practices.

We will not disclose your credit card number and other personal financial information, except as necessary to collect payment. ICS Canada will use the information you provide us to help us better provide our services to you, and to tell you about other products and services that may be of interest. In addition, ICS Canada may share personal contact information and demographic information about our students with reputable business partners such as advertisers and other third parties, but this is ordinarily done only in the aggregate as part of a "mailing list" rental.

If you do not wish to receive information from organizations other than ICS Canada, please advise the School of this choice by writing to ICS Canada, 610-245 Victoria Avenue, Westmount, QC, H3Z 2M6, attention, Privacy Officer. Be sure to include your name, address, and student number. We do not share your private student records or your grades, except as may be required by law.

You may review and approve the information about you collected in connection with your enrolment. Upon request, we will change or correct personal information that is erroneous. However, you should understand that information about you in our database may come from a number of sources including previous contacts or orders made by you and third-party mailing lists.

No information regarding an individual student record is released to anyone other than the student until a signed release form from that student has been received. Signed release forms are transferred to a laser optical scanner for permanent storage and reference. Release forms can be obtained from the Electronic Form page on your Student Portal

Questions or concerns regarding the ICS Canada privacy policy should be directed to the School's Privacy Officer either in writing at the aforementioned address or by phone at 514-482-6951.

On the Road to Success...

You have started on a journey toward a better future — a future that brings more money, security, and greater career satisfaction. All of us at ICS Canada will do everything we can to make that journey a rewarding one. But there may be times when you find it hard going...maybe your job or family is demanding more of your time, or completing your program seems too far out of reach. If you start to feel that way, just remember these important facts:

- A good way to stay motivated is to remember why you enrolled. You have a dream of building a better life for yourself, and you have already shown you have the dedication. Don't let anything stop you from achieving your goals.
- Anytime you have a problem with something in your lessons or a question about your ICS Canada experience, contact the school. Every student is important to us — and we want to see you achieve success. You can always turn to your instructor or our helpful Student Services staff for help.
- Set up your Study Planner, and stick to your study schedule as much as you can — but it's okay to give yourself a day off now and then, too. Holidays, special occasions, or just a day to "recharge your batteries..." but don't take too many, because you want to keep moving toward graduation.
- Most of all, take pride in what you are accomplishing. So many people never try to make their dreams come true — just by enrolling, you have shown you are someone who sets goals and works to achieve them. You have much to be proud of.

GOOD LUCK

from all of us at ICS Canada!

Ownership, Governance, and Administration

OWNERSHIP

Penn Foster, Inc.*

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