



ICS Canada

Student Handbook

Everything You Need To Get Started!



ICS
CANADA

Academic Year — 2023

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A Message From the Chief Executive 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!

Best Wishes!

A handwritten signature in black ink that reads "William Okun". The signature is written in a cursive, flowing style.

William Okun

Chief Executive 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,* colour, 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.

* Prospective students must meet the minimum age requirement for admission into ICS Canada programs.

Getting Started Is Easy

Getting started takes only a few minutes. First, let's look at what you receive in your online materials. There are study materials and the program outline are on the "Programs & Courses" tab. The student handbook and the Taking Exams video are on the **"Forms & Resources"** tab:



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 need to contact ICS in regard to your program, please go through **"Help & Support"** on your portal 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.

Admissions Policy

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. 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. You will need high-speed internet access to begin your program. In addition, you will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account, to complete your program with ICS Canada. Some programs have additional minimum computer requirements which should be verified before enrolling. Please visit <https://www.icslearn.ca/-/media/files/canada/pdf/computerspecs/20191202.pdf> to view program specific technology requirements.

High School

To enrol in ICS Canada High School, students must have completed the 8th grade.

Career Diploma and Certificate Programs

Some of our career diploma programs and online certificate programs require that students have a High School Diploma before they can enroll. Please visit <https://www.icslearn.ca/-/media/files/canada/pdf/ics-age-requirements.pdf?la=en&hash=DD2F5EE8ED535712A61D505FCB5578228A94EF4E> for program specific age and education requirements.

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 by logging onto your portal via the website www.ICSLearn.ca. You can complete your exams and receive feedback from your portal.

Q. What if I change my address?

A. The easiest way to change your address is through Account Preferences on your student portal. Click the Avatar icon in the upper right-hand corner of your student portal, click "Account Preferences", then click the Settings tab so that you can change your primary email address on file. 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 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 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 Enrollment 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 \$125 (subject to change); 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 14 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. Will work completed at ICS Canada transfer to another school?

A. Work completed in ICS Canada programs may not transfer to other learning institutions. Students planning to continue their education with another school after earning a diploma from ICS Canada should check with that school regarding transfer policies.

Q. Is ICS Canada accredited?

A. Yes. ICS Canada is accredited by the Distance Education Accrediting Commission (DEAC). The DEAC is listed by the U.S. Department of Education as a recognized accrediting agency and is recognized by the Council for Higher Education Accreditation (CHEA). The DEAC can be reached at: 1101 17th Street NW, Suite 808; Washington, D.C. 20036. Telephone: 202.234.5100; E-Mail: info@deac.org

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 Accreditors 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

Students must access their ICS Canada student portal to get evaluations as well as receive feedback. The evaluations will tell students which answers (if any) were incorrect. If students have a question or problem with the exam evaluation, they should contact the school immediately.

Multiple choice Exam Retake Policies

| | |
|--|---|
| Exams Taken between May 21, 2013 and December 14, 2016 | Students may retake the exam whether their score was passing or failing on the first attempt. The retake must be submitted within 30 days of the initial submission, or the first attempt will become the final grade. Students earn the higher of the two grades. |
| Exams taken between December 15, 2016 and October 18, 2017 | Students earning a passing score on the first attempt are not eligible for a retake. If the first attempt score is failing (below 65%), students have the option to retake the exam.* (See below). The highest score a student can earn on a retake exam is 65%. If a student scores below 65% on the retake exam, the student will earn the higher of the two scores.* (See below). |
| Exams taken starting October 19, 2017 | Students are given two chances to pass each exam. An exam may be retaken as soon as the first attempt has been graded; there is no waiting period. Regardless of whether the first attempt resulted in a passing or failing grade, students are given one opportunity to retake the exam and earn the higher of the two scores. This policy is effective for all open exams on a student's record as of October 19, 2017. |

Students are presented with a new exam for the retake and must submit the ENTIRE retake online. The retake must be submitted within 30 days of the initial submission, or the first attempt will become the final grade.

For all other exams (subjective, non-multiple choice exams), retakes are required for a failed first attempt, and not offered if the exam was passed. The highest score a student can earn on a retake exam is 65%. The retake grade becomes the final grade. Each program may contain one or more practical exercises, projects, or externships that must be successfully completed in order to meet the requirements for graduation. Some of these may be graded on a pass/fail basis.

Previous exam policies will cease as of October 19, 2017, and the above policies will apply to all exams submitted on and after this date.

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.

* The passing grade for the Aircraft Mechanics program is 70%. The highest score that an Aircraft Mechanics student can earn on a retake exam is 70%. If an Aircraft Mechanics student scores less than 70% on a retake exam the student will be contacted by the school.

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/certificate, 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.*

Academic Review Board (ARB) Process

The Academic Review Board (ARB) is tasked with reviewing student academic records and conduct to determine appropriate action in cases where the student has displayed poor academic performance and/or when a student has violated policies regarding Academic Integrity or Student Code of Conduct policies. The ARB has the full range of disciplinary decision authority up to and including cancellation/dismissal.

This is a standing committee, meeting as needed.

1. The ARB Request is submitted by a faculty member and forwarded to the ARB Chair. Other appropriate documentation/ verification of intervention measures, etc., should also be attached for review.
2. Each member reviews the student's record and indicates his/her decision recommending cancellation or retention.
3. A majority of the board members must agree to cancel the student.
4. If the ARB opts for cancellation, the ARB Chair will email an ARB cancellation letter, with appeal options included, to the student.
5. A warning letter will be emailed to the student in certain situations.
6. Decisions regarding financial liability are made by the Director, the Regulatory member, and Student Services Escalation Specialist. Financial resolution is generally a flat cancel; these decisions are made on a case-by-case basis.
7. The student has a period of 10 days from cancellation in which he or she can appeal the decision.
8. The student can appeal the ARB's final

decision on the student appeal through the grievance process outlined in the appropriate student handbook.

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.

Note: Students in the Aircraft Mechanics program are not eligible for advanced standing exemptions because Transport Canada only accepts the program as a whole.

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 Vice President of Education and Academic Dean 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.

Course Progression

As an accredited educational institution, ICS Canada has a responsibility to the entire student body to ensure the value of an ICS Canada diploma is maintained. We must monitor student progression through the program and identify any irregular study patterns. If, after a review of a study record, ICS Canada feels an irregular study pattern exists, we reserve the right to inquire how you completed the coursework. If such an inquiry is initiated, you must provide a well written response. Your response will be reviewed by the members of the academic staff associated with your program, who will determine if any disciplinary action must be taken.

Academic Probation/Cancellation

Learners who continually score below the passing average on exams may be placed on academic probation for a period of time during which grades will be closely monitored. Continued academic failure may result in the learner's record being submitted to the Academic Review Board. The Academic Review Board members will consider the academic progress of the learner and, with the approval of the Vice President of Education and Academic Dean, determine if cancellation is required. If cancelled, the learner will be notified in the mail, and the Refund Policy will be applied.

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.

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.

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 Academic Team Lead either by phone or in writing expressing his/her concern within 30 days of receiving a response to the original complaint. The Academic Team Lead 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 either by phone or in writing to the Academic Program Director or Director, Student Services. A response will be sent to the student within 2 weeks.
3. If the student still believes the grievance is unresolved, he/she may complete the school's grievance form within 30 days from receiving the response from the Academic Program Director or Director, Student Service. This form can be obtained by contacting Student Service Center. The form can be emailed, faxed, or mailed to the student.
4. All grievance forms will be returned to the Academic Program Director, who will turn them over to the Academic Review Board. The Academic Review Board will meet and render

a decision within two weeks of receipt of the grievance form. The decision of the Academic Review Board will be final and will be sent to the student in writing.

5. All grievance forms and final decision notifications will be filed in the office of the Academic Program Director.
6. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may file a complaint with the DEAC at 1101 17th Street NW, Suite 808 Washington, D.C. 20036 and at www.deac.org. 202.234.5100

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 Academic Team Lead. 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 Director of Faculty Affairs. 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.

A library services manager is available to answer questions on general research-related topics via email and assist students in research activities during their studies in 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.

ICS Canada complies with the Section 504 of the United States Rehabilitation Act of 1973 and the implementing regulations 34 CFR part 104 (barring discrimination on the basis of disability), and the United States Americans with Disabilities Act (ADA) of 1990 and the implementing regulations in 29 CFR part 1630 (1991). The school will offer a reasonable accommodation for any qualified student with documented 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 must complete the Accommodation request form which is available on the student portal and submit it along with documented evidence of disability to ADArequest@pennfoster.edu to be eligible for any accommodations. All completed requests for accommodations will be reviewed by the ADA Review Committee within five (5) business days. Students will receive written communication outlining the decision of the committee.

Career Services

ICS Canada offers many resources to current students and alumni to help with career planning and job search efforts. Career Cruising, a self-service employment tool is available to students and alumni and provides various resources on employability, including school/job exploration, employment recommendations, career portfolio development, resume-building, nationwide job search engine, tips and advice on improving job

search success, and interview tips. Students and alumni can access Career Cruising through the student portal. ICS Canada's Career Coaches work with students and alumni to assist with career exploration, resume review and revision, social media presence, and mock interviews. The Learning Resource Center, which is located in the library, includes guides for career planning, instructions for writing a winning resume, tips and advice to succeed at a job interview and how to follow-up after the interview, and information on negotiating and understanding compensation levels and offers. Job placement is not guaranteed to graduates, upon program completion.

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

Copies of your official transcript are available in your student portal. If you request your official transcript prior to graduation, it will only be released if certain financial criteria is met. Navigate to the "Forms & Resources" menu, and click the "Official Transcript Request" button to access the Parchment Ordering Service, where you can order digital and/or paper copies of your transcript. Transcripts may be sent directly to you or to someone else (e.g. an employer or another school). You will need to have available the email or physical address where the transcript will be sent to complete the order. It is a \$15.00 fee for all transcript orders.

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.)

Privacy

ICS Canada maintains a privacy policy.

To view the privacy policy, please visit

<https://www.icslearn.ca/privacy-policy>

Cancellation Policy

In the event you cancel or withdraw from ICS Canada, a refund of tuition will be provided as follows:

1. If you cancel within 5 days after midnight of the day you enroll, you will receive a refund of all monies paid to ICS Canada;
2. If you cancel more than 5 days after enrolling but before submitting a completed Program assignment, you will receive a refund of all monies paid to ICS Canada less the Registration fee administrative fee + shipping & handling fees (if applicable)
3. If you cancel after completing at least one lesson but less than 50% of the program assignments, in addition to retaining the non-refundable registration fee and if applicable, the non-refundable administrative and shipping and handling fees, your tuition obligation is as follows:

- a). Up to and including 10% of the program, ICS Canada will retain 10% of the refundable tuition;
- b). If you cancel after 10% and up to and including 25% of the program, ICS Canada will retain 25% of the refundable tuition;
- c). If you cancel after 25% and up to and including 50% of the program, ICS Canada will retain 50% of the refundable tuition.

If you complete more than 50% of the program, ICS Canada shall be entitled to the entire program tuition and any applicable fees. All refunds will be issued within 30 days of ICS Canada's receipt of your notice of cancellation. You may cancel or withdraw in any manner, but we recommend confirmation in writing be sent to ICS Canada, 610-245 Victoria Avenue, Westmount, QC H3Z 2M6.

A reinstatement fee of \$25.00 (for refund examples, go to <https://www.icslearn.ca/admissions/refund-policy/career-school-sample>) will be charged for reactivation of a previously cancelled enrollment if reactivated within 180 days of cancellation.

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!

Programs

ABC® Certified Wedding Planner

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/creative-design/certified-wedding-planner>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to participate in and the ability to play audio files in order to complete this program.

Accounting

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/business/accounting>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Word™ 2019 or later to complete written assignments complete this program.

Administrative Assistant

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/business/administrative-assistant>. Students will need access to a Microsoft® Windows® based computer running Windows 10® or later, Microsoft® Office 2019 or Microsoft 365®, and an email account to complete this program.

Adult Psychology

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/health-services/adult-psychology>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Aircraft Mechanics

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/trades/aircraft-mechanics>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to participate in and the ability to play audio files in order to complete this program.

Animal Sciences

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/animal-care/animal-sciences>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Appliance Repair

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/trades/appliance-repair>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Automotive Mechanics

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/trades/automotive-mechanics>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Bookkeeping

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/business/bookkeeping>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft 365®, and an email account to complete this program.

Business Management

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/business/business-management>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Caterer

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/creative-design/caterer>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Child Day Care Management

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/education/child-day-care>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Child Psychology

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/health-services/child-psychology>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Computer Graphic Artist

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/technology/computer-graphic-artist>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft 365®, and an email account to participate in and the ability to play audio files in order to complete this program.

Counselling Skills

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/health-services/counselling-skills>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Desktop Publishing and Design

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/technology/desktop-publishing-and-design>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Diesel Mechanics

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/trades/diesel-mechanics>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Dog Obedience Trainer/Instructor

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/animal-care/dog-obedience-trainer-instructor>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Drafting with AutoCAD

(ICS Canada is no longer accepting new enrollments into this program effective 03/29/2023)

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/technology/drafting-with-autocad>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later, and an email account to complete this program.

Dressmaking and Design

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/creative-design/dressmaking-and-design>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Electronics Technician

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/technology/electronics-technician>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Employee Relations Officer

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/business/employee-relations-officer>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later, Microsoft® Office 2019 or Microsoft® 365, and an email account to complete this program.

Firearms Repair

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/trades/firearms-repair>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to participate in and the ability to play audio files in order to complete this program.

Floral Design

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/creative-design/floral-design>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Interior Decorating

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/creative-design/interior-decorating>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Jewelry Design and Repair

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/creative-design/jewelry-design-and-repair>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Landscaping Technology

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/trades/landscaping-technology>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Locksmith & Home Security Technician

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/trades/locksmith>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, a digital camera and video recording device (or high-resolution camera phone), and an email account to complete this program.

Managing Your Own Business

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/business/managing-your-own-business>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft® 365 and an email account to complete this program.

Market Researcher

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/business/market-researcher>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Medical Administrative Assistant

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icsslearn.ca/programs/health-services/medical-administrative-assistant>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later, Microsoft® Office 2019 or Microsoft 365® and an email account to complete this program.

Medical Transcriptionist

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icsslearn.ca/programs/health-services/medical-transcriptionist>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later, Microsoft® Office 2019 or Microsoft 365® and an email account to complete this program.

Motorcycle Repair

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icsslearn.ca/programs/trades/motorcycle-repair>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Occupational Therapy Aide

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icsslearn.ca/programs/health-services/occupational-therapy-aide>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Personal Care Giver Skills

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icsslearn.ca/programs/health-services/personal-caregiver-certificate>. Students will need access to a Microsoft® Windows® based computer running Windows 10® or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Police Sciences (Law Enforcement & Protection)

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icsslearn.ca/programs/legal-studies/police-sciences>. Students will need access to Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Private Investigator

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icsslearn.ca/programs/legal-studies/private-investigator>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Retail Pharmacy Assistant

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icsslearn.ca/programs/health-services/retail-pharmacy-assistant>. Students will need access to a Microsoft® Windows® based computer running Windows® 7 or later or an Apple® Mac® computer running macOS® or later, an email account, and the ability to complete this program, and an email account to complete this program.

Residential Electrician

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icsslearn.ca/programs/trades/residential-electrician>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to participate in and the ability to complete this program, and an email account to complete this program.

Small Engine Repair

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icsslearn.ca/programs/trades/small-engine-repair>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, an email account, and the ability to play audio files in order to complete this program.

Teacher Aide

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/education/teacher-aide>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft® 365 and an email account to complete this program.

Travel/Tourism

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/trades/travel-and-tourism>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft 365® and an email account to complete this program.

Wildlife/Forestry Conservation

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/trades/wildlife-forestry-conservation>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Career Certificate Programs Accounting, 1-Year Certificate

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/business/accounting-certificate>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Anatomy and Physiology

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/health-services/anatomy-and-physiology-certificate>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

AutoCAD Essentials

(ICS Canada is no longer accepting new enrollments into this program effective 03/29/2023)

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/technology/autocad-essentials-certificate>. Students will need access to high-speed Internet, a Microsoft® Windows® based computer running Windows 10® or later and an email account to complete this program.

Automotive Transmissions Essentials

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/trades/automotive-transmissions-essentials-certificate>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Computer Programming Languages

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/technology/computer-programming-languages-certificate>. Students will need access to high-speed Internet, a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, Microsoft® Office 2019 or Microsoft 365® and an email account to complete this program.

Fitness and Nutrition

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/health-services/fitness-nutrition-certificate>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Gourmet Cooking

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/creative-design/gourmet-cooking-certificate>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Medical Terminology

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/health-services/medical-terminology-certificate>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Pet Grooming

For the program goal and outcomes and the most up-to-date program pricing, please visit <https://www.icslearn.ca/programs/animal-care/pet-grooming-certificate>. Students will need access to a Microsoft® Windows® based computer running Windows® 10 or later or an Apple® Mac® computer running macOS® or later, and an email account to complete this program.

Ownership, Governance, and Administration

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BS, Culinary Management, Le Cordon Bleu
College of Culinary Arts Scottsdale

EARLY CHILDHOOD EDUCATION**Bridget Meis**

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Ed.S, Early Childhood Education, Northcentral University
Ed.D- Early Childhood Education (in progress), Northcentral University

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BA, English Literature, Arizona State University
MFA, Dramatugy, University of Massachusetts
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MBA, Sports & Fitness Management, Colorado Mesa University
MS, Nutrition and Human Performance , Logan University
DCh, Chiropractic, Logan University

Advisory Council

ALLIED HEALTH ACADEMY

Dr. Jill Buban

PhD, Lesley University
M.S., Curriculum and Instruction, SUNY
B.A., History, University of New Hampshire

Sonia Cotto-Moreno

Registered Dietician Nutritionist,
University of Texas

Dr. Sarah E. Gabua

Doctorate in Nursing Practice, Walden
University

Carol Green

Registered Nurse, Mercy Hospital of Nursing,
Registered Nurse Program, Scranton, PA

Joseph Kishel

M.S., Healthcare Administration,
University of Scranton
B.S., Biology, University of Scranton
Diploma Nursing, Mercy Hospital School of
Nursing

Susan Lutchko

A.S., Business Administration
Penn State University, Scranton, PA

Karen Novak

EKG/Phlebotomy/Lab Assistant Diploma, Fortis
Institute
Medical Assistant Diploma, Lackawanna
County Area Vocational

Linda Joanna Thomas-Hemak, MD

Doctor of Medicine, Baylor
College of Medicine

Darlisa White

Certified Medical Assistant
B.A., Education, Moraine Valley College

BUSINESS STUDIES

Brigid Bauer

Master of Public Administration,
Marywood University

Raymond Haden

MBA. Bloomsburg University

John Schroeder

MBA, South University

LEGAL STUDIES/ CRIMINAL JUSTICE

Leonard Bogart

MPA, Marywood University
B.S. Law Enforcement, University of Scranton

Timothy Fulk

Master of Science, Criminal Justice/Public
Administration, Trine University
Bachelor of Science, Criminal Justice,
Tri-State University

Michelle Low

Bachelor of Science of General Studies
Westfield State College
Paralegal Certificate
Bunker Hill Community College

EARLY CHILDHOOD

Susan Billingsley

M.S., Human Development and
Family Studies, Iowa State University
B.S., Child and Family Studies, Iowa State
University

Linda Bryant

A.S., Early Childhood Education,
Penn Foster College

Alan Guttman

M.A., Early Childhood, New York University
B.A., English, New York University

Dr. Tywanda Jiles

Ed.D., Teacher Leadership, Walden University
M.S., Early Childhood Education,
Special Education, Dominican University
B.S., Liberal Arts, Governors State University

Jessica Koomson

A.S., Early Childhood Education, Penn Foster
College

Derry Koralek

M.S., English, Boston University
B.S., Education, University of Massachusetts

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M.Ed., Early Childhood Education,
Grand Valley State University
B.S., Elementary Education, University
of Michigan

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M.S., Child Development, University of PA
B.S., Sociology, Marywood University

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Ed.D., Early Childhood Education,
University of Massachusetts
M.Ed., Early Childhood Education,
William Paterson College
B.A., Psychology, Hope College

Technology

Jim Casteel

B.S. Data Analytics, Western Governors
University

Yuquan Holloway

Bachelor of Civil Engineering, Georgia Institute
of Technology
MBA, Georgia State University

John I. McSwain, III

MBA, Georgia Institute of Technology
M.S. Human Computer Interaction, Iowa State
University
B.G.S. Web Technologies, University of
Connecticut
A.S. Computer Science, Georgia Perimeter
College
A.A. Mathematics, Georgia Perimeter College

Brandon Nolta

M.F.A., English, Boise State University
B.S., Mathematics, University of Idaho

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Masters in Technical & Scientific
Communication, Miami University



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CANADA

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