



INTERNATIONAL STUDENT HANDBOOK



NIWE – Pursue Your Passion in Cosmetology & Massage Therapy

NIWE Academy is a state-of-the-art facility offering Comprehensive Cosmetology, Clinical Aesthetics and Massage Therapy training programs in Calgary, Alberta. Our wide range of training programs and courses include: Esthetics, Hair Styling, Massage Therapy, Clinical Aesthetics, Nail Technician and more.

Our qualified faculty develop the skills and knowledge required to be a leading professional. With the latest techniques and products, we are able to offer the best learning experience to our students.

A place to nurture talent



Enrollment requirements

To enroll in NIWE Academy you will need the following:

1. A personal interview. This will be arranged prior to application. Be prepared to show knowledge of your chosen field and how you will fit in professionally. You need to show commitment and enthusiasm for learning and financial stability during training. We want students willing to become professionals, the only kind we graduate!
2. Two personal references from, for example, a friend, past schoolmate or employer.
3. The minimum age to study is 17 years old.
4. Transcript of high-school marks and/or any post-secondary education completed. Grade 12 preferred although consideration will be given to mature individuals under “mature student status”.
5. Evidence of proficiency in English (E.G. TOEFL, IELTS, or CAST) is highly preferred. If proficiency cannot be proven, the Canadian Achievement Survey Test will be administered for a fee of \$15.00 at NIWE.
6. A sponsorship letter or official documentation indicating that the student is able to pay for the program and living expenses while in Canada and enrolled in the program.
7. An application fee of \$500.00 (applied to tuition cost once the student commences) to be provided before a letter of acceptance is issued.
8. The program will be taught in English, therefore a good understanding of English is necessary.

ONCE YOU ARE ACCEPTED INTO THE PROGRAM YOU MUST PROCESS YOUR REGISTRATION AS SOON AS POSSIBLE CLASS SIZE IS LIMITED SO DON'T BE LEFT OUT STUDENT LOAN APPLICATIONS SHOULD BE MADE IN ADVANCE TO ENSURE FUNDING IS IN PLACE.

Admission requirements

Applicants who will be considered on the basis of high school credentials must present satisfactory standing on five distinct and appropriate subjects in the 12th (or 13th if appropriate) year of Senior Secondary School and must have graduated with the appropriate high school documents and credentials. All student are required to get there credential approved by [WES](#).

If requirements are met, an admission package will be sent to you. You will need to accept or decline your offer of admission through your online Student Centre. Registration appointment times are assigned once the offer of admission has been accepted. You may wish to seek advice from your faculty to ensure you are registering for appropriate courses. You are advised to register as soon as possible after you have been admitted.

To obtain a study permit or receive information on immigration to Canada, please contact your nearest Canadian Consulate, Embassy or High Commission, or visit cic.gc.ca/english/study/index.asp

Admissions process

How to proceed with the admission process and things students should explore to ensure everything goes smoothly.

This will help you stream line the process:

- Explore the programs and courses at NIWE
- Check out the application deadlines
- Review the admission requirements
- Meet the English Language Proficiency requirement
- Find out what you need to apply for a student visa
- Complete the admission form
- Attach a copy of your English language proficiency test score

Tuition fees for international students

Designated programs:

• Hairstylist training -1.5 years program	Tuition (\$18,850)	Kit (\$2200)
• Massage Therapy 2200 - 2 years program	Tuition (\$27,300)	Kit (\$2000)
• Comprehensive Aesthetics - 8 month program	Tuition (\$22,000)	Kit (\$4000)

Additional programs offered at NIWE:

• Esthetician training program	Tuition (\$13,300)	Kit (\$2000)
• Clinical Esthetician program	Tuition (\$18,350)	Kit (\$1900)
• Nail Technician training program	Tuition (\$12,000)	Kit (\$1900)
• Barbering	Tuition (\$8,840)	Kit (\$2,730)

* Does not include processing fee which is \$500 (non-refundable).

Admission fees

To secure a place at our college, students are required to pay a registration fee of \$500 at the time of enrollment. This fee is non-refundable and covers administrative costs associated with processing an application and reserving a seat in the program for the student.

In addition to the registration fee, tuition fees will be collected in four installments as follows:

10% of the tuition fees will be collected on the first day, before the program starts in order to ensure a seat in the program for the student.

Up to an additional 25% of the tuition fees will be collected upon arrival and registration at the institution before starting the course.

Up to an additional 25% of the tuition fees will be collected once 50% of the program benefit has been delivered.

The balance of the tuition fees will be collected 60% into the program.

Complaint process with NIWE

The Formal Complaints Procedure

The Stages of A Complaint

StageOne

- Verbally student is encouraged to discuss any concern or complaints with the head teacher.
- If the head teacher is not able to come to a resolution in a reasonable time duration agreed with the student, the student will proceed to stage two of the process.

StageTwo

- Student will fill out the complaint form which has been provided to the student during the orientation day, and present this to the main office.
- The main office will ensure that the complainant is notified of the decision, in writing, with the Director's response.

Complaint process with NIWE (Cont'd)

Actions Taken to Resolve the Complaint

- The school will establish the difference between a concern and a complaint. Taking informal concerns seriously at the earliest stage may prevent the issue from worsening.
- The formal procedures will need to be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.
- The school will encourage resolution of problems by informal means wherever possible.
- The school will establish time-limits for action and keep involved parties informed of the progress.
- The school will respect confidentiality at all times.
- The school will address all the points at issue and provide an effective response and appropriate redress where necessary.

Complaint process with NIWE (Cont'd)

Investigating Complaints

The person investigating the complaint makes sure that they:

- Establish what has happened so far, and who has been involved
- Clarify the nature of the complaint and what remains unresolved
- Meet with the complainant or contact them
- Clarify what the complainant feels would be a solution
- Interview those involved allowing them to be accompanied if they wish

Resolving Complaints

It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- An apology
- An explanation
- An assurance that the event complained of will not recur
- An explanation of the steps that have been taken to ensure that it will not happen again
- An undertaking to review school policies in light of the complaint
- The main office will provide the final decision to the student

What are my options for medical insurance?

- Students who will be studying in Canada for less than 12 months must purchase a private health insurance plan through an insurance company or agent in your home country or Canada. Medical insurers in Canada are authorized to provide this service to those who apply within 5 days of arriving in Canada. If you have been in Canada for more than 5 days, contact [Broker Advantage](#) at 1-877-294-1810.
- We do not recommend a particular plan or agent. We advise you to talk with 2 or 3 insurance agents and compare prices and services before making a decision on which plan to buy.

I have purchased a private health plan. How do I pay for my medical expenses?

- When you have a private health plan you are expected to pay for medical costs yourself. It is your responsibility to submit receipts to your private insurance company in order to be reimbursed.
- If you have any questions about medical insurance, speak with an international student advisor.

Medical insurance for international students

In some countries, you are covered for medical or dental treatment without any cost. You go to a doctor, dentist or hospital and you receive treatment at no cost. This is NOT the case in Canada.

Why do I need to apply for medical insurance?

- All international students need to have adequate insurance to cover any medical care or accidents while they are in Canada. If students do not have an insurance plan, they are responsible for paying all costs for medical treatment. A visit to a doctor may cost \$150-\$250 or more, and a hospital stay can cost more than \$2,000 per day. Students with no medical insurance have to pay the entire bill for these medical services.
- In Alberta, you apply for Alberta Health Care Insurance Plan (AHCIP) <http://www.health.alberta.ca/health-care-insurance-plan.html> to cover specific medical expenses. It is free.
- Download AHCIP Application Form: <http://www.health.alberta.ca/AHCIP/forms.html>
- Apply in person at one of the following registry offices, or find registry locations on the following page.

Medical insurance for international students

Registries Plus INC.
20-150 52 Street NE, Calgary
Phone: (403) 272-5513
Fax: (403) 272-7037

**The Licensing Company
(Calgary) INC.**
Bow Valley Square IV
246-250-6 Ave SW, Calgary
Phone: (403) 299-2373
Fax: (403) 299-2374

**Sharma & Associates Estate
and Retirement Planning INC.**
331 Rocky Ridge Cove NW
Calgary, AB T3G 4K1
Phone: (403) 547-7566

New Urban Registry LTD.
Unit 4 140 11 Ave SW, Calgary
Phone: (403) 262-9999
FAX: (403) 262-8695

Documents required for health care insurance

It is important that you have the appropriate identification and documents to assure a smooth application process.

The administration staff are available to further assist you with this process.

- Photo – ID (passport)
- Study Permit
- Proof of residence in Alberta (letter from school)

Support for International Students

Center for Newcomers: <https://www.centrefornewcomers.ca/about-us>

Calgary Mennonite Centre for Newcomers: <http://emcn.ab.ca/>

Calgary Catholic Immigration Society: <https://www.ccisab.ca/>

Calgary Immigrant Women's Association: <https://www.ciwa-online.com/>

Immigrant Services Calgary: <https://www.immigrantservicescalgary.ca/>

Immigrant and Refugee support: <https://www.cssalberta.ca/newcomer>

Alberta Refugee Effort (C.A.R.E.): <https://www.rdpl.org/node/2123>

Government of Alberta: <https://www.alberta.ca/opportunity-a>

Counseling - <https://www.distresscentre.com/need-help/counselling/>

NIWE refund policies

The following policies are from Alberta Government under the Private Vocational Training Act Retention and Repayment of Fees

Refund of Registration Fee – Before training begins

- 16(1) If a student terminates a student contract before the vocational training begins, the licensee is entitled to any registry action fee paid by or on behalf of the student.
- (2) The licensee must refund any registration fee that has been paid by or on behalf of the student if:
 - (a) A licensee terminates a student contract before the vocational training begins, or
 - (b) The vocational training does not begin on the commencement date set out in the student contract

Refund of tuition – After training begins

- 17(1) If a student contract is terminated after the vocational training begins, the licensee is entitled to the following amounts of tuition:
 - (a) When 10% or less of the vocational training has been provided, 25% of the tuition;
 - (b) When more than 10% but 50% or less of the vocational training has been provided, 60% of the tuition;
 - (c) When more than 50% of the vocational training has been provided, 100% of the tuition.

NIWE refund policies (Cont'd)

- (2) If a licensee has received tuition fee in excess of the amount that the licensee is entitled to under subsection (1), the licensee must refund the excess amount.
- (3) For the purpose of this section, vocational training provided by correspondence is provided as lessons are supplied, marked and returned to the student.

Payment of refunds

- 21(1) Subject to subsection (2), a refund of a student's tuition must be paid
 - (a) To the student, or
 - (b) In the case of a student who has an outstanding student loan in respect of the vocational training for which the refund is being provided, to the lender that made the student loan.
- (2) If a licensee receives payment of a student's tuition from a government, agency or person other than the student, any refund of the student's tuition must be paid to the government, agency or other person.
- (3) If a licensee is required to refund a registration fee or tuition, the refund must be paid not later than the earlier of the following:
 - (a) 30 days from the day the student contract is terminated;
 - (b) The time period specified in an order of the Director.

Please note:

- Money is returned to same account payment was made from;
- These rules apply to both international and domestic students.

Permanent accommodation

Classified advertisements in the newspapers Calgary Herald and Calgary Sun offer daily listings of rental accommodation. These newspapers are available at any local convenience store or online.

Rental Websites: www.rentfaster.ca, www.rentspot.com, www.calgary.rentersonline.com

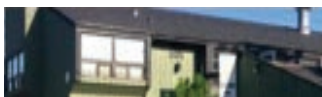
Information on Calgary communities, maps, schools, crime statistics etc. is available at: www.calgaryarea.com

NOTE: Renting rights and obligations

Before you move into your accommodation, you and your landlord need to agree to the terms of your rental agreement in a contract. This contract is called a residential tenancy agreement. A written agreement is recommended.

[Information for landlords and tenants](#) in Canada, call: 1-877-427-4088.

Temporary accommodation



HI Calgary City Center

520 - 7 Avenue SE. Telephone: 1-866-762-4122; 1-403-670-7580



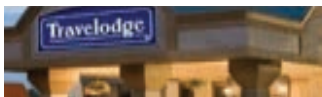
Canadas Best Value Inn

Telephone: (403) 289-6651, Fax: (403) 289-6709, Toll Free: 1-800-834-8423



Super 8 Motel

Telephone: (403) 289-9211, Fax: (403) 282-7824, Toll Free: 1-800-800-8000



Travelodge

Telephone: (403) 289-6600, Fax: (403) 289-6767, Toll Free: 1-800-578-7878



Ramada Limited

Telephone: (403) 289-5571, Fax: (403) 282-9305, Toll Free: 1-800-272-6232



Comfort Inn & Suites University

Telephone: (403) 289-2581, Fax: (403) 284-3897, Toll Free: 1-877-424-6423



Econo Lodge Inn and Suites University

Telephone: (403) 289-1921, Fax: (403) 282-2149, Toll Free: 1-800-917-7779



Note: Single room rates range \$50 - \$150 per night depending on the time of year.

Expectation of acceptance

As you receive your letter of acceptance, the letter will lay out the following:

- Full information on program
- Tuition cost
- Academic policies
- Details on your daily schedule
- Conditions of acceptance
- Contact information of administration

International qualifications assessment service (IQAS)

The International Qualifications Assessment Service (IQAS) assesses international educational credentials and compares them to educational standards in Canada. IQAS assessments are designed to increase access and entry to: the job market, educational institutions and professional regulatory organizations.

To apply for an IQAS educational assessment please visit one of the following pages:

- [Assessment for Immigration](#) (for those who plan to apply to immigrate to Canada), or
- [Assessment for Employment, Education or Licensure](#).

Proficiency in English language

Common English Tests	Direct Entry Admission Requirements
Test of English as a Foreign Language (TOEFL)	80 Internet Based Test (IBT), with 20 in each category
International English Language Testing System (IELTS)	5.5 in each skill
Canadian Language Benchmark Assessment (CLBA)	8.0 in all sections
Canadian Academic English Language Assessment (CAEL)	60 in overall band
Pearson Test of English (PTE)	Minimum 53
Michigan English Language Assessment Battery (MELAB)	Required score of 76

Mentoring program

NIWE Academy has an open door policy in regards to any questions or concerns about living in Calgary, events, transit, study program or any thing else students may need more information on.

At NIWE, students already living in Canada for some time are encouraged to mentor new international students on everyday life both at the school and around the city.

The goal is new students adjust to their new surroundings easily so their experiences are positive and joyous.

The mentor program is lead by Sangeeta Sharma (President), Ramesh Sharma (VP), and Nathan Sharma (Marketing Director).

Contact number: 587 351 9024

Orientation program

- International student programs and services
- Becoming familiar living in Calgary (weather, festivals, events, etc.)
- Filing Canadian tax returns to get government refund
- Living in Calgary and CITY OF CALGARY services
- Opening a bank account, transferring funds and obtaining credit cards
- Health care & health care insurance, visiting a doctor and location and Walk In Clinic
- Student rights and where to go student rights and where to go for help
- NIWE Academy Regulations and Services
- Tips from current NIWE' students on everything you need to know to be a successful student
- Upcoming social event and workshops designed specifically for you
- Campus Tour

For more information, contact us at info@niwe.ca or visit the international student advisor office.

Academic standing

At NIWE, the passing mark is 75%. In case of a failed grade in any of the sections of the Final Practical or Final Written Exam student may apply for a supplementary Examination to be rescheduled by the Management. The application fee applies after the second exam has been administered any exams after will be charged. For supplementary Exams are \$25.00 per section up to a maximum of \$100.00 per Exam paid prior to the Examination date. Marks from both Exams will be added together and an average mark will be considered as the final mark.

The NIWE Rules and Regulations will be presented on Orientation day, the Trainee handbook will express the rules and regulations and available upon request.

Collection of tuition

The monthly tuition fee must be paid on the first day, of the first month, of being in the program. The tuition fee must be paid in full by 50% of the program.

All outstanding balances on account must be paid prior to Final Exam. Students will not be allowed to take the Final Exam (Practical and Written) with an unbalanced account.

If balance is not up to date, student will be notified by administration with a written warning, if three warnings have been administered, the student will be suspended until balance is paid in full.

NIWE, will be obligated to send any unresolved balances to a collection agency.

Can students work while studying at NIWE?

Many students want to know if they can work while they study. It can be a big challenge to study six months or longer without earning money.

NIWE does not offer or guarantee job placements for students. It is a students' responsibility to find employment if eligible.

Study permit holders are:

- Eligible to work off campus without a work permit
- Allowed to work up to 20 hours per week during a regular academic session and full time during off campus for regularly scheduled breaks; and
- Able to work off campus immediately rather than waiting six months. To qualify, you must:
 - Have a valid study permit and be a full-time student
 - Be enrolled at a designated learning institution at the post-secondary level or, in Quebec, a vocational program at the secondary level, and
 - Be studying in an academic, vocational or professional training program that leads to a degree, diploma or certificate that is at least six months in duration
- This information is available at the [Citizen & Immigration Canada \(CIC\)](#) website. There is also a self-assessment tool to see if [students are eligible to work in Canada](#).

Pre travel checklist for international students

- Begin your study permit application (and VISA, if required) at: <http://www.cic.gc.ca/english/study/index.asp>
- For tips on avoiding delays in study permit processing: <http://www.cic.gc.ca/english/resources/publications/delay.asp>
- Make travel arrangements (book flights etc.)
- Make banking arrangements: transfer money, purchase traveler's cheques, apply for credit cards
- Register for classes
- Arrange for accommodation
- Arrange for private health care insurance

Important note:

Carry all required entry documents with you when you travel to Canada. Do not pack them in your suitcase. These include: passport (with visa, if required), immigration letter authorizing your study permit, and your National Institute of Wellness & Esthetics College of Hair and Esthetics letter of acceptance.

Banking in Canada

What should I take with me to open a bank account?

- Your Passport or Birth Certificate
- A second piece of identification (e.g. Study Permit)
- Money to deposit

Automatic banking machines (ABM) or automatic teller machines (ATM)

- You receive a plastic ATM/Debit/Bank card after opening an account. A password called a Personal Identification Number (PIN) will be assigned for using the card.
- Bank machines are open 24 hours a day 7 days a week. You can withdraw cash, deposit cash or cheques, pay bills, check your transaction history.
- There is an extra charge for using an ATM that do not belong to your bank (up to \$5). Telephone banking and internet banking (on-line/PC banking).
- Via internet or telephone you can pay bills, get your current account balance, hear or see your last 5 or 10 transactions and transfer money between accounts.
- You will need your bank card to choose a different password for telephone banking and internet banking. Talk to your bank for assistance.

Banking in Canada (Cont'd)

INTERAC direct payment

- You can pay for your purchases using your plastic bank card in stores. You withdraw funds from your account and transfer them directly to the retailer using your Bank Card and password (PIN).

Pre-authorized payment

- You can choose to have your bills paid by “Pre-Authorized Debit”. Money is automatically transferred from your bank account to pay your bills. Ask your bank about this option.

Where can I get help with handling money?

- For help preparing a budget and questions about expenses, talk to an International Student Advisor.

TIP:

Prepare a BUDGET and follow it as closely as possible. Include allowances for all possible expenses such as dental emergencies and travelling home.

Arriving at the airport

When you arrive at Calgary International Airport, you will need to provide all required entry documents to a Canadian Immigration officer.

While walking through the airport you may see volunteers dressed in western outfits. These friendly and informative guides will provide you with a warm welcome to Calgary and are more than happy to answer any of your questions. In addition to these guides are information boards for directions, transit locations, city information, and weather.

TAXI:

A taxi stand can be found immediately outside of the ARRIVALS area. The cost from the airport to National Institute of Wellness and Esthetics' campus is approximately \$40.00 dollars. It is about 20-25 minutes depending on traffic.

PUBLIC TRANSIT:

You may wish to use the Calgary Transit system. The Calgary Airport is serviced by public buses which can connect you to the "C-Train", Calgary's light rail system. There is a C-Train station close to NIWE called Whitehorn (2 blocks west of the campus). The cost of public transit is \$3.50 per ticket which is valid for 90 minutes.

Monthly passes are \$109.00 dollars.

Don't forget to attend our international student orientation!

What to do after arriving?

- Open a bank account
- Register for Alberta Health Care
- Apply for a Social Insurance Number (required if you decide to work in Canada)
- Register for classes (if you haven't done so)



PURSUE YOUR PASSION FOR COSMETOLOGY & MASSAGE



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