

OFFICIAL STUDENT HANDBOOK

2023-24



Certificate in Web and Digital Technologies Programs



Message from the CEO



On behalf of Make A Change Canada, it is my pleasure to welcome you—*both new and returning students*—to the 18th annual session of the Web and Digital Technologies (WDT) certificate programs.

Make A Change Canada has a rich history of providing quality educational programs in digital technology, employment, and entrepreneurship. To date we have served over 900 students in the WDT Foundational and Advanced programs.

Every student comes to us with a unique background and set of existing skills and talents. Whatever your career goal, the opportunity to establish yourself in the booming Information and Communications Technology (ICT) and Interactive Digital Media (IDM) sectors has never been greater.¹

What brought you to our program? Do you wish to become self-employed, or are you already in business and want to expand your service offering? Or are you here to enhance your resume and improve your chance of becoming gainfully employed, perhaps as a valued communications coordinator or a highly skilled office administrator? Our graduates have achieved this and more.

Some have established busy design practices, while others have found rewarding careers in real estate offices, chambers of commerce, and Indigenous and nonprofit organizations, to name a few. Whatever your aim, we hope you will contact us with any questions you have related to your career goals.

When you need help, please do not hesitate to call on the instructors or the education and training coordinator. Sometimes the coursework can be quite challenging, and we are here to support you. Remember, by working together, anything is possible.

A new academic year means updates to our policies and procedures, as we continue to make changes to help our students achieve success. Please refer to this handbook frequently, as it will help you understand the academic processes and requirements while keeping you on track. I strongly encourage you to read all the information included in this handbook.

Again, welcome to the Web and Digital Technologies certificate programs. May your time with us be both enjoyable and rewarding!

Anne-Marie Edgar, M.B.A.
CEO

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¹Source: <https://www.ictc-ctic.ca/wp-content/uploads/2021/08/digital-talent-outlook-for-2025.pdf>

History and Overview

Make A Change Canada is an accredited national organization with charitable status established in 2005. Make A Change Canada operates as a virtual organization and has team members working from offices in B.C., Ontario, and New Brunswick.

[Learn more about Make A Change Canada >>](#)



Since its debut in 2005, Make A Change Canada has helped over 4,000 individuals chart a new course in life. We are the pioneer in providing online and supportive career-related programming for people facing barriers to employment. By gaining competitive Information and Communications Technology (ICT) and Interactive Digital Media (IDM) skills, graduates expand their opportunities for employment, self-employment, and career advancement.

The Certificate in Web and Digital Technologies program has several awards to its credit. It has received the Conference Board of Canada's award for Community-based Learning Opportunities, and the Minister's Award of Excellence and Innovation from Western Economic Diversification in British Columbia.

Make A Change Canada develops and maintains the curriculum to align with current industry technologies. We work directly with students at intake time and during their studies. Make A Change Canada is recognized by Employment and Social Development Canada (ESDC) as a certified educational institution and is accredited under Imagine Canada Standards Program. Students who successfully graduate from our programs will receive a Certificate in Foundational Web and Digital Technologies and a Certificate in Advanced Web and Digital Technologies and Design from the educational division of Make A Change Canada.



Let's connect!

Please join us and other program participants in our vibrant social networks:



Key Resources

We hope you will find this handbook helpful and you will refer to it often. The information it contains will help guide you during your studies. It is not, however, going to tell you everything you need to know.

If you are in the Foundational program, please be sure to complete **WDT100: Program Orientation** and attend the orientation sessions, which will be held in the Zoom Webinars platform.

This three-day orientation will provide you with important details about the learning environment, academic policies, and software programs used.

For both the Foundational and Advanced programs, be sure to read the **Outline, Set Up, Course and Instructor Schedule, and Assignments Pages** of every course. These pages provide information of specific importance for navigating each course.



Key Personnel and Roles

Dean/School Chair

Anne-Marie Edgar, CEO

Supervises the Web and Digital Technologies certificate programs and is responsible for overall day-to-day operations. Involved in authorizing resources and support to students. Primary contact and authority for action plans, which are administered with the program manager, when necessary.

Educational Team

Jenn Cloutier-Jury, Education and Training Coordinator

Email: jenn@makeachangecanada.ca

Toll-free: 1-888-927-7473, Ext. 704

Available for student contact on a day-to-day basis. Assists with the program orientation sessions. Processes student applications, provides access to courses, communicates with funding agencies and community organizations, and administers student records and receipting. Assists the instructors and team with monitoring of student progress and following up with students.

Mary Alton, Program Manager

Email: mary@makeachangecanada.com

Toll-free: 1-888-927-7473, Ext. 702

Available for student contact on a day-to-day basis. Assists with the program orientation sessions. Processes student applications, provides access to courses, communicates with funding agencies and community organizations, and administers student records and receipting. Assists the instructors and team with monitoring of student progress and following up with students.

George Papazian, Instructional Lead

Email: george@studyanywhere.ca

Toll-free: 1-888-927-7473, Ext. 715

Instructs and guides students in the Web and Digital Technologies certificate programs, conducts virtual classroom sessions, grades assignments, and provides feedback. Receives student requests for course extensions. Works together with co-instructor to coordinate and provide assistance to students during the instructor's online assistance hours.

Colin Keane, Instructor

Email: colin@studyanywhere.ca

Toll-free: 1-888-927-7473, Ext. 716

Instructs and guides students in the Web and Digital Technologies certificate programs, conducts virtual classroom sessions, grades assignments, and provides feedback. Receives student requests for course extensions. Works together with co-instructor to coordinate and provide assistance to students during the instructor's online assistance hours.

Feedback or Suggestions?

We welcome your comments on this handbook or our other resource materials. Please let us know what you find particularly useful or where we can improve.

Email your comments to contact@makeachangecanada.com, and we will consider your input during our next revision.

We hope you enjoy your time in our programs. Thank you!



Program Schedule

FND-18F Certificate in Foundational Web and Digital Technologies

Course #	Course Title	Start	End	Instructor
WDT100	Program Orientation	October 16	October 18	Mary / Jenn/ Colin
WDT102	Introduction to the Internet	October 19	October 20	Colin
WDT104	Site Theory and Design	October 23	October 27	Colin
WDT106	Introduction to Web Graphics ~ Photoshop CC	October 30	November 10	Colin
WDT108	Advanced Web Graphics ~ Photoshop CC	November 13	November 24	Colin
WDT110	HTML and CSS Programming	November 27	December 22	Colin
	WINTER BREAK	December 25	December 29	
WDT112	Site Design With Libraries and Frameworks	January 1	February 2	Colin
WDT114	Website Marketing and Maintenance	February 5	February 9	Colin
WDT116	Instructor-supervised Final Website Project (Practicum) (Final projects due: April 9)	February 12	April 12	Colin
	Unit A - 1 week	February 12	February 16	Colin
	Unit B - 1 week	February 19	February 23	Colin
	Unit C - 3 weeks	February 26	March 15	Colin
	Unit D - 1 week	March 18	March 22	Colin
	Units E and F - 3 weeks	March 25	April 12	Colin

Note: Course start and end dates may be moved as becomes necessary during the year.

Statutory Holidays and Administrative Days

Date	Statutory Holiday
*Saturday, November 11, 2023	Remembrance Day
Monday, December 25, 2023	Christmas Day
Tuesday, December 26, 2023	Boxing Day
Monday, January 1, 2024	New Year's Day
Monday, February 19, 2024	Family Day
Friday, March 29, 2024	Good Friday
Monday, April 1, 2024	Easter Monday
Monday, May 20, 2024	Victoria Day
Monday, July 1, 2024	Canada Day
Monday, August 5, 2024	Civic Holiday
Monday, September 2, 2024	Labour Day
Monday, September 30, 2024	National Day for Truth and Reconciliation
Monday, October 14, 2024	Thanksgiving Day
Monday, November 11, 2024	Remembrance Day

Note: Make A Change Canada will be closed on all statutory holidays. *Please note the following office closures for these statutory holidays as follows:
Monday, November 13 (for Remembrance Day).

Note: In addition, there will be administrative or non-instructional days during the year, and instructors will not be available for assistance on these days. Please refer to the **Course and Instructor Schedule Page** within each course on the program website for specific information.



*** Please familiarize yourself with the following administrative and learning responsibilities, which are expected of all students in the program.

Student Administrative Responsibilities

All Students MUST:

1. Provide accurate and up-to-date contact information including a telephone number, mailing address, and email address to the education and training coordinator. (Please advise us promptly if you move or change any of your contact information.)
2. Read and complete the Student Commitment Letter, and provide emergency contact information and the details for any third-party agency you are working with. **(Please complete page 3 of this letter.)** (Your emergency contact information will be used only in the event that you become ill and are unable to contact us directly OR if we have been unsuccessful after several attempts to reach you.)
3. Provide the education and training coordinator with the name, address, telephone number, and email address of any funding agency and/or employment counsellor you are working with. (Please complete and sign the Consent for Release of Information form you received by mail, if applicable.)
4. Be aware that, for those students who have received funding for the program, regular reporting of progress in all courses will be provided directly to your funding agency, if required by that agency. Please contact the education and training coordinator if you have any questions regarding this.
5. Promptly return by regular mail or email your completed Student Commitment Letter and Consent for Release of Information form (if applicable) to the attention of the education and training coordinator.
6. Forward all written correspondence, payments, etc., directly to Make A Change Canada at:



MAKE A CHANGE CANADA
PO BOX 278
NELSON BC V1L 5P9



In addition, students are encouraged to answer all **course evaluations and student surveys** within two to three (2 to 3) days. There is a course evaluation for each course in the program, and a comprehensive program evaluation survey sent following program completion and later in follow-up after graduation. We encourage you to participate and greatly appreciate your effort with this. All information is collected anonymously, and no identifying information is collected or retained. Please contact the education and training coordinator if you have any concerns regarding the course evaluations or surveys.

Student Learning Responsibilities

It is expected that all students will abide by the student code of conduct:

1. Advise the education and training coordinator promptly of any technical difficulties with the software or training materials. We will help expedite a solution and can only do so if we are aware of any difficulties.
 2. Keep your computer system virus free, updated, and in prime working condition.
Note: If you do not have anti-virus software, please promptly advise the education and training coordinator. We can help supply you with a licence, if necessary.
 3. Commit to a minimum of 20 to 30 hours of course work per week (course reading, assignments, and virtual classroom sessions).
 4. Reply to instructor/staff emails and phone calls within one to two (1 to 2) calendar days.
 5. If you require assistance, appear online in Zoom Team Chat during the instructor's online assistance hours. (The instructor's online assistance hours will be discussed during orientation and will be displayed on the **Course and Instructor Schedule Page** within each course.)
 6. Meet weekly assignment schedules and complete the program on time.
 7. Submit their own original work for all course assignments and the final project. Where applicable, students must provide appropriate citation of any materials used from other sources.
 8. Familiarize themselves with the **applicable academic policies** in this student handbook. (To access the student handbook from its web location, [click here](#).)
 9. Under extenuating circumstances, request a course extension by completing a Request for Course Extension form and submitting it to your instructor for consideration, CC'ing the education and training coordinator. (**See Course Extensions [page 17] and Appendix A in the Student Handbook.**)
10. **Important:** Unless a course extension has been granted or other arrangements put in place, resubmit all required assignments within three (3) calendar days of being notified of the requirement to resubmit, to ensure your assignment resubmits will receive grading. Instructors will not guarantee credit will be given for any assignment resubmissions if not completed within this timeframe.
11. Report any difficulties, conflicts, or other issues that may interfere with your progress in the course immediately to the education and training coordinator. If you are experiencing challenges completing the course material, we will assist you to the best of our ability.

12. Communicate with the instructor and education and training coordinator if you expect to be absent from the program for more than two (2) days in one week. It is the student's responsibility to discuss a plan with the educational and training coordinator to catch up on any missed assignments.
13. Communicate openly and promptly with program staff regarding any difficulties you are experiencing throughout the program that may be affecting your progress. Be willing to develop an action plan with the administrative team (CEO, program manager, and education and training coordinator) to ensure your progression through the Web and Digital Technologies certificate programs.
14. Treat the instructors, education and training coordinator, program manager, educational staff, and other students with patience and respect at all times.
15. Use the student forums, Zoom Team Chat/Zoom Meetings applications, email, and virtual classroom environment in a respectful and constructive manner. Profanity and disruptive or disrespectful behaviour in the presence of, or toward staff or other students will not be tolerated.
16. Refrain from sending unsolicited email to the instructors, education and training coordinator, program manager, CEO, or other students. Emails should ONLY relate to the program and course content. (No chain letters, junk mail, or invites to chat on other sites, please.) Please use the student forums or Make A Change Canada's social networking pages for discussions of a more social nature.

Service Commitment

The program instructors and service team strive to provide the very best service and support to students. For this reason, we have established timeframes for responding to your inquiries and grading your assignments. We want you to be fully aware of our service commitment to you.

Please allow:

- Up to two (2) working days for a reply from an instructor
- Up to two (2) working days for a reply from the program manager
- Up to two (2) working days for a reply from the education and training coordinator
- Up to three (3) working days for an assignment to be graded

Note: The timeframe for marking assignment resubmits and late assignments may be up to five (5) working days.

Student Area

The Student Area is located on the program website: www.studyanywhere.ca/student. It is accessible to students 24 hours a day, 7 days a week, and provides the opportunity for flexible study times each day.

Every student will be assigned a **username and password** in order to access the Student Area. Once logged in you will have access to the course instructional materials, resources, and assignments located in the Student Area. This is your main point of access for each course and all program-related information.

STUDENT AREA
Start here!

Note: Students are given access to one course at a time as they progress through the program. Students will have access to the current course and the courses they completed previously.

Please refer to the:

- **Outline Page** to find the enrolment key and other important details. You will also find the recordings for the Zoom classroom sessions here.
- **Set Up Page** for any preparations required and to find related technical information and instructions.
- **Course and Instructor Schedule Page** for the assignment deadlines and details for contacting your instructor.
- **Assignments Page** to work through the course material and complete the assignments.
- **Outcomes Page** to complete the course evaluation and to proceed to the next course.
- **Resources Page** for additional links and information relating to the course.

With this layout, navigating through each course is a simple process for you!

Please note that course materials are available in printer-friendly format. If you require information or assistance, please contact the education and training coordinator. Course materials may be modified during the course of the program. Our recommendation is to work from onscreen material whenever possible.

Within the **Student Area** you will also find these important tools:

- A PDF of the Student Handbook
- A link to the Program Calendar
- The Moodle Button



Note: The student discussion forums are located within Moodle.

Moodle



Moodle stands for **M**odular **O**bject-**O**riented **D**ynamic **L**earning **E**nvironment. It is a free open-source program widely used in E-learning courses.

Moodle is the location where you will submit your assignments and find the student discussion forums. You will also receive assignment feedback from your instructor in Moodle and resubmit any necessary corrections. You can also monitor your overall progress in a course from Moodle.

Your login to Moodle is integrated with your login for the StudyAnywhere.ca website. To access Moodle, click on the Moodle button at the right of the screen within the Student Area. You will be automatically logged in to Moodle without having to enter your username and password again.

During the program you will use Moodle to:

- Submit your assignments,
- View your instructor's feedback,
- When requested, submit any assignment corrections ("resubmits"),
- Monitor your grades, and
- Post questions and start discussions with other students. Instructors may also post questions or other important information within Moodle.

Zoom Team Chat Online Chat Assistance



Zoom Team Chat is our online chat assistance platform where instructors will be available to all students for live assistance during their online assistance hours. Zoom Team Chat allows for real-time communication between you and the course instructor. Please access our guide for Zoom Team Chat [here](#).

Please refer to the **Course and Instructor Schedule Page** within each course on the program website for specific information.



Zoom Meetings and Zoom Webinars An Interactive Learning Experience



Zoom Meetings is used to meet with students individually during the program for one-on-one assistance. These sessions may be held during the instructors' online assistance hours to allow for desktop sharing, or they may be scheduled at a separate time through the education and training coordinator. Zoom Meetings allows for video conferencing and desktop sharing, and is used for longer sessions and when its collaboration tools will help enhance the student learning experience. Webcam use during these sessions is encouraged but not mandatory.

Zoom Webinars is used to hold the live virtual classroom sessions. During these sessions your instructor will review course material and assignments, and demonstrate important concepts.

At times, it can be challenging for the instructor when there are several students wanting to speak at the same time. The instructor will do their best to assist all students during the classroom sessions. In addition, please be mindful of any background noise in your work environment, and kindly mute your microphone in Zoom to minimize any distractions.



If you are running late, please feel free to join the session when you are available. **Late entries do not cause any disruption**, and attending these sessions is important for your learning.

All classroom sessions will be recorded and students will be able to access the recordings from the website (in the Student Area) for the duration of the program. The recording links will be posted by the close of business on the same day the session was held.

Remember: You will receive an email each week confirming you are registered for the upcoming classroom session. To join the session, click on the "Join Session" button within these system emails. We also recommend you save the session to your personal calendar to receive an additional reminder/alert.

For questions or concerns about using Zoom, please visit their online support portal using this [link](#). We also recommend that all students run the connection test found [here](#) on the Zoom website.

Please access our guide for Zoom Webinars [here](#).

Protocol for Online Assistance

Make A Change Canada uses a variety of communication tools to support students during the instructor's online time for assistance including **Zoom Team Chat** and **Zoom Meetings**.

During their online assistance time, the instructor(s) will be serving numerous students at one time. Details on our process follows:

1. To access the instructor(s) during their online assistance time, send a message in Zoom Team Chat noting your question.
2. The instructor will answer your question in Zoom Team Chat or, if your question is more involved and will require the use of screen sharing or mouse/desktop control, the instructor will transfer you to a separate meeting session in Zoom Meetings.
3. We ask you to be patient during the online assistance time, keeping in mind the instructors are always aiming to attend to all students' questions within the available timeframe. Instructors will do their best to address questions from students in the order received.
4. Please come prepared to the instructor's online assistance time. Keep your questions clear and concise and have any assignment details, URL links, or screen captures ready for sharing.
5. If a student asks a question that is unrelated to the course material (i.e., a "side" topic), the instructor will ask the student to send an email. Side topics are best addressed outside of the instructor's online assistance hours.

Note: Students who would like additional, in-depth assistance should contact their instructor directly to request a one-on-one appointment. The instructor will schedule these appointments outside of their regular online assistance hours, and a teaching assistant (TA) may be assigned in the instructor's place.



E-learning Resources



Because online learning is a new experience for some of you, we would like to review the use of technologies such as email and video calling, and their significance for online communication. The importance of written communication for success in online learning cannot be stressed enough.

Please visit these sites to acquaint yourself with the factors involved in online learning:

- <https://www.indeed.com/career-advice/career-development/study-tips-for-college>
- <https://www.forbes.com/advisor/education/back-to-college-prep/>

Helpful Free Programs

Typing Aid: <https://portableapps.com/apps/accessibility/dicom-portable>

Assistive Technology Tools (free trials available):

<https://www.understood.org/articles/en/free-assistive-technology-tools-on-the-web>

Time and Stress Management

We have also developed two short videos on time and stress management. We encourage you to view this material to help manage your study schedule among your other personal responsibilities.

Time Management, featuring Jan Wright:

<https://youtu.be/cCLUtoEXuPk>

Stress Management, featuring Jan Wright:

<https://youtu.be/YTDHjVg1fwg>

Webinars

Also consider attending Make A Change Canada's webinars and special events offered each Tuesday or Thursday in Zoom Webinars. These sessions are available to all students at no cost and will give you more opportunity to interact with other program participants.

View the current schedule [here](#).

Mandatory and Optional Assignments

Assignments are either “mandatory” or “optional.” Please see the **Outline Page** of each course for a breakdown of the assignments for that course along with the course passing criteria.

Courses contain both mandatory and optional assignments. You are required to complete **ALL** mandatory assignments, but do not need to complete the optional assignments. Please complete optional assignments only if you wish (as extra skill building exercises), and only if time permits.

Note: Optional assignments will not be graded, but the instructor may provide some feedback.

Important: The optional assignments and the exercises relating to the training videos can sometimes involve: (a) outdated technologies, (b) technologies we do NOT recommend using, or (c) material that is considered outside the scope of the program curriculum. Where applicable, we have posted notices so you will be able to recognize these “side” topics.

If time permits, you are welcome to explore these side topics; however, please be aware that the instructors will likely NOT help you with troubleshooting should any problems arise. The instructors reserve the right to manage their time in the best interest of all students. If in doubt, please contact your instructor before proceeding.



Grading of Assignments and Resubmissions

Assignments are NOT graded on a letter or percentage basis. Instead, all assignments will be graded as either “complete” or “incomplete.”

The assignment management environment for each course is Moodle. If you receive a grade of “incomplete” on an assignment, this indicates you have not achieved a passing grade on that assignment.

If you receive a request to “resubmit” a mandatory assignment, you must complete the corrections and then resubmit the assignment in Moodle within the specified timeframe for reevaluation, which is three (3) calendar days.

Successful Program Completion

In order to receive a passing grade in a course, you must receive a grade of “complete” on at least 80% of the mandatory assignments.

Once you have achieved a passing grade you may proceed to the next course.

Note: You will receive notification from us by email when the next course is open for access.



Overview

Students are asked to submit assignments by the published due dates. A weekly assignment schedule is listed on the Course and Instructor Schedule Page for each course and also within Moodle. Please do your best to keep up with the assignment schedule.

Note: Please do NOT “save up” your completed assignments and submit them together in one batch. This can overload the instructor and delay progress with grading.

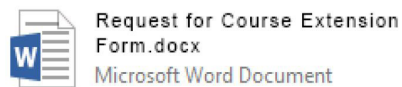
Course Extensions

In order to request a course extension, students must complete a **Request for Course Extension form** and submit it to the instructor by email, CC'ing the education and training coordinator. To open the form, double-click the Word icon below. **If you experience any difficulty with this, please see Appendix A.**

Any student accepting the terms of a course extension must reply by return email to acknowledge receipt of the extension.

Under extenuating circumstances an instructor will consider granting a course extension to a student who falls behind in a course. Course extensions are granted at the discretion of the instructor and can be up to two (2) weeks in length. Generally, the length of any extension given is in proportion to the length of the course.

Note: There will be no course extensions given for final projects.



Students are required to move ahead with current course work and complete any “catch-up” work on their own time.

Note: Students cannot be behind in more than one course at a time without the permission of the instructor. In addition, there may be an extra wait time for questions regarding a course for which an extension has been granted.

Action Plans

When a student is at risk of not successfully completing a course, the instructional team will work proactively with the student to find a solution. An action plan is an individualized solution for a student who has fallen behind in their studies aimed to help the student catch up. An action plan is defined as a plan that includes special measures (i.e., a reduced workload, the assignment of a peer tutor, etc.), in addition to a course extension. Furthermore, an action plan will specifically include a listing of any assignments due and the due dates for each assignment, with status of grading noted for each assignment already submitted.

Action plans are administered by the CEO. Any student accepting the terms of an action plan must reply by return email to acknowledge they understand and accept the terms of the action plan.

Final Course Grades

Instructors are required to submit grades to be recorded on the official student record on an ongoing basis for each course. The instructor will submit a “Passing” grade for all students who successfully fulfill the course assignment requirements.

When a student does not fulfill the course assignment requirements, the instructor will provide feedback and give the student an opportunity to resubmit the assignment within a specific timeframe.

Students will be required to move ahead to the next course and complete the outstanding course work for the prior course on their own time.

Note: Please confirm all timeframes related to extensions, missed assignments, and assignment resubmits with your instructor.

If the student does not complete the outstanding course work on time, or submits all required course work but does not successfully fulfill the course assignment requirements, the instructor will submit a final grade of “Fail” for the course.

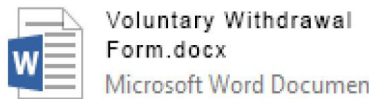
Note: Students must complete **ALL nine courses** in the Foundational program in order to successfully complete the program and earn a graduation certificate.

Note: Students must complete **ALL four courses** in the Advanced program to earn a graduation certificate. Students interested in completing one select course in the Advanced program must seek departmental approval.

Voluntary Withdrawal

Make A Change Canada endeavours to support all students in the Web and Digital Technologies certificate programs to the best of its ability so that students have the opportunity to complete their studies successfully and graduate. However, should circumstances develop where it is not possible to continue with their studies, students have the option to voluntarily withdraw from the program. In these circumstances, we ask that you contact us and follow the established procedure.

Any student who wishes to voluntarily withdraw from the Foundational or Advanced program must complete a **Voluntary Withdrawal form** and submit it to the [education and training coordinator](#). Non-attendance by itself does not constitute withdrawal from the program. A student is considered registered until a Voluntary Withdrawal form has been submitted. To open the form, double-click the Word icon below. **If you experience any difficulty with this, please see Appendix A.**



Print and complete the form by hand or double-click for a fillable form. Submit to your instructor for consideration, and CC the education and training coordinator. Please allow up to 48 hours to receive a response.



Request for Course Extension relating to the course end date

Depending on the circumstances, an instructor may grant a course extension giving a student additional time to submit assignments. Please complete this form and forward to your instructor and CC the education and training coordinator for consideration, and allow up to 48 hours to receive a response.

Personal and Course Details

Student name: *Type your name here.*
 Date of request: *Use drop-down at right to enter a date.*
 Course name and #: **Please select from drop-down.*

Description of Work to be Completed

Course work remaining: *Click or tap here to enter text.*
 Original course end date: *Use drop-down to enter a date.*
 Date you could complete this work: *Use drop-down to enter a date.*

Please state the specific unforeseen circumstances which give rise to this request.

Circumstances Involved

Circumstances involved:

- Personal Reasons
- Medical
- Difficulty with Independent Study
- Time Management
- Other (please specify)

Please explain: *Click or tap here to enter text.*

Signature of student:

(Type name in field above if submitting by email.)

Section 2: Instructor Approval (to be completed by instructor)

Do you support this request for an extension? Yes No
 If not, do you support a shorter extension period? Yes No
 Length of extension granted (if applicable): *Click or tap here to enter text.*

Signature of instructor:

(Type name in field above if submitting by email.)

Date: *Use drop-down to enter a date.*

(Enter the date signed.)

**Print and complete the form by hand or double-click for a fillable form.
Please allow up to 48 hours to receive a response.**



Voluntary Withdrawal from the Web and Digital Technologies Program

Any student who wishes to voluntarily withdraw from the Foundational or Advanced program must complete a Voluntary Withdrawal form. Please complete this form and forward it to the education and training coordinator. Please allow up to 48 hours to receive a response.

Details

Student name: *Type your name here.*
 Date: *Use drop-down at right to enter a date.*
 Course name and #: **Please select from drop-down.*

Please state the specific circumstances which give rise to this withdrawal.

Circumstances involved:

- Personal Reasons
- Medical
- Difficulty with Independent Study
- Time Management
- Other (please specify)

Please explain: *Click or tap here to enter text.*

Signature of student:

(Type name in field above if submitting by email.)

Section 2: Office Use Only (to be completed by education and training coordinator)

Exit interview completed: Yes No
 Other steps required: Yes No
 Comments: *Click or tap here to enter text.*

Signature of education and training coordinator:

(Type name in field above if submitting by email.)

Date: *Use drop-down to enter a date.*
(Enter the date signed.)

Appendix B – Make A Change Canada Complaint

Overview

Make A Change Canada is committed to providing excellence in service. We recognize that from time to time there may be concerns or complaints, and we believe that our clients have the right to tell us about them. We also believe that the process for resolving concerns and complaints should be timely, fair, and respectful. Clients have a right to file a complaint without interference or retaliation.

This policy is a mechanism for resolving concerns and complaints about service provision. A complaint can be about a program policy; the quantity, quality, or availability of service; privacy; or other issues. We are committed to responding to any complaint in a timely manner and following up until the issue is resolved. The procedure for issuing a complaint is outlined in plain, easy-to-understand language, below.

Important: Any formal complaint regarding **academic/instructional matters** must be placed through **Make A Change Canada**.

Procedure

- Step 1** - Speak directly to the applicable person—either your instructor, employment specialist, or other service personnel—with whom you have a concern. Explain your concern or complaint in detail. The applicable person will provide a response within five (5) working days from the date of receiving the complaint.
- Step 2** - Where the applicable person is unable to resolve the complaint, present the complaint to the program manager with sufficient detail to describe what occurred, with which staff member, and the date/time involved. The program manager will respond within five (5) working days from the date of receiving the complaint.
- Step 3** - Where the complaint is unresolved, present the complaint to the CEO in a report using the applicable **Client Complaint Form**, which shall not fail to contain examples, dates, times, and locations. Upon receiving the report, the CEO shall not fail to complete an investigation and seek a resolution. The CEO will notify the complainant of the decision taken with a timeframe for response of no more than ten (10) working days from the date of receiving the complaint.

To open the complaint form, double-click the Word icon below. **If you experience any difficulty with this, please see Page B-3.**



Make A Change Canada Complaint
Form.docx
Microsoft Word Document

Appendix B – Make A Change Canada Complaint

Print and complete the form by hand or double-click for a fillable form.

Foundational and Advanced Web and Digital Technologies Programs Client Complaint Form



Details

Your name: *Type your name here.*
Date: *Use drop-down at right to enter a date.*
City: *Type your address here. Prov.: Select province. Postal code: Indicate postal code.*
Home phone #: *Click or tap here to enter text.*
Other #: *Click or tap here to enter text.*
Email address: *Click or tap here to enter text.*

Description of Complaint or Issue

Please provide the following information:

Program: *Click or tap here to enter text.*
Person(s) involved: *Click or tap here to enter text.*
Date: *Use drop-down at right to enter date the incident occurred.*
Time: *Enter time the incident occurred.*
Location: *Enter location of incident.*

Specifics of the Issue

Relevant background information:
Click or tap here to enter text.

Details of the issue to be resolved:
Provide a clear description of your complaint, issue, or concern.

Name of any person(s) you do or do not wish to deal with during the resolution process:
Enter any applicable names and clearly indicate if you do or do not wish to deal with each person.

What steps have you taken to resolve the problem?
Click or tap here to enter text.

Please list the people you have dealt with to attempt to resolve the complaint:
Click or tap here to enter text.

Provide specifics regarding the resolution you are seeking, and the best times to contact you:
Click or tap here to enter text.

Include any other information you feel would be useful in explaining your complaint:
Click or tap here to enter text.

Appendix B – Make A Change Canada Complaint

Print and complete the form by hand or double-click for a fillable form.

Name: *Name*

Additional comments:
Click or tap here to enter text.

Your signature: _____
(Type name if submitting by email)

FOR OFFICE USE ONLY

Complaint File #:
Program:
Complaint forwarded to:

Signature:
(Type name if submitting by email)

Mail or fax to the intended recipient.

Contact Information

Program Manager
Mary Alton
PO Box 278
Nelson, BC V1L 5P9
Phone: (506) 532-4383
Fax: 1-888-927-7473

CEO
Anne-Marie Edgar
PO Box 278
Nelson, BC V1L 5P9
Phone: (250) 352-1378
Fax: 1-888-927-7473

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