



Guidelines, Policies and Regulations

Registration and Login

- Students are emailed the login information with their password within 48 hours of the payment receipt.
- Students are responsible for checking and correcting the spelling of their names. This name will be printed on the certificate and transcript.
- Students are to inform the instructor and/or the Canadian College of Educators registrar about the change of name (e.g., due to marriage) and the change of address.

Certification

- Students are to inform Jana Smith at jsmith@edupros.ca that they have completed their course or program. They should include **the name of the course** they completed and their **full name exactly as they would like it to appear on the certificate**.
- E-certificates and e-transcripts will be emailed to the email address submitted upon request free of charge within 5 business days. The E-Transcript and the E-Certificate are issued in PDF format.
- A hard copy of the certificate can be mailed to the student's home or directly to an organization and they can be purchased for \$25 at <https://canadiancollegeofeducators.ca/product/course-certificate/>
- Hard copies of the certificates are processed/mailed 4-6 weeks from the purchase date.
- Students will be charged a \$25.00 processing fee if the certificate is to be re-sent to the new address.
- Students may also request that a transcript be mailed or emailed to an organization for educational or professional purposes. The fee is \$25 per request within Canada. The cost to mail an official transcript overseas will vary by destination.
- Students may request their certificates to be sent overseas. The cost varies depending on the location. Please contact the registrar about the details.

Content

- The online course material will remain accessible for the full 6 months even if the student finishes all the tests. The online instructor will respond to questions until the Transcript is issued.
- A course extension can be granted under special circumstances, should the student fail to complete the tests before the 6-month deadline. Student needs to submit the special circumstances to the online teacher or to the CCE registrar.

- Any extension requested after the deadline will be subject to an extension fee. The fee will vary depending on the course, session or program. Extensions are limited and will not exceed the time period specified for the applicable course, session, or program.
- Grades are final once the official documentation (transcript/certificate) is issued and stored.

Assessment and Evaluation

- Most courses require journal entries. These entries can be done in any format that suits the student and are not mandatory. Should students have any questions about the entries, they can email their questions to their online instructor for feedback at the end of each course combined in one document.
- Some courses include an assignment to be marked by the instructor. The assignments should be emailed to the instructor in the required format. The marked assignments will be emailed back to the student within 7 working days.
- The online instructor responds to any questions within 48 hours on working days. Please note that our online instructors observe all Canadian holidays.
- Students are granted two attempts at each test. Only the highest score will be recorded. The final mark (in percentage) is printed on the record of completion.
- The online instructor monitors the test results and views the pages and material viewed by the student.
- Should there be any problem with the test (technical or otherwise), students should contact the instructor immediately. The online instructor may reset or override the test.

Additional Course Credit

- Participants who have taken AE 105, AE 112 and AE 117 as a certificate course, can receive credit towards the Certificate in Adult Education program for one elective within one year from completion. The request for this credit needs to be emailed to jsmith@edupros.ca or info@canadiancollegeofeducators.ca prior the AE program registration.

Refund

- All online courses and workshops are considered part-time courses.
- Student enrollment can be terminated or cancelled within the first 48 hours* of registration for the course. It is the student's responsibility to inform the Canadian College of Educators in writing by email at info@canadiancollegeofeducators.ca or by fax 905-896-9252. A \$25 administration fee will be deducted from the tuition fee. The letter of cancellation must reach the office within 48 hours of registration.
- Refunds will be made within 30 days of the receipt of the Cancellation Notice from a student by the same method in which the tuition was received. *If a student views more

than 40% of the online instructional material within the first 48 hours, no refund will be granted.

Tuition Receipts

- Your official receipt will be emailed to the email address given at the time of the registration.
- For programs/courses over \$500, the college can issue a T2202 Tuition and Enrolment Certificate at income tax time. An online form to request the T2202 will be posted on the college website each year between January 1st and February 28. The deadline to request it is February 28 of each year. The student must fill out the form to receive the T2202. No receipt can be issued after the deadline.

Transfer

- If a course is paid for by an institution, the registration can be transferred to another candidate one time within the first 30 days of the registration.
- This has to be done by the institution or the institution representative, not the student.
- This has to be done in writing by email at info@canadiancollegeofeducators.ca or by fax 905-896-9252.

Contact Information

Online Learning

Director of Education	Jana Smith	jsmith@edupros.ca
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Academic and Registrar Concerns

Registrar		info@canadiancollegeofeducators.ca
President and Dean	Carmen Valero	cvalero@canadiancollegeofeducators.ca
Chief Operating Officer	Grant Bunke	gbunke@canadiancollegeofeducators.ca

Phone contact

905-896-0000