



EXPERIENCE | DISCOVER | LIVE

Timberline Academy Student Handbook



EXPERIENCE | DISCOVER | LIVE

Table of Contents

TAP01 - Timberline Academy Admissions Policy	3
TAP02 - Timberline Academy Privacy Policy.....	6
TAP03 - Timberline Academy Records Policy	7
TAP04 - Timberline Academy Licensing Policy.....	10
TAP05 - Timberline Academy Tuition and Fee Policy	12
TAP06 - Timberline Academy Complaint and Dispute Resolution	14
TAP07 - Timberline Academy Health Insurance Policy	17
TAP08 - Timberline Academy Housing Policy	20
TAP09 - Timberline Academy Student Support Policy	23
TAP10 - Timberline Academy Student Conduct Policy.....	29
TAP11 - Timberline Academy Advertising Policy	37
TAP12 - Timberline Academy Student Withdrawal and Refund Policy	38



EXPERIENCE | DISCOVER | LIVE

TAP01 – Timberline Academy Admissions Policy

Timberline Academy is dedicated to providing students in Canada and around the world with access to basic education and training.

Within this comprehensive programming mix, the Timberline Academy is committed to establishing admissions criteria to programs, which are designed to help ensure students' academic success as well as successful transitions to future life-long learning experiences.

I. Admission Requirements

a. Application Requirements

Applicants to the Winter Skills Semester Internship and Outdoor Adventure Guide Diploma Program must meet the following requirements:

- Be a graduate of a Canadian secondary school, or equivalent
- Meet all the specific program or course admission requirements
 - Intermediate or higher ski or snowboard ability
 - If unsure, please reference the Whistler Blackcomb ability charts [here](#) to determine the ability level
 - Completed physical examination form
- Be at least 18 years of age at the start of the program
- Completion of the Student Information Form and Ski/Snowboard Activity Log
- Applicants must have completed the stipulated English proficiency requirements, where applicable.

b. International Students

The programs offered by Timberline Academy are open to international students. An applicant to Timberline who is not a Canadian citizen or landed immigrant is considered an international student.

For international students, additional admission requirements may include a language proficiency tests. If deemed necessary by the Timberline team after the interview process the student must complete a minimum score of 6.5 on the TOEFL test.

Foreign students will have additional requirements regarding eligibility for admission. Foreign Students studying in Canada for more than 6 months must



EXPERIENCE | DISCOVER | LIVE

have a valid Student Permit. Foreign students in possession of a valid Student Permit may be admitted to all programs and courses.

Individuals without a Student Permit who are in Canada under the provisions of an immigration authorization will be allowed to register in Timberline Academy programs as follows:

- Refugee Status: To be admitted in the same manner as a Canadian citizen. Can attend both credit and non-credit courses at regular tuition rates.

c. Interview

After reviewing applications, some individuals may be asked to attend an interview with the Timberline team to help determine the applicant's readiness for admission.

Admission interviews may be conducted onsite at Timberline Offices, by telephone, or by video conferencing.

d. Exemptions

The General Manager or Executive Director of the Timberline Academy may grant exemptions to admission requirements as long as the student meets the regulated minimum admission requirements as per the *Private Vocational Act*

e. Acceptance into a Program

Timberline Admissions will give written notice to applicants who have been accepted into a program offered by the Academy.

A non-refundable application fee of \$500 is required by 4 business days after the signing of the contract to secure a place in the Winter Skills Semester Internship Program and the Outdoor Adventure Guide Diploma Program. This fee will be applied to the total tuition fee.

II. Successful Applicants

Successful applicants must submit:

- A completed Physical Examination Form for the Internship and Certificate,
- A signed Liability Waiver, provided by Timberline Academy
- TOEFL results, if required



EXPERIENCE | DISCOVER | LIVE

a. Legal Release Document

Due to the varying levels of risk associated with adventure sports and outdoor activities, participants must sign Timberline Academy's Liability Waiver. This form will be forwarded to applicants from the Timberline Team upon acceptance to the program. Participants may want to seek legal advice regarding their signing of this form.

b. Clothing and Equipment

Students provide their personal clothing and equipment, such as a backpack, skis or snowboard, poles, helmet, and boots.

Timberline Academy has an association with a number of local businesses and shops who can provide any necessary equipment for purchase or rent at a discounted price. Please contact the Timberline team for more information on equipment and discounts.



EXPERIENCE | DISCOVER | LIVE

TAP02 – Timberline Academy Privacy Policy

I. Privacy of Student Records

Timberline Academy regards the information contained in a student's permanent record as personal and private. Therefore, no transcript or other personal information about a student will be released except in the following circumstances:

- a. Information released to the student;
- b. Information released with the written authorization of the student;
- c. Information, pertaining to delinquent debts owed by students to Timberline Academy, released to the Timberline Academy's collection agents to facilitate recovery of such debts;
- d. Information released in response to a court order;
- e. Information, pertaining to delinquent debts owed by students to the Canada Student Loan program, released to the government's collection agents to facilitate recovery of such debts;
- f. Information released to government departments for the purpose of statistical analysis and research, provided there is an assurance of confidentiality.



TAP03 – Timberline Academy Records Policy

Timberline Academy is dedicated to providing students in Canada and around the world with access to basic education and training. This policy covers the regulations and procedures for collecting, maintaining and destroying records pertinent to Timberline Academy students, employees and programs.

I. Maintaining Student Records

Timberline Academy is required to keep the following in a separate file for each student:

- Record of marks obtained throughout the program
- Transcripts
- Credential(s) awarded
- List of texts, supplies, equipment etc. provided to student
- Evidence of admission requirements (e.g. high school transcript, etc.)
- Student enrollment contract
- Record of payment of tuition, fees, books
- Attendance records
- Correspondence between the institution and the student

All files will be kept in a secure, password protected, online repository that only the Director and General Manager have access to. Any paper or hardcopy documents will be locked in a safe location with limited access to the Timberline Academy Executive team.

II. Record Retention

- a. Where records are to be kept permanently, duplicate records of any kind, not used as working copies, shall be eliminated keeping only the original.
- b. Records Retention Schedule
 - i. One Year
 - Correspondence, General: i.e. congratulations, greetings, etc.
 - Job applications
 - ii. Two Years
 - Agendas
 - Day Files
 - Insurance Policies – Expired



EXPERIENCE | DISCOVER | LIVE

- Student Medical Records
- Student Records

iii. Five Years

- Correspondence, General
- Correspondence, Public Relations
- Detailed Budget Working Papers
- Equipment Inventory Records
- Program Profile Data
- Purchasing Documentation (Purchasing, Receiving & Stores)

iv. Seven Years

- Accident Reports
- Bank Deposit Books/Bank Statements
- Bills of Lading
- Budgetary Information
- Correspondence, Planning and Research
- Correspondence, Special Projects
- Correspondence, Commitments of any kind
- Employees' Daily Time Reports/Sick Leave Reports
- Employee Records (after termination)
- Expense Reports
- Federal Income Tax Returns
- Liability Forms
- Insurance – Disability
- Insurance – Pension
- Insurance Policies - Property, Liability, etc.
- Inventories Year-End
- Job Postings
- Legal Correspondence, Agreements, Contracts, (after expiration)
- Miscellaneous Contracts and Agreements (after expired)
- Payroll Data - Part-time Employees (after termination)
- Purchase Orders
- Requisitions
- Research Projects
- Safety and Occupational Health Correspondence
- Source Documentation
- Invoices, Sales Summaries, Journal Entries
- Student Registration Data Forms
- Tax Back-up Records



EXPERIENCE | DISCOVER | LIVE

v. Permanently

- Annual Reports
- Archival Information
- Audited Enrollment Reports
- Audited Financial Statements
- Board Minutes
- Collective Agreements
- Course Calendars
- Credit Course Outlines
- Legal Deeds and Leases
- Mission and Goals Statements
- Original Grade Statements - signed by Instructor
- Permanent Student Record Files
- Personnel Files (active employees)
- Public Bodies Reports
- Records of Files Destroyed

III. Record Destruction

Permission for the destruction of records must be given by the Director of Timberline Academy prior to their destruction.

When records have been identified as those to be destroyed, and permission to do so has been given by the Director, the records are to be either burned, shredded or sent to the landfill and should be identified as such by the Director.



TAP04 – Timberline Academy Licensing Policy

Timberline Academy is dedicated to providing students in Canada and around the world with access to basic education and training. This policy covers the procedures in the case of addition program licensing, changes to current program licenses, and license cancellation for Timberline Academy.

I. Licensing Additional Programs

Should Timberline Academy wish to offer additional vocational programs, they will contact the Private Career Colleges (PCC) Branch before submitting a licensing application package to confirm whether licensing under the *Private Vocational Training Act* is required and to determine what information/documentation from industry will need to be included with the application. Depending on the field of study, Timberline Academy may be required to complete specific licensing documentation or submit additional documentation if the training is in an area that has not been reviewed before by the PCC Branch.

II. Changes to Licensed Programs

If, based on industry feedback, significant changes to a licensed program are required, the PCC Branch must be advised of the proposed change(s) including the rationale. Timberline Academy will submit the notification of change form with all required documentation to the PCC Branch. The PCC Branch prior to implementation must approve these changes.

III. License Cancellation

Should Timberline Academy no longer offer one or more licensed vocational training programs or closes the institution in an orderly fashion, a written request for the cancellation of a license will be sent to the Private Career Colleges (PCC) Branch, indicating the date the last student left the program. License cancellation can only take place when evidence has been received that there are no outstanding student contractual obligations.

a. License Cancellation for Orderly Institution Closures

Timberline Academy may be required to submit tuition refund information/documentation for a required timeframe with respect to former students who either withdrew from licensed training or their studies were terminated by Timberline Academy. The PCC Branch will provide the template to be used for this purpose.



EXPERIENCE | DISCOVER | LIVE

Once the PCC Branch has received and reviewed all required information and/or documentation, Timberline Academy will provide written confirmation that there are no outstanding student contractual obligations with respect to licensed training. For licensees that have posted letters of credit, this written confirmation will be in the form of a statutory declaration (to be provided by the PCC Branch). License cancellation can take place 60 days after the last contracted student left licensed training, provided no compliance matters arise regarding former students.

Following license cancellation, letters of credit can be released, and surety bonds can be cancelled.

b. License Cancellation for Program(s)

If Timberline Academy wants to cancel one or more licensed programs but will continue to offer other licensed programs, Timberline must submit written confirmation to the PCC Branch stating that all students have finished the program(s) and that there are no outstanding contractual obligations.

Once this confirmation has been received, license cancellation of the specific program can take place 60 days after the last contracted student left licensed training, provided no compliance matters arise regarding former students.



TAP05 – Timberline Academy Tuition and Fee Policy

This program incorporates a wide range of ski/snowboard training, certifications and expeditions over an entire winter season in the Canadian Rockies. Students are also able to put their training to use while working as paid interns at ski schools in Banff throughout the winter season with colleagues from all over the world.

I. Application Fees

Timberline Academy may collect an application fee before a student contract is signed to cover administrative costs associated with determining whether a prospective student meets the admission requirements. Application fees do not fall under the PVT Regulation and are not included in the student contract.

II. Registration Fees

Once Timberline Academy is satisfied that admission standards have been met, it may enter into a contract with the student and collect a registration fee of up to \$500. Payment for books, supplies, uniforms may also be collected at this time.

However, no other fees, e.g. student membership, locker fees, etc. can be collected until training begins. This registration fee must be credited to unpaid tuition if the student starts the program in accordance with PVT Regulation

III. Tuition Fees

The total tuition fee for the Winter Skills Instructor Internship to be paid upon the start of the program is \$12,450 per student, plus an application fee of \$500 + 5%GST to be paid at time of acceptance of the program. The total due on the first day of the program is \$12,450 + 5% GST.

The total tuition fee for the Outdoor Adventure Guide Diploma program is \$36,450 + 5% GST. This tuition will be broken up into 3 payments over the course of the 2 years. The first payment will be paid upon the start of the program and that will be \$12,950 + 5%GST. The second payment will be paid upon the start of the summer programming and will be \$9,000 + 5%GST. The third payment will be paid upon the start of the second winter programming and will be \$15,000 + 5%GST.

This tuition fee covers all program certifications, training, orientation week events, ski pass, transportation, temporary accommodation and year-end events. This does not include accommodation for the entirety of the program, for personal equipment, airfare or meals.



EXPERIENCE | DISCOVER | LIVE

Timberline Academy does not accept tuition fees from prospective students prior to the start of the program. Tuition paid by a third party approved by the Director, Private Career Colleges, can be accepted before training begins.

IV. Fee Schedule

- a. Upon Application - \$500 application fee for students applying to the program
- b. First day of program - \$12,450 + 5%GST for remaining tuition fees

V. Tuition Discounts and Credits

The Director may offer credit or tuition discounts to prospective students who have already completed aspects of the program through another post-secondary institution or through personal interest. The exact amount of credit or tuition discount will be evaluated on a case-by-case basis. Should a student want to apply for a credit or tuition discount they must request such request with the admissions team prior to enrolment in any licensed program.



TAP06 – Timberline Academy Complaint and Dispute Resolution

I. Complaints against Students and Staff

- a. Any student or any other member of the Timberline community who believes a student or staff member has engaged in unacceptable conduct may make written complaint to the Timberline Management Team. All supporting information should be provided with the complaint.
- b. Upon receiving a complaint, the Director or General Manager will review the complaint and the supporting information provided. If either decides there is a reasonable basis to conclude that the student may have engaged in unacceptable conduct for which consequences under this policy would be appropriate, the Director informs the student, in writing, of the complaint; and provides copies of the complaint and any supporting information to the student and to the executive team. The Director will select a chair and two other members to serve on a Student Conduct Review Committee.
- c. A complaint should be made within thirty (30) calendar days of the occurrence of the alleged unacceptable conduct. The executive team does not proceed with a complaint made more than thirty (30) days after the occurrence of the alleged unacceptable conduct, unless the person making the complaint explains, in writing, why she/he was unable to make a complaint within the time limit. The Director may, in her/his discretion, extend the time limit to make a complaint on any terms she/he considers appropriate in the circumstances, or may refuse an extension of time and dismiss the complaint.

II. Review of Complaints

- a. A student who is the subject of a complaint may provide a written response to the complaint, as well as any information supporting that response, to the Student Conduct Review Committee.
- b. The committee will review the complaint, together with the student's response and any other information provided.
- c. The committee may, at its discretion, hold a meeting with the student. If such a meeting is held, the committee may invite any other persons, other than legal counsel, it considers appropriate to attend, and the student may attend with a representative of her/his choosing, other than legal counsel.



EXPERIENCE | DISCOVER | LIVE

- d. After its review of the complaint, the committee will decide if the student has engaged in unacceptable conduct, and, if so, the committee may take any action it considers appropriate.
- e. The committee will provide a statement to the student, setting out the committee's decision and the reasons for its decision.

III. Academic Appeals

If a student has a complaint about a particular course, assignment mark, or instructor, the student should discuss the problem with the instructor as the first step. If the problem is not resolved or the problem is such that the student does not wish to approach the instructor, the student should discuss the problem with the Timberline Director or General Manager. After going through the student complaints process, students may request a review of a Timberline's academic decision.

- a. Students may request a formal review of a Timberline Academy academic decision.

Requests for formal reviews (academic appeals) are accepted only after the student complaint process is complete and final letter grades have been assigned. The first step is to discuss it with the Instructor. The student will be given a form to complete if she/he chooses to proceed. A request for a formal review of an academic decision must be submitted in writing, together with relevant information and the appropriate fee, to the Timberline executive team within thirty (30) calendar days of the date on which the decision was mailed. The fee is refunded if the student's appeal is successful.

The request must include:

1. A clear and concise statement of the decision that is being appealed.
 2. A chronology of events involved in the appeal, including details of attempts to resolve the issue informally.
 3. The desired outcome sought.
 4. All documentation the applicant wants to be reviewed. Students requesting a review of a decision on work that has been returned to them must submit the original work with their request.
- b. The Timberline executive team reviews the request for a formal review and supporting information provided. If the manager of Student Affairs decides

**EXPERIENCE | DISCOVER | LIVE**

there is a reasonable basis for a formal review, she/he forwards the request to the Standing Committee on Academic Reviews.

- c. The Timberline executive team does not proceed with a request made more than thirty (30) calendar days after the date on which the decision was mailed, unless the student explains in writing why she/he was unable to submit the request within the time limit.
- d. The Timberline executive team may, at their discretion, extend the time limit to request a review on any terms the Timberline executive team considers appropriate in the circumstances, or may refuse an extension of time and dismiss the request for a review.
- e. The Timberline executive team appoints a committee chair and two members, one of whom is a tutor or instructor, to serve on the Standing Committee on Academic Reviews.
- f. The committee reviews the information submitted by the student and any other information provided.
- g. The committee, at its discretion, may hold a meeting with the student. If such a meeting is held, the committee may invite any other person(s) it considers appropriate to attend, other than legal counsel, and the student may attend with a representative of her/his choosing, other than legal counsel.
- h. After its review, the committee informs the Timberline executive team in writing of the decision within thirty (30) calendar days. The committee may rescind or vary any previous academic decisions made.
- i. The Timberline executive team informs the student of the decision in writing.
- j. No further reviews are permitted.



TAP07 – Timberline Academy Health Insurance Policy

Timberline Academy is dedicated to providing students in Canada and around the world with access to basic education and training. This policy covers the policies and requirements regarding Health Insurance and Coverage by Timberline Academy in accordance with national and provincial requirements.

I. Health Insurance

a. Students from Alberta

Students who are from Alberta who have sufficient coverage from the Alberta Health Care Insurance Plan (AHCIP) are not required to purchase or apply for additional health care coverage.

b. Canadian Students from out of Province

Students who are from another province or territory within Canada and are attending Timberline Academy in Alberta, and plan to return to their home province after completing the program, must remain covered under their home province's health insurance coverage.

If the student plans on remaining in Alberta for an extended period of time following the completion of the program, they may apply for AHCIP as outlined below.

c. International Students

In some countries, people are covered for medical or dental treatment and go to a doctor, dentist or hospital and receive treatment at no cost. This is NOT the case in Canada.

All International Exchange Students studying at Timberline Academy must make sure they have adequate medical insurance to cover any medical care while they are in Canada. If students do not have medical insurance, they are responsible for paying all costs for medical treatment themselves. There are a variety of options for international students depending on their intended length of stay and visa allowances.



i. Private Insurance

International students have the option of purchasing private health insurance within Canada or in their home country. Timberline Academy does not recommend a particular plan or agent. We advise students to talk with two or three insurance agents and compare prices and services before making a decision on which plan to buy, if this is the route they choose. As the provincial plan does not cover prescription drugs, rehabilitation, dental or ambulance transport, some students may choose to purchase additional private health insurance to supplement the provincial health care option.

ii. Provincial Health Care

If international students obtain a work or study permit for at least 12 months (365 days or more), they may apply to access the provincial [Alberta Health Care Insurance Plan \(AHCIP\)](#). This is free basic insurance coverage for all Albertans and covers:

- Doctor visits (average cost \$25 - \$35 or more)
- Laboratory tests
- Hospital costs should you be admitted to hospital (\$1000+ per day).

AHCIP does not cover:

- Prescription drugs
- Rehabilitation needs
- Dental services
- Ambulance transport

As an International Student, even if you are eligible for AHCIP, you may still want to consider purchasing additional coverage.

a. Eligibility

All eligible residents of Alberta must register themselves and their dependents with the Alberta Health Care Insurance Plan (AHCIP). If you are a new or returning Alberta resident, you must register for AHCIP coverage to receive insured hospital and physician services.

All eligible Alberta residents with appropriate documentation will be provided coverage.



EXPERIENCE | DISCOVER | LIVE

NOTE: Individuals coming to Alberta on visas or permits from Citizenship and Immigration Canada may be eligible for AHCIP coverage, depending on the type of immigration document they have, the length of time on the document and their commitment to reside in Alberta for 12 consecutive months.

If you are a student from outside Canada, you may be eligible for AHCIP coverage. [You will need to apply for AHCIP coverage.](#) Students under 18 years of age must be added to the AHCIP account of a custodian.

1. Students who have a 12-month Working Holiday Visa or Study Permit (valid for an Alberta educational institute) and who will reside in Alberta for 12 months or more are eligible for AHCIP coverage.
2. Students with Study Permits valid for more than 3 months, but less than 12 months, may be eligible for AHCIP coverage if their application is accompanied by a letter from the student confirming their intent to reside in Alberta for at least 12 months.
 - a. This can generally be proven with the inclusion of a lease agreement which states the length being a 1-year period or greater (proof of residency).
3. If the application is received within 3 months of entry into Alberta, coverage is effective on the date of either entry into Alberta or the date signed on the Study Permit, whichever is later.
4. The student must not be claiming residency or obtaining benefits under a claim of residency in another province, territory or country.

Students who are ineligible to obtain coverage under AHCIP must purchase a private plan through an insurance company or agent, in their home country or on arrival in Canada.

For students who do arrive in Canada without insurance coverage, medical insurance providers are authorized to provide this service to those who apply within five days of arriving in Canada.



TAP08 – Timberline Academy Housing Policy

Timberline Academy puts a strong emphasis on independent and healthy living. As a result, our students are housed in fully furnished apartments and houses in the Banff town centre. We believe that our students should be able to cook, enjoy privacy and have a home while they're with us here in Banff. No hostels and no hotels.

I. Included Accommodation

The first month of accommodation is included in the tuition fee paid by students in all licensed programs. Students are provided with a room in a four to five-bedroom apartment with fellow Timberline Academy students. All apartments are fully furnished with a full kitchen, living room, parking, storage space, and proximity to Timberline classrooms and internship facilities.

II. Available Student Housing

Following the first month of free accommodation, students are provided with the opportunity to remain in the room provided by Timberline Academy at the start of their stay. Students are offered a subsidized rent on a month-by-month basis through Timberline housing agreements with local homeowners. This allows students the flexibility to stay in our accommodation throughout the internship and continuing into the summer.

This accommodation offer allows students to focus on the internship program, without the additional pressure to find and furnish their own housing. Banff has a 0% vacancy rate year-round making it extremely difficult to secure summer housing.

a. Rules and regulations

All students residing in Timberline accommodation are required to abide by the following to maintain their lease:

- Timberline Student Conduct Policy
- Timberline Workplace Harassment Policy
- Parks Canada Laws and Regulations
- Town of Banff Municipal Laws and Regulations
- Alberta Residential Tenancy Act



b. Accommodation fees

i. Damage and Room Deposit

All students remaining in Residence longer than one month must pay a \$300.00 refundable damage deposit.

ii. Residence Fee Payment Due Dates

1. Damage Deposit - \$300.
2. Normal Academic Year - \$900/month for a single room, \$700/month for a double shared room prior to the first day of the month

iii. Refund Policies Prior to Move-in

Room rental fees will be refunded if:

1. You are unable to accept a room assignment because of a substantiated medical reason (medical certificate required) and a written cancellation is received prior to the first of the month.
2. We are able to rent your room for that month and the other rooms are fully occupied at the time of your cancellation.

Please note that students will forfeit their assignments and room and damage deposits if they fail to pay the fees due by the date shown on their assignment notice or if they do not occupy their rooms by the 15th of the month. The room and damage deposits in these cases will be nonrefundable.

iv. Rent Refund Policies after Move-In

Students leaving prior to the end of the month must pay the entirety of rent for that month.

Room rental fees may be refunded if:

1. You have notified Timberline Academy in writing of your intent to vacate Residence and provided 1 full months' notice from the 1st day of the month.



EXPERIENCE | DISCOVER | LIVE

2. We are able to rent your room and other rooms fully occupied at the time of your departure.
3. Unusual and compelling circumstances, which, in the judgment of the Residence Supervisor, entitles the Residents to special circumstances.

c. Priorities Assigned to Applications

Any registered student is eligible to live in Residence and assigned on a first come, first served basis. All applicants will be placed in co-ed units; however, Timberline Academy will respect requests for single gender residence, and will do their best to accommodate them.

III. Housing within the Community

Should students forgo the housing opportunity provided by Timberline Academy, students are free to find their own accommodation within Banff on their own. As housing offers are provided by Timberline Academy, no further housing counseling will be offered.

- a. Housing resources in Banff
 - i. [Kijiji Banff](#)
 - ii. Property management companies like [Peka](#) and [Asset West](#) will rent properties, or have a waiting list of prospective renters.
 - iii. [Bow Valley Home Finder](#) on Facebook
 - iv. Local Newspapers
 1. [Rocky Mountain Outlook](#)
 2. [The Crag and Canyon](#)



TAP09 – Timberline Academy Student Support Policy

Timberline Academy is dedicated to providing students in Canada and around the world with access to basic education and training. This policy covers the availability and access to support for international students participating in any Timberline Academy programs.

I. Admissions Support

- a. Timberline Academy's dedicated executive team will ensure timely and professional admissions processing and registration assistance. You can contact us for information on any Timberline programs, assistance in preparing your application, or to submit your application for admission to Timberline Academy
- b. After you come to Canada, Timberline staff will be here to help you register for courses and events

II. Arrival and Orientation

- a. Timberline Academy provides arrival services and orientation from the moment students arrive in Calgary for the start of the program. The comprehensive and hands-on involvement of the Timberline Staff ensures that students feel safe and welcome both at the start and throughout their studies at Timberline Academy.
 - i. Arrival and orientation services begin with the arrival of students to the Calgary Airport, where the Timberline team will greet new students, help them get all of their belongings, and transport them to their accommodation for the next 2 days. All transportation is provided, Timberline staff will be on hand the entire time to help with any questions or problems the student may have.
 - ii. Spend night in Calgary
 1. Upon arrival, students in the Timberline programs will spend their first night in Calgary with the Timberline Executive team. This will provide students with an overview of the city federal buildings, and landmarks that are critical and historic to the city. Accommodation is pre-arranged, and students will have this chance to meet other students in a non-academic setting.
 - iii. Transportation and settling in Banff
 1. Following the day in Calgary, Timberline staff will provide transportation for students to Banff, AB where the program takes place
 2. Students will be taken to their pre-arranged accommodation that is provided free for the first month of their studies and provided with time to settle into their new home with fellow students, and to explore their new neighborhood.



EXPERIENCE | DISCOVER | LIVE

3. Timberline staff will provide a walking tour to all students to provide an overview of services within the town, as well as favorite local establishments, emergency services, work and study locations, and basic needs.
- iv. Policy, procedure and equipment orientation
 1. Once settled into their new home, Timberline staff will provide a more comprehensive classroom orientation to students to ensure understanding of program policies, requirements, scheduling, timelines, and any other questions about the program
 2. The orientation will also include information on equipment use, courses offered, and trips planned for the upcoming season.
 3. The orientation will end with the Interpretive Guide Association Basic Knowledge where students get an overview of the heritage of the mountain national parks and the guide's role in protecting and presenting that heritage. It is designed to introduce course participants to what makes the mountain parks unique and to inspire them to learn more about the area and how they can inspire visitors and guests through the stories they tell about mountain parks
- v. Meet with BanffLIFE
 1. Students will meet with BanffLIFE representatives during their first week at Timberline, a resource for young adults aged 18 to 30 to get started in Banff.
 2. The aim is to inspire more productive, informed locals by fostering the development of positive attitudes and a healthy approach to living and working in Banff and Lake Louise.
 3. In order to do that, BanffLIFE provides experiential opportunities that highlight the range of recreational, cultural and volunteer activities available in the area, as well as let staff know where they can access helping services if they should need them.
- vi. Social Events
 1. The first week and month at Timberline Academy will feature a range of social events for the students designed to foster the Timberline community, integrate students into the town and mountain culture, and to allow students to get to know their colleagues in an informal setting prior to commencing studies.
 2. The Timberline staff will be present at all events and orientation and will be available to help with any questions regarding housing, internships, program requirements, and mountain life. The primary goal of Timberline Academy is to



EXPERIENCE | DISCOVER | LIVE

ensure that students are able to enjoy themselves and gets to know each other in a safe and welcoming environment.

III. Academic Counseling

- a. Timberline Academy's Academic Advisors provide program planning, registration, and study skills counseling. We have a full team dedicated to working with international students. These academic advisors will help you plan your program, select your courses and will work with you to help ensure you are able to make the most of your studies at Timberline Academy.
- b. Academic advising can be requested by appointment through the Timberline Executive team.

IV. International Student Support

- a. Federal immigration regulations and support
 - i. The entire Timberline Executive team is trained and experienced in federal immigration regulations pertinent to students studying at Timberline Academy.
 - ii. The staff has an appropriate level of knowledge and skills necessary to support international students, including familiarity with and knowledge about, the federal immigration process due to repeated years of experience with students from a wide range of countries.
 - iii. The staff is in constant contact with immigration officials and has the resources to support students in their processes, and with any questions or problems they may have during their time with Timberline.
- b. Citizenship and immigration regulations for students working in Canada
 - i. The entire Timberline Executive team is trained and experienced in citizenship and immigration regulations pertinent to students working with Timberline Academy.
 - ii. Multiple successful seasons of providing international students with work in Canada and supporting their regulatory process has made Timberline staff well versed in the process and requirements for international students.
 - iii. The Timberline team is accessible 24/7 for any issues arising from citizenship and immigration processes.

V. Cross-Cultural Counseling

- a. The Director and General Manager will act as Cross-Cultural Counsellors for Timberline Academy to provide support and guidance for international students.
- b. They assist students with issues related to cultural adaptation, provide information sessions and offer confidential one-on-one counselling.
- c. The team can be reached any time and are on call for emergency support 24/7 and are available by appointment during regular business hours.



VI. Community Services

a. BanffLIFE

- i. BanffLIFE is the best resource for young adults aged 18 to 30 to get started in Banff. Check out the [BanffLIFE Calendar](#) for programs, including:
 1. Mountain Adventure Program
 2. [Banff Ambassador Program](#)
 3. Weekly Pasta Nights (winter)
 4. DJ in the Park (summer)
 5. Yoga classes
- ii. All BanffLIFE events are dedicated to promoting healthy, well-rounded lifestyles for young adults living and working in Banff and Lake Louise as well as nurturing a sense of community.
- iii. The aim is to inspire more productive, informed locals by fostering the development of positive attitudes and a healthy approach to living and working in Banff and Lake Louise.
- iv. BanffLIFE wants to provide experiential opportunities which highlight the range of recreational, cultural and volunteer activities available in the area, as well as let staff know where they can access helping services if they should need them.
- v. These programs are specifically and exclusively for local young adults. Participants must be living or working in the Bow Valley to partake in any of these programs. Special equipment is typically provided, most trips are introductory and no prior experience is necessary. With support from the community, BanffLIFE is able to offer these programs at very affordable rates, considerably less than actual cost.
- vi. 403.760.2423
- vii. <https://www.banff.ca/banfflife>

b. Town of Banff – Settlement Services in the Bow Valley

- i. Settlement Services is a program through the Town of Banff, in partnership with the Town of Canmore, Canadian Rockies Public Schools and Our Lady of the Snows Catholic Academy – is funded by [Citizenship and Immigration Canada](#)
- ii. All services are free and confidential.
- iii. Services support Permanent Residents, Live-in Caregivers, Refugees and Temporary Foreign Workers transitioning to permanent status who are living in the Bow Valley – Banff, Canmore, Lake Louise and Kananaskis – no matter the length of time living in Canada.
- iv. Settlement Services will work with you to identify your settlement needs, and help you use your strengths and resources to achieve your settlement goals.
- v. Program offerings:
 1. Individual appointments and group sessions



EXPERIENCE | DISCOVER | LIVE

2. Permanent Resident responsibilities and benefits
 3. Language learning, housing, citizenship, health, career, finances, cultural training and more
 4. Connection to community and resources
 5. Questions about living in Canada
 6. Planning before arrival to Canada
 7. Cultural awareness
 8. Ongoing school support and programs for students
- vi. Banff Town Hall, 110 Bear Street, Banff, AB
 - vii. 403.762.1149
 - viii. settlement.support@banff.ca
- c. YWCA Banff
- i. The YWCA Banff Programs and Services team offers a wide range of support services regarding domestic violence (intimate partner violence), sexual assault, and relationship counselling
 - ii. Please contact the YWCA Banff for support at 403-760-3200
- d. Banff Center for Arts and Creativity
- i. Counseling Services
 1. In Person
 - a. A confidential on-site professional counselling service is provided by Banff Centre.
 - b. To book an appointment, email counselling_services@banffcentre.ca or visit the counsellor's door, Lloyd Hall Rm. 116, to make an appointment.
 - c. You may also speak with us in the Community Services office for confidential assistance.
 2. By Telephone / On-line:
 - a. Banff Centre is pleased to offer an assistance program to help you. [The ComPsych @ GuidanceResources@](#) (pdf) program provides expert advice, confidential counselling, resources, and information to help you with work-life challenges, personal problems, legal and financial questions as well as health and wellness coaching.
 - b. These program services are confidential, free and available to you 24/7/365.
 - c. To access: Call: 855.232.2734
 - d. Go online: guidanceresources.com
 - e. Your Web ID: InfoMercer.
 - f. Identify yourself as a Banff Centre Participant when calling for services.
- e. Alberta Works:
- i. Income support



EXPERIENCE | DISCOVER | LIVE

- ii. 301-800 Railway Avenue, Provincial Building Canmore
- iii. 403-678-2363
- iv. Walk-in appointments only- first come first serve be there before 8:30am.
- f. Food Bank:
 - i. Banff Park Church-445 Cougar Street (back entrance)
 - ii. Hours: Tuesdays and Saturdays 11:45 to 12pm
 - iii. MUST call for an appointment 24 hours before accessing: 403-762-1060
 - iv. Bring Proper ID, Bring own bag or back pack
- g. Mental Health Urgent Care:
 - i. Offering mental health crisis assessment and psychosocial interventions.
 - ii. Banff – Mineral Springs Hospital; 305 Lynx Street
 - 1. 403-762-4451
 - 2. Hours: 7 days a week- 2:00pm to 10pm
 - iii. Canmore General Hospital; 1100 Hospital Place
 - 1. 403-678-5536
 - 2. Hours: 7 days a week- 2:00pm to 9pm
- h. Job Resource Centre:
 - i. Provides employment opportunities and resources for Banff and Canmore
 - ii. Banff Office
 - 1. 314 Marten Street
 - 2. 403-760-3311
 - iii. Canmore Office
 - 1. 109 – 710 10th Street
 - 2. Canmore Alberta, T1W 0G7
 - 3. 403-678-6601



TAP10 – Timberline Academy Student Conduct Policy

Timberline Academy is dedicated to providing students in Canada and around the world with access to basic education and training. The purpose of this policy is to provide clear expectations of appropriate academic and nonacademic student conduct and to establish processes for resolution of conduct issues or the imposition of sanctions for inappropriate conduct. This policy covers all students enrolled in a Timberline Academy course or program, as well as prospective students, while engaged in program related activities.

I. Principles

- i. Timberline Academy recognizes the considerable effort on the part of students to establish and meet their educational goals. To enhance students' opportunity for success in meeting their educational goals, Timberline Academy expects members of the community to act toward each other in a manner that contributes to a positive, supportive and safe learning environment.
- ii. The College is committed to high curriculum standards:
 - a. Every student will be provided a course outline that establishes student expectations and assessment criteria.
 - b. Student achievement against the assessment criteria is the basis for grading and evaluation.
 - c. Students are expected to meet the course requirements as described in the course outline
 - d. Students experiencing difficulties in meeting course requirements are expected to seek help in a timely manner.
 - e. To facilitate learning, wherever possible, staff and faculty will identify where students can obtain extra support that is available.
 - f. Entrance to a program or course of study does not ensure successful completion.
- iii. To enhance the learning environment, Timberline Academy expects all students to act in an honest and appropriate manner.



EXPERIENCE | DISCOVER | LIVE

- a. Timberline Academy will not tolerate inappropriate student conduct such as academic dishonesty, or disruptive, threatening or dangerous conduct.
- b. Timberline Academy will take whatever action is necessary to intervene when inappropriate student conduct occurs and will impose disciplinary consequences that reflect the severity and nature of the inappropriate conduct.
- iv. Timberline Academy is committed to the provision of a fair and timely appeal process through which student concerns regarding final grades and discipline can be addressed. (See TAP06_Complaint and Dispute Resolution.)
- v. Imposed discipline will remain in place while an appeal is being considered.

II. Definitions

Academic Dishonesty: Obtaining an academic advantage dishonestly through conducts such as cheating or plagiarism. Academic dishonesty also includes gaining admission through dishonest means whether providing false or fraudulent documentation or withholding information or documentation required for admission.

Cheating: An act of deceit, fraud, distortion of the truth, or improper use of another person's effort to obtain an academic advantage.

Plagiarism: The presentation of another person's or source's words and/or ideas as one's own. Plagiarism ranges from an entire assignment that is not the student's own work to specific passages within an assignment taken from a source without acknowledgement.

Unacceptable Student Conduct: Any conduct that has the effect of disrupting the learning environment or that is a threat, or perceived to be a threat, to the safety of other students, staff, and faculty, whether conducted on or off program grounds.

Decision-maker: Any member of the Timberline Academy faculty, staff or administrator who holds the authority for making a decision regarding final grades or for imposing discipline.

III. Disciplinary Consequences

Disciplines are intended to be corrective and to reflect the severity and nature of the inappropriate conduct. In some instances, appropriate action may include the involvement of authorities outside of Timberline Academy. At any time, the Director,



EXPERIENCE | DISCOVER | LIVE

General Manager or instructor may refer students to appropriate services such as counselling, financial aid, disability support services, learning skills center, etc.

If a student believes he or she has been treated unfairly in relation to the imposition of the following measures, he or she may seek resolution, within the stipulated timelines, through the process outlined in the Student Complaint and Dispute Resolution Policy.

i. Academic Dishonesty:

The disciplinary consequences will vary according to the severity of the incident and may include, but not be limited to, those cited below. The Director, General Manager or instructor may call upon other members of the Timberline Faculty to assist in the investigation.

- a. Repeat the Assignment or Test, or Issuance of a Special Assignment or a Failing Grade for a Test or Assignment: The terms and conditions of these measures will be provided to the student in writing by the instructor.
- b. Issuance in Writing of a Failing Grade for the Course: The terms and conditions of this measure will be provided to the student in writing by the instructor after consultation with the Director or General Manager.
- c. Written Reprimand: The student is advised in writing that further incidents of improper conduct, such as academic dishonesty, may result in more severe discipline. Written reprimands may also describe terms and conditions of probation or may describe expectations for student conduct. Written reprimands will be administered by the appropriate decision-maker (Director or General Manager); and placed on the official student record.
- d. Removal from a Program: The student is removed from the program. The terms and conditions of this measure will be provided to the student in writing by the Director, after consultation with the General Manager, and placed on the official student record.
- e. Refusal to Enroll or Re-enroll: Refusal of Timberline Academy to enroll or re-enroll the student into a course, courses or a program. The terms and conditions of this measure will be provided to the student in writing by the Director, after consultation with the General Manager, and placed on the official student record.



- f. Suspension from Timberline Academy: Refusal of Timberline Academy to admit a student to any class, course, program, service or College. The terms and conditions of this measure will be provided to the student in writing by the Director; copied to the General Manager; and placed on the official student record.
 - g. Forfeiture of Timberline Academy Award or Credential: Request return of anything awarded by Timberline Academy, including awards or credentials, when the award or credential was acquired through dishonest or inappropriate means. The terms and conditions of this measure will be provided to the student in writing by the Director and placed on the official student record.
- ii. Inappropriate Student Conduct: Academic and Non-academic

The discipline will vary according to the severity of the incident and may include, but not be limited to, those cited below. The discipline may be invoked for disruptive conduct or for academic concerns at the discretion of the appropriate decision-maker.

The Director, General Manager or Instructor will collaborate in any investigation where a student's conduct may be (or perceived to be) threatening to themselves or others, violent, illegal, or uncontrollably disruptive.

If a student believes he or she has been treated unfairly in relation to the imposition of the following measures (with the exception of suspensions and forfeiture of Timberline Academy Award or Credential), he or she may seek resolution, within the stipulated timelines, through the process outlined in the Student Complaint and Dispute Resolution Policy.

- a. Verbal Reprimand: The student is informed that the conduct exhibited is inappropriate. Such a reprimand may be issued by Timberline Academy personnel when confronted by inappropriate conduct.
- b. Removal from a Class In Progress: Immediate removal of a student from a class in progress. In some cases the disruption may be significant enough that the class is terminated and postponed until the disruptive conduct can be mitigated. Terms and conditions for return to the class must be communicated to the student by the instructor who will inform the department Director and the General Manager.
- c. Written Reprimand: The student is advised in writing that further incidents of improper conduct may result in more severe discipline.



EXPERIENCE | DISCOVER | LIVE

Written reprimands may also describe terms and conditions of probation or may describe expectations for student conduct. Written reprimands will be administered by the appropriate decision-maker (Director, or General Manager); and placed on the official student record.

- d. **Restriction of Activity or Access to an Area or Services:** Restriction or exclusion of a student from certain Timberline Academy activities, or denial of access to certain areas of the program, or to the use of certain facilities or equipment. The terms and conditions of this measure will be provided to the student in writing by the appropriate decision-maker (Director or General Manager); and placed on the official student record.
- e. **Recovery of Costs:** Recovery of costs is requested for damages deliberately caused by the student. The terms and conditions of the measure will be provided to the student in writing by Timberline Academy executives; and placed on the official student record.
- f. **Removal from a Course:** Immediate exclusion of a student from a course. The terms and conditions of this measure will be provided to the student in writing by the Director or General Manager after consultation with the instructor; and placed on the official student record.
- g. **Removal from a Program:** Removal of the student from the program. The terms and conditions of this measure will be provided to the student in writing by the Director, after consultation with the General Manager; and placed on the official student record.
- h. **Suspension from Timberline Academy:** Refusal by Timberline Academy to admit a student to any class, course, program, service or activity. The terms and conditions of this measure will be provided to the student in writing by the Director; and placed on the official student record.
- i. **Forfeiture of Timberline Academy Award or Credential:** Request return of anything awarded by Timberline Academy, including awards or credentials, when the award or credential was acquired through dishonest or inappropriate means. The terms and conditions of this measure will be provided to the student in writing by the Director, and placed on the official student record.

iii. Examples Of Unacceptable Student Conduct



a. Assault and Threatening Conduct

This includes any physical, written or verbal assault directed at any individual or group affiliated with the community that occurs within any Timberline Academy related activity and that could result in physical, mental or emotional harm, or harassment.

Examples: Hitting, slapping, punching another person; continued unwanted contact with or stalking of another person; using threatening language; communicating in any manner an image, picture or graphic that is threatening.

b. Sexual Harassment and Sexual Assault

This includes any form of sexual harassment and sexual assault directed at any individual or group.

Examples: unwanted comments or advances, unwanted touching, etc.

c. Conduct Endangering the Safety of Others

This includes any conduct that potentially or actually endangers the safety of any person in the course of any Timberline Academy related activity.

Examples: Tampering with fire access doors or discharging fire extinguishers; unsafe operation of a motor vehicle; inappropriate use of tools, equipment or procedures that places a person at risk, ignoring the safety risks in outdoor adventure activities, putting clients and colleagues in risky and dangerous situations.

d. Failure to Comply with Reasonable Requests of College Employees

This includes any failure to comply with a reasonable request or directive of any College employee, issued in order to protect the rights, privileges or safety of any member of the Timberline community.

Examples: Failure to leave a building during a fire alarm; refusal to remove a vehicle parked in a fire lane; failure to vacate a Timberline Academy service or instructional area when directed.

e. Disruptive Conduct/Disorderly Conduct



This includes any conduct that interferes with the provision of Timberline Academy services or instruction or that interferes with any member of the Timberline community.

Examples: Verbal outbursts, physical gestures, actions or interruptions which limit or interfere with the provision of Timberline services or instructional activities; unwarranted and unreasonable disturbances during any Timberline related activity.

f. Unauthorized Entry or Presence

This includes any unauthorized act of entering, remaining in, or allowing others to have access to areas of Timberline Academy and associated organizations and institutions.

Examples: To enter, or allow others to gain entry to, ski facilities, buildings, or restricted access areas outside of authorized times and conditions; or unauthorized presence in any Timberline office or area.

g. Misuse of Information

This includes any falsification, alteration or misuse of personal identification, electronic identification, records or documents.

Examples: Unauthorized alteration of grades or records; refusal to produce valid identification upon request.

h. Theft of Personal or Timberline Property

This includes any theft (attempted or actual) or unauthorized removal of property belonging to Timberline Academy, any associated organization, or to any member of the Timberline community.

Examples: Theft of equipment or passes; theft of personal property such as a knapsack or purse; or duplication of authorized passes and tickets belonging to Timberline.

i. Vandalism/Intentional Damage or Misuse of Personal or Timberline Academy Property

This includes any intentional altering of, or damage to, any resource or property belonging to Timberline Academy, any associated



EXPERIENCE | DISCOVER | LIVE

organization or to property of any member of the Timberline community.

Examples: Damaging equipment; damaging or defacing Timberline or associated organization's property; or damaging vehicles.

j. Seem to Violate Federal, Provincial or Municipal Laws, Statutes or Regulations

This includes any conduct that violates the laws, statutes, or regulations of any applicable authority.

Examples: Violations of A.B. Liquor Control Act; possession, use or sale of illicit substances such as steroids or drugs; violations of the Motor Vehicle Act; issuing a false fire alarm; or failure to comply with Worker's Compensation Board regulations.

k. Disrespectful or Demeaning Conduct

This includes any statement, publication, notice, sign, symbol, emblem or other representation which gives a member of the Timberline Academy community reasonable cause to believe that he or she has suffered hatred or contempt.

Examples: Language, cartoons, photos, symbols, etc., which expose a person or a group or class of persons to pornography, hatred or contempt.

l. Making False, Frivolous or Vexatious Complaints

This includes any complaint that is intentionally made by a person who knows it is false, frivolous or vexatious.

Examples: Alleging a theft of personal property that is untrue; alleging an assault that is found to be false; numerous complaints made by the same student when that student is actively inciting the conduct complained about.



EXPERIENCE | DISCOVER | LIVE

TAP11 – Timberline Academy Advertising Policy

Timberline Academy is dedicated to providing students in Canada and around the world with access to basic education and training. This policy covers the policies and procedures regarding advertising by Timberline Academy in accordance with the Private Career Colleges Branch and provincial requirements.

I. Guarantees to Graduates

Timberline Academy must not guarantee that students who graduate from licensed vocational training will obtain employment or make any false or misleading statement regarding any licensed program for the purpose of inducing students to enroll.

Timberline Academy will discuss and review proposed advertising with the Private Career Colleges (PCC) Branch.

II. Misleading Statements

If a question arises as to whether Timberline Academy or a person representing a private institution has made a statement that is misleading, the Director of PCC will decide whether, in his opinion, the statement is false or misleading.

If the Director decides that it is, Timberline Academy will be required to return any tuition paid in accordance with section 20 of the Private Vocational Training Regulation.

III. Program Name in Advertising

Timberline Academy will ensure that all advertising reflects the program name as licensed.



TAP12 – Timberline Academy Student Withdrawal and Refund Policy

Withdrawing from the program can only be done after submission of a written (and signed) application for withdrawal and a meeting with the Director. The Timberline executive team will require documentation to support any request for withdrawal on medical or compassionate grounds.

I. Refund Policy

- a. A student may be entitled to a refund of tuition fees in the event that:
 - i. The student provides written notice to the institution that he or she is withdrawing from the program; or
 - ii. The institution provides written notice to the student advising that the student has been dismissed from the program.
- b. The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- c. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- d. The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- e. If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.

II. Refunds before the program of study begins

- a. If written notice of withdrawal is received by Timberline Academy within **5 business days** after the contract is made, and before the start of the program specified in the contract, Timberline Academy must refund any tuition or other fee paid by or on behalf of the student.
- b. If written notice of withdrawal is received by the institution more than **5 business days** after the contract was made, Timberline Academy may retain the total deposit or registration fees due under the contract to a maximum of **\$500**.



EXPERIENCE | DISCOVER | LIVE

- c. Timberline Academy must refund any deposit or registration fee that has been paid by or on behalf of the student if
 - i. Timberline Academy terminates a student contract before the vocational training begins, or
 - ii. the vocational training does not begin on the commencement date set out in the student contract.

III. Refunds after the program of study starts:

- a. If written notice of withdrawal is received by the institution or a student is dismissed before 10% of the period of instruction specified in the contract has elapsed, the institution may retain 25% of the tuition due under the contract.
- b. If written notice of withdrawal is received by the institution, or a student is dismissed after 10% and before 50% of the period of instruction specified in the contract has elapsed, the institution may retain 60% of the tuition due under the contract.
- c. If a student withdraws or is dismissed after 50% of the program specified in the contract has elapsed, no refund is required.
- d. Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract, less the applicable non-refundable student application or registration fee.
- e. Refunds owed to students must be paid within 30 days of the institution receiving written notification of withdrawal and all required supporting documentation, or within 30 days of an institution's written notice of dismissal.