



CA School of Business Student Resource Guide

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FAQs

When do I get access to my module?

Access is typically emailed to registered students 1-2 business days prior to the module start date. Registered students will be notified of any administrative issues.

I'm having technical issues with my module. Who do I contact?

Students experiencing technical issues should go to www.casbhelp.com and click "Submit a Ticket".

How many times can I attempt a module?

Students are permitted to attempt each module up to three times.

How do I withdraw from a module?

A written request must be made directly from the student to moduleregistration@casb.com. The request must include the name, student number, and the module number from which the student is withdrawing.

What happens if I do not pass my module?

An email is sent to each student who does not achieve competency in their module. This email outlines the appeal process as well as the options to repeat the module. The module must be retaken in its entirety. All core CASB modules (except for Module 6) are offered at least twice throughout the year. Check the Module Schedule to determine the next available offering of any specific module.

How do I change my FFIS or evaluation location?

Students must send an email to moduleregistration@casb.com to request a change. The request must include the name, student number, and the location change request.

Where can I find my FFIS or evaluation location?

The FFIS locations are posted to the Blackboard Interface two weeks prior to the scheduled session date. The evaluation locations are posted to the CASB website (www.casb.com) two weeks prior to the scheduled session date.

What if I am not able to attend my FFIS or if I have to leave early from the session?

Full attendance at the FFIS is required. Students who miss all or a portion of the FFIS must contact accommodations@casb.com to request an accommodation. Fees may apply and supporting documentation may be required.

Does CASB provide the students with laptop computers for the FFIS and evaluation?

Students are responsible to bring a laptop computer to their sessions.

What if I cannot write my evaluation on the originally scheduled date?

Students should contact accommodations@casb.com to discuss available options.

How do I request a receipt for fees paid to CASB?

Students requesting a receipt for module fees should email their request to moduleregistration@casb.com. The request must include their name, student number, and the module number(s) they would like the receipt for. For all other receipt requests, please email generalregistrations@casb.com.

How do I change my address or last name with CASB?

Students with a change in their personal information are required to submit a Change of Personal Information Form by email to CASB General Registrations at generalregistrations@casb.com.

To change your last name with CASB, you are required to submit a Change of Personal Information Form and a photocopy of your marriage certificate or drivers license by email to CASB at generalregistrations@casb.com. (Note: Your Blackboard ID will not change. Please continue to use the original ID assigned to you upon registration with CASB.)

I have left my previous firm and am now employed at a new CATO. How do I notify CASB?

Changes in CA Training Office employment require submitting a Change of CA Training Office Form. Please note that you are required to ensure that your previous CA Training Office provides CASB General Registrations with a Confirmation of Practical Experience Certificate. All forms should be submitted to generalregistrations@casb.com.

How can I request a student letter of status or an official CASB transcript?

Students who require a student letter of status for financing or other purposes can complete a Letter of Status Request and email it to generalregistrations@casb.com. All letters will be processed within 3-5 business days. An official CASB transcript must be requested by email to generalregistrations@casb.com. The current cost for this service can be found on the Administrative Fee Schedule.

I worked as a co-op summer student. Can I claim the practical experience time I spent at a CATO before I registered in the CASB program?

You must be a registered CASB student for the experience to count. You can make a written request to CASB's Director of General Registration requesting that the time accrued be applied to the practical experience requirement of your program. The request must also be accompanied with a completed Experience Confirmation Form and the appropriate annual student dues from the commencement of the period of the practical experience.

Students must have completed a minimum of 45 university credit hours to be eligible to have practical experience recognized. The maximum period allowed for this claim of formerly accrued experience is 10 months.

How are the practical experience requirements changing?

The CA profession is expanding both what it recognizes as qualifying experience and the kinds of organizations that can be recognized as CA Training Offices:

- CA firms will be able to create training positions in taxation, business advisory services, and other areas, in addition to audit and assurance; and
- Carefully selected corporations and government departments will be recognized as CA Training Offices under very strict criteria.

Welcome to the CA School of Business

CASB's primary objective is to enable you to achieve your goal of becoming a Chartered Accountant. We will help you develop a foundation of skills and knowledge that will better equip you for a lifetime career as a Chartered Accountant.

CASB delivers its program through a combination of e-learning and in-person sessions. As a CASB student, you will:

- ✓ Be actively involved in your own learning and competency development.
- ✓ Learn through role-play, working on scenarios and issues you will face in the real world of work.
- ✓ Look at business issues from different perspectives, and develop strong critical thinking and problem solving skills as a result.
- ✓ Learn, understand, and be ready for changing accounting and auditing standards.
- ✓ Understand that being a CASB-educated CA is about more than being an accountant: it's about demonstrating excellence in all you do.

CASB Program Summary

The CASB program uses competency-based learning to achieve a set of learning outcomes that will result in students developing the competencies required of a Chartered Accountant.

The CASB program is based on the UFE *Competency Map*, a document which “provides an overview of the specific professional competencies and proficiency levels that CA candidates are expected to demonstrate on the profession’s Uniform Evaluation (the UFE)” (CICA Competency Map Committee, 2008, p.1). For details, please refer to the Competency Map at <http://www.cica.ca/become-a-ca/documents/item9604.pdf>.

Ethical Behaviour and Professionalism

CASB students are bound by the same Rules of Professional Conduct that govern a practicing CA in their province. As a reminder of your commitment to uphold the trust and integrity of the CA profession, you will be required to sign a training contract, which contains the following CASB Honour Pledge, at the beginning of module 1.

The Honour Pledge

I commit myself to respect and uphold the high professional values and rigorous standards of the CA profession in all of my decisions and actions in the CASB program,

I will be honest in all of my learning endeavours, both large and small, and

I will conduct myself honourably, as a responsible member of the CASB learning community, as we work together to develop the professional values and competencies of our chosen profession.

You are expected to approach all tasks and assignments in the CASB program with the same level of integrity and professionalism as you would a task or assignment in your employment. Dishonesty is not tolerated in the CASB program. For information, see *Appendix A: Dishonesty in the CASB Program*.

Compliance with your Provincial Institute's Rules of Professional Conduct includes taking care to avoid unconstructive criticism of a Chartered Accountant when dealing with concerns regarding a facilitator. For more information about your province's Rules of Professional Conduct, please contact your Provincial Institute of Chartered Accountants.

CASB Module 1 to 5 Structure

The entire CASB program is a simulation. In Module 1, you will be introduced to a fictional company, Vision Windows Limited (Vision). Through Modules 1 to 5, you will follow Vision from start-up to public offering and will learn how to manage various stages of business growth and transition.

Modules 1 to 5 are divided into three elements:

1. Eight weekly online sessions
2. Three-day Face-to-Face Interactive Session
3. One-day evaluation session

Upon CASB enrolment, you will be given access to CASB's online learning system, the Blackboard program. Blackboard includes email, discussion boards for common postings, a chat feature, and dropboxes for assignment submissions. Students can communicate with other students and the online facilitator via emails and the discussion board.

Online Sessions

Your Online Facilitator

Each cohort is assigned one or more online facilitators. At the beginning of each module, you will be notified which cohort facilitator has been assigned to you.

Your facilitator will play the role of managing partner, manager, or supervisor within the context of the module. Your online facilitator will be available to you via the discussion board and email features within Blackboard. In addition, facilitators will use the chat room to hold weekly virtual class sessions.

You will want to build a learning relationship with your facilitator, so we encourage you to contact your facilitator early in the module. You can expect your facilitator to review your tasks in the same way your manager reviews your work submissions. The purpose of this review is to assess whether or not you have met the week's learning objectives.

Facilitator input is one of the factors in assessing your module competency, but the decision involves a comprehensive review of your performance on all facets of the module.

Students can expect facilitators to:	Facilitators will expect students to:
<ul style="list-style-type: none"> • Provide sufficient feedback to allow them to update their tasks • Provide additional feedback when requested • Hold regular chat sessions • Help students understand new concepts • Help students locate information and understand terminology as well as offer advice on how to approach issues; however, the facilitator does not provide answers • Respond to all emails within 24 hours • Review task submissions within 72 hours of the deadline 	<ul style="list-style-type: none"> • Play the role expected of them in the task • Submit all tasks on time • Address all requested revisions • Email the facilitator to seek clarification if a student does not understand a weekly task requirement or a revision request • Review the discussion board daily and respond to emails in a timely manner

Facilitators and Students Issues and Concerns

Occasionally, a conflict may arise between you and your facilitator. If a conflict arises, please first attempt to clarify your concern with your facilitator. If the issue is still unresolved, please contact the Director of Learning, Susan Deleau, CA, at deleau@casb.com.

Discussion Boards and Email

The Blackboard website contains a discussion board and email. All communications with facilitators are restricted to the Blackboard system. To ensure privacy and security, facilitators will not provide email addresses or telephone numbers outside of the Blackboard system.

Chat Sessions

At the start of the module offering, the weekly chat session schedule will be posted on your cohort discussion board. Typically, chat sessions last one hour. Your attendance at the chat session is not required. Chat sessions may contribute to a better understanding of task requirements and reduce time spent on tasks and revisions. A transcript of each chat session will be posted on the discussion board.

Task Submissions – Weekly Task Process

1. Using the assignment dropbox, submit all weekly tasks at the same time by the deadline. (See the calendar on the Blackboard cohort site for submission deadlines).
 - a. The assignment dropbox (“Assignments”) is located under the “Course Tools” menu (located at the top left of your Blackboard module cohort site).
 - b. *For original submissions, please name your file: LastnameFirstname–weeknumber.*
For example: **SmithJane-week1.doc** or **SmithJane-week1.xls**
2. The facilitator will return your assignment, using the assignment dropbox, within 72 hours of the initial deadline.
 - a. If revision is required, the file will be returned to you renamed as:
LastnameFirstname–weeknumber–revisionrequired
SmithJane–week1-revisionrequired.doc
 - b. If revisions are not required, the file will be returned to you renamed as:
LastnameFirstname–weeknumber–reviewedokay
SmithJane–week1–reviewedokay.doc
3. Complete your first revisions in a different colour of font and resubmit revised tasks by the deadline specified on your cohort calendar. Leave the original comments in the file. Insert the word “DONE” beside each completed revision. Resubmit the file as:
LastnameFirstname-weeknumber-REVISED1
SmithJane-week1-revised1.doc
4. The facilitator will return your first revisions, using the assignment dropbox, with 72 hours of the initial deadline. If second revisions are required, complete your second revisions in a different colour of font and resubmit revised tasks by the deadline specified on your cohort calendar. Leave the original comments in the file. Insert the word “DONE” beside each completed revision. Resubmit the file as:
LastnameFirstname-weeknumber-REVISED2
SmithJane-week1-revised2.doc

Late Submission Policy

The general policy is that CASB does not accept late initial submissions. However, you may submit ONE weekly initial submission up to 7 days late during Weeks 1 to 7.

Student technical issues are not permitted as an allowable reason for handing in late submissions.

Late initial submissions must be emailed to your facilitator. The assignment dropbox is closed after final submission deadlines.

Partial Submissions

If any task is missing in an initial submission, that task is assessed as “uncleared”. If you submit the task with revisions and eventually clear the task requirements, the task status may be upgraded to “cleared”. However, this upgrade can be done **ONLY** at the end of the module, once it is confirmed that all other initial submissions were made within submission deadlines.

Formatting of Task Submissions

Word Documents

1. Documents **must** be single-spaced, using 12-point Arial font and one-inch margins.
2. Use one Word file for all tasks that require a written response.
3. Insert a page break between each task within the Word file.
4. Label each page of the Word document with the task number.
5. Use the correct Memo or Letter format as required.
6. Use headings and bullets to organize your information.

Excel Documents

1. Use one Excel file for all tasks that require calculations.
2. Use a different tab or sheet for each task within the Excel file.
3. Label each sheet of the Excel document with the task number.
4. Use the Excel formulas for all calculations. Use cell references to link information that is calculated elsewhere in your spreadsheet.
5. Show calculations as separate line items.
6. Do not copy and paste an image of an Excel file or embed an Excel file within a Word document. If an Excel file contains supporting calculations, please refer to this document within the Word document and submit both files.

Communication and Critical Thinking

During the module, the CASB Rubric will be used to provide feedback on your communication and critical thinking skills. The Communication and Critical Thinking Guide (which is found on your cohort site) contains more information about the rubric and ways to improve your communication and critical thinking skills.

Use of Software

You must only use the CASB-supplied software when completing tasks. This ensures your facilitator is able to open your files with compatible versions of Profile software. The software is downloaded from the Software Module of Blackboard. If you are unsure as to which version of the software you are using to complete the task, please contact help@casb.com to obtain assistance.

Task Review and Facilitator Feedback

When reviewing tasks, your facilitator is looking for evidence that you understand the task, not that you have produced an answer completely free of error.

Because the CASB program is competency-based, the primary purpose of task reviewing is to assist learning, not to measure performance. Task reviewing assesses whether your answer contains the essential elements needed to achieve competency.

The feedback is designed to guide you towards understanding the process used to arrive at a solution for the topics in the task and to produce a competent response, but it will not give you the answer to the task.

Consistency in Facilitator Feedback

Different facilitators bring different experiences to the assessment process, and this may translate into a different focus on varying elements of a task. All facilitators, however, work from the same set of assessment tools.

Revisions

Any requested revisions are mandatory and must be cleared in order for a task to be considered complete. It is possible to achieve basic competency in the module with a few uncleared tasks. As mentioned earlier, the returned file name will indicate whether or not revision is required. You will be allowed a total of two revisions for any task.

Task Submission Deadline Extensions

Extensions may be granted during Weeks 1 through 5 for significant workload issues, and during the entire module for compassionate reasons.

Please see Appendix B for details regarding extensions.

Face-to-Face Interactive Sessions

Session Times

Face-to-Face Interactive Sessions will always run:

- Friday and Saturday from 8:00 AM until 4:00 PM, and
- Sunday from 8:00 AM until 2:00 PM

Mandatory Attendance

Your attendance is mandatory for the entire session. Unless prior accommodation has been granted by the Director, Delivery Services, leaving early will result in a competency not achieved in your module. See Appendix C for the full accommodation policy.

The dress code for the Face-to-Face Interactive Session is business casual.

Module Evaluation

Evaluation Times

- Multiple choice portion of evaluation will be one hour (8:00 AM until 9:00 AM)
- Case portion of evaluation will be four hours (10:00 AM until 2:00 PM)

Evaluation Materials

Students are required to bring laptops with the lock-down software preinstalled. Information on how to download and test the necessary lock-down software will be communicated prior to the evaluation day via a discussion board posting on the cohort site.

Students should bring pens, pencils, and a calculator; however, programmable calculators are not permitted.

Module Results Release

Module results will be posted on the home page of the CASB website at www.casb.com at **4:00 PM** (Pacific Time zone) on the first or second Friday following the evaluation session. When results are released, you will be able to log in to Candidate Portal to download a pdf of your case feedback form. Two or three weeks following the evaluation session, you will be able to log in to Candidate Portal to view your transcript and academic history.

A results sheet (referred to as a transcript) will be forwarded to your employer.

Unsuccessful Students

If you are unsuccessful in a module, you must repeat all components of the module, including the online portion. Students may attempt each module a total of three times.

Review of Module Results

You have the right to request a review of your module results, under CASB's appeal policy. For a complete description of the policy, please refer to the Education Policy Manual http://www.casb.com/pdf/07Sep25_Educ_Pol_Manual.pdf.

Information Retention and Storage Policy

You must ensure you retain backups of your tasks in case of system failure. There will be no extensions to submission dates due to the loss of data or the inability to transmit submissions. CASB does retain backups of all cohorts' websites. There are fees for the recovery of lost data for students. Please contact the Student Support Services Office at generalregistrations@casb.com.

Viruses and Macros

As part of the system requirements for participation in CASB, you must have and maintain an up-to-date virus scanner. It is strongly advised that students also maintain and use a current spyware scanner. It is your responsibility to ensure that you maintain this critical software.

Facilitators will not accept any documents that contain a macro. Macros are powerful tools, but can be associated with viruses. A submitted file containing a virus or macro will not be accepted nor reviewed, and will be tallied as a non-submission.

Resources

The CICA Virtual Professional Library (VPL) is available for downloading from the Software Module in Blackboard. Please follow the directions on the website regarding how to install the software.

The VPL uses Folio Views to organize and provide a search function for its databases. There is a comprehensive help section included in the VPL. To begin, open an infobase (i.e. CICA Handbook), click on the "Help" menu, and choose the "How Do I" option. This will guide you through the process of finding relevant information, performing searches, and customizing Folio Views to better suit your needs.

How to Find the User Guide

After installing the product, double-click any of the VPL icons on the desktop. Next, click the Contents tab, located near the bottom of your screen. Once it is open, a list of the contents of the infobase will become visible. Clicking on the plus sign next to "About this Infobase" will expand the list and allow the user to locate the User Guide. From there the user can read it, search it, or print it out. The instructions for printing are included in the User Guide.

You are strongly encouraged to research on the Internet or use other materials to assist you in completing tasks. Always indicate the authoritative source in your task submissions for your recommendations and conclusions.

Appendices

Appendix A: Dishonesty in the CASB Program

Dishonesty includes plagiarism, the enabling of plagiarism, theft of another or former student's work, or unethical behaviour such as lying or cheating. CASB does not tolerate dishonesty. A student found guilty of dishonesty in the CASB program will face severe penalties, ranging from a letter of reprimand, to a suspension, to lodging of a complaint with the Provincial Institute's professional conduct committee.

Plagiarism

Plagiarism occurs when a student takes or passes off another's thoughts, writings, or work as their own.¹ Plagiarism includes copying another or former student's submission, and copying answers from other sources without acknowledging the source.

Enabling Plagiarism

Enabling plagiarism is also a breach of CA values. When a CA student allows another student to plagiarize their work, such as providing a student with a copy of a previous task submission or allowing another student to view their answers, this is equivalent to condoning cheating.

Students should ensure that their files are secure and not accessible by others.

If a student becomes aware of a plagiarism issue, the details should be communicated to their firm and Susan Deleau, CA, Director of Learning at deleau@casb.com.

Substantially Similar Task Submissions

CASB is particularly concerned about one form of dishonesty in its program—when a student's answer to a module task is determined to be **substantially similar**² to another current or former submitted answer. An example of two submissions that are considered substantially similar is provided at the end of this section.

Student submissions are run through a software program that generates reports of matching words between documents, as shown below.

Penalties for Dishonesty

A student found guilty of dishonesty in the CASB program faces significant penalties that may include:

- A \$500 fine
- A requirement to repeat a module
- A letter of reprimand in the student's official file

¹ The Canadian Oxford Dictionary defines plagiarism as follows: "take and use (the thoughts, writings, inventions, etc. of another person) as one's own." Canadian Oxford Dictionary, Oxford University Press Canada, 1998, pg. 1108.

² Substantially similar includes:

- a) Identical cut-and-pasted chunks of text or numbers
- b) Word choice, phrasing, logical argument flow, formatting, grammatical/spelling errors etc. significantly more similar than normal, based on comparative analysis including use of a software tool
- c) Reference in an answer to differing facts from a previous version of the task
- d) The use of someone else's document (e.g. a spreadsheet template), without acknowledgement, as a starting point for an answer.

- A letter to the student's employer, which can lead to termination of employment
- A six-month suspension
- A six-month addition to the required term of service
- A complaint to the Provincial Institute professional conduct committee, which can lead to expulsion from the profession

Please refer to the CASB Education Policy Manual for details.

Example: Substantially Similar Task Submissions

Idea #	Plagiarist # 1	Plagiarist # 2	Comments
1	<p>1) Deferring development costs from the lender's perspective.</p> <p>Lenders are mostly concerned with whether or not the loan can be repaid. Therefore, lenders will focus on the current and future cash flows of the company. Indicators that lenders will focus upon are the most liquid accounts of the financial statements.</p>	<p>Lenders are mainly concerned with the cash flow in a company to service the debt and the adequacy of assets to serve as collateral. Thus lenders are focusing on the current and future cash flows of the company and will be concerned with the liquidity of your assets.</p>	<p>The commentary provided uses the same language and sentence structure. The changes only reflect synonyms used to convey the same point. The identical sentence structure and wording, with the exception of synonyms used, is not something that would be seen from different people completing the task in different locations without direct reference to each other's work.</p>
2	<p>By deferring development costs, you may be increasing your current net income but the assets you are increasing on your financial statements are not attractive to these lenders. Also, the increase in net income does not satisfy what lenders are looking for when determining whether the loan can be repaid as they will focus on the cash flow statement to see how much actual cash is on hand as opposed to paper net income.</p>	<p>The deferred development costs on your balance sheet are not attractive to lenders nor are the increase in net income during the period of deferral is. This is because lenders are concerned with the cash flow statements more than the P&L.</p>	<p>This is another example of the same wording and sentence structure that should be different between students. The use of the words "attractive to lenders" is a colloquial statement that would not be used similarly between students.</p>
3	<p>2) Different bases of amortizing deferred costs</p> <p>The amortization of deferred costs will be calculated the same as if amortizing any other capital asset. As per HB Section 3450.26, the amortization method selected must best match the amortization expense with the associated benefit.</p>	<p>The amortization method selected for amortizing deferred development cost must best match the amortization expense with the associated benefit (HB 3450.26).</p>	<p>Submissions prepared independently would not normally have this type of similarity. The identical wording includes a colloquialism: "must best match" that would not normally show up in two independently written submissions. The appropriate statement would be that the amortization method used is the one that best matches the costs incurred to the revenues earned.</p>
4	<p>The time over which the asset will be amortized is a matter of judgement and would start when the product is produced and should end when the revenues from the product are reduced.</p>	<p>The time when the amortization commences is a matter of professional judgement and should start with production of the product and end when revenues reduce.</p>	<p>The wording and sentence structure is the same with the same points presented in the same order.</p>

Collaboration in Learning

Collaboration is encouraged in the CASB program as a tool to maximize learning. CASB defines collaboration in this context as an *active* process of working cooperatively to create knowledge, with a balanced relationship among the collaborators.

There are three common collaborative learning support vehicles available to CASB students:

1. CASB facilitator-hosted online chat sessions
2. Employer-hosted mentoring arrangements
3. Peer-to-peer mutual support

By working together, students can better understand the situations and issues encountered in the course of their studies. The process of collaboration can help ensure that students have a deeper understanding of module material through active knowledge sharing—including working together to research or discuss an assignment, discussing topics before starting to work on a task, and working together to identify potential resources for research before starting to compose the task response.

Composing an Individual Response

CASB requires that each individual student compose his or her own answers to module tasks (unless otherwise noted for a particular task). CASB defines composition in this context as the act of constructing or creating an original piece of writing or numerical calculation.

Appendix B: Task Submission Deadline Extensions

Extensions may be granted during Weeks 1 through 5 for significant workload and during the entire module for compassionate reasons.

If you require a deadline extension, you must notify your firm student contact and he or she should submit the request to extensions@casb.com. Extension requests must be submitted *no later than 6:00 PM (PST) on the Wednesday night prior to the submission deadline*. The only exception to this rule is for compassionate reasons. The extension request should include the following:

- Student's name
- Student's number
- Cohort number
- Facilitator name
- Reason for the deadline extension request
- Week of submission affected by the deadline extension
- Proposed date for the submission of the tasks

Prior to granting a deadline extension under the submission deadline policy, the request will be reviewed by the office of the Director of Learning and will be discussed with the student's employer. If sufficient reason exists for an extension, the office of the Director of Learning will authorize it.

Granting an extension means a delay in getting feedback to a student. The granting of an extension will typically delay the feedback by at least the amount of time of the extension.

Note: Simply being out of town is not an acceptable reason for being unable to access the Internet. The flexible delivery of the CASB program allows students to work on their tasks while out of town.

Appendix C: Accommodation Policies

Face-to-Face Interactive Session Accommodations

Some students may encounter a problem meeting the mandatory participation requirement for the Face-to-Face Interactive Session (FFIS) due to extraordinary personal or work commitments, serious medical or compassionate reasons beyond their control, or because of devout religious convictions.

Students Missing One Day or a Portion of One Day

Students must request an accommodation by sending an email to the Director, Delivery Services at accommodations@casb.com and by submitting the accommodation fee to the CASB Edmonton office. Compassionate, serious medical, or religious requests are to be accompanied by a detailed medical certificate, death certificate, or statement of religious belief. A letter from the student's employer supporting, or at least acknowledging, the request for accommodation should also be sent directly to the Director, Delivery Services. Students with serious medical or compassionate reasons beyond their control, or with devout religious convictions, are exempt from the accommodation fee.

All documentation, for other than emergency cases, must be received by the Director, Delivery Services a minimum of 14 days prior to the start of the Face-to-Face Interactive Session. Documentation for emergency requests must be submitted to the Director, Delivery Services immediately upon occurrence, and no later than seven days after the missed Face-to-Face Interactive Session.

Upon approval of the request for accommodation by the Director, Delivery Services, the student will be provided with an alternate assignment. This assignment will consist of a series of comprehensive integrative questions *to be submitted by a specified date*.

An oral interview, lasting no more than one hour, will be scheduled at a time mutually agreeable to the student and CASB to review the assignment.

If either the alternative assignment or oral interviews are not carried out within the deadlines established by CASB, the student will forfeit the accommodation, be deemed "Not Eligible to Proceed", and be required to fully repeat the module.

Students Missing More Than One Day

Students missing more than one day will be required to take the entire Face-to-Face Interactive Session at the next available offering. These students may write the evaluation in the current session but their mark will not be released until they attend the Face-to-Face Interactive Session at the next offering.

Students must request an accommodation by sending an email to the Director, Delivery Services at accommodations@casb.com. Compassionate, serious medical, or religious requests are to be accompanied by a detailed medical certificate, death certificate, or statement of religious belief. A letter from the student's employer supporting, or at least acknowledging, the request for accommodation should also be sent directly to the Director, Delivery Services.

All documentation, for other than emergency cases, must be received by the Director, Delivery Services a minimum of 14 days prior to the start of the Face-to-Face Interactive Session. Documentation for emergency requests must be submitted to the Director, Delivery Services

immediately upon occurrence and no later than seven days after the missed Face-to-Face Interactive Session.

CASB is temporarily relaxing its policy regarding attendance at face-to-face interactive sessions. Students encountering circumstances that prevent attendance at face-to-face interactive sessions will be allowed to write the evaluation and, if successful, continue to the next module. The procedures for the temporary policy are as follows:

- Students who miss the face-to-face interactive session due to extenuating circumstances must request an accommodation and submit all necessary documentation to accommodations@casb.com. The Director, Delivery Services, in accordance with current policy, will review the submission and decide whether to approve the request.
- In order to be granted credit for the module, the student will be directed to either attend the next available face-to-face interactive session or to complete an alternate assignment; this decision will be made by the Director of Learning.

Evaluation Session Accommodations

Some students may encounter a problem meeting the mandatory participation requirement for the scheduled Evaluation Session of the module in which they are registered due to extraordinary personal or work commitments, serious medical or compassionate reasons beyond their control, or because of devout religious convictions. The fee for any Evaluation Session accommodation is \$265. Students with serious medical or compassionate reasons beyond their control or because of devout religious convictions are exempt from the fee.

Students must request an accommodation by sending an email to the Director, Delivery Services at accommodations@casb.com and by submitting the accommodation fee to the CASB Edmonton office. Compassionate, serious medical, or religious requests are to be accompanied by a detailed medical certificate, death certificate, or statement of religious belief. A letter from the student's employer supporting, or at least acknowledging, the request for accommodation should also be sent directly to the Director, Delivery Services.

The Director, Delivery Services must receive all documentation, for other than emergency cases, a minimum of 14 days prior to the start of the Evaluation Session. Documentation for emergency requests must be submitted to the Director, Delivery Services immediately upon occurrence, and in no case later than seven days after the missed Evaluation Session.

The student must arrange with CASB to write the evaluation under controlled conditions. An accommodation for an Evaluation Session can only be granted in advance of the session. Students unable to do so will have to wait until the next Evaluation Session to attend and complete the module.

CASB is temporarily modifying its policy regarding attendance at module evaluations. If students are unable to attend the evaluation session for a legitimate reason (illness, severe weather conditions, death in the family), they will be allowed to write the evaluation prior to the results being released or at the next available module offering.

Writing Centre Outside CASB Region

There may be occasions where a student is located outside the CASB region for work or for personal reasons. The student may apply to have a writing centre established outside the CASB region so long as they pay the fee and they can provide the name of a CA (or another appropriate supervisor) able to receive and administer the evaluation. Students must request an accommodation by sending an email at least 21 days in advance of the evaluation to accommodations@casb.com and by paying the accommodation fee.

Learning Issue Accommodation

CASB has a learning issue accommodation process intended for students demonstrating learning challenges. Accommodations can range from additional writing time to a separate writing location. Students will be required to complete a form detailing the learning challenge and to provide supporting documentation.

Students must request an accommodation by sending an email at least two months in advance of the evaluation to accommodations@casb.com.