

## STUDENT GUIDELINES FOR APPRENTICESHIP PROGRAMS

**All Apprentices are required to read the guidelines below.**

### Attendance

Maintaining good attendance in all classes is very important. You are required to report each day of absence before 10am by contacting your Instructor. After 3 days of unexcused absence, Mohawk College will initiate a discontinuance of training. Extenuating circumstances may be taken into consideration.

### Employment Insurance (EI)

Apprentices attending full-time training (block release), will receive an email from [apprenticeship@ontario.ca](mailto:apprenticeship@ontario.ca) that contains a password protected 16-digit reference code. This reference code is required when applying for EI benefits. If you do not receive this email (**after** your first week of classes), please contact your local [Employment Ontario Apprenticeship Office](#) to speak with your Employment Training Consultant.

For additional information, please access the following link:  
<https://www.canada.ca/en/services/jobs/training/support-skilled-trades-apprentices/ei-apprentices.html>

For questions pertaining to your EI claim, please contact Service Canada directly via the above link, or by calling: 1-800-206-7218.

### Apprentice Development Benefits (ADB)

The ADB provides financial assistance for apprentices while they are attending full-time (block release), in-class training at a Ministry-approved Training Delivery Agent. These costs can include:

- basic living expenses
- dependent care
- commuting and travel
- expenses for living away from home
- special assistance for persons with disabilities

During your first week of classes, the Ministry will send you an application package via email that includes an application form and instructions on how to apply.

If you do not receive this email (**after** your first week of classes), please contact your local [Employment Ontario Apprenticeship Office](#) to speak with your Employment Training Consultant.

### Change of Address and Contact Information

Mohawk College, Service Canada (Employment Insurance), and the Ministry of Labour, Immigration, Training and Skills Development of Ontario (Apprenticeship Branch) should be notified immediately if you have a change of address.

## STUDENT GUIDELINES FOR APPRENTICESHIP PROGRAMS

Address changes, as well as changes to your name, email(s) and phone number(s), in Mohawk College's system are to be completed through [MyMohawk](#) (Home Tab - Personal Information). If you are not able to access MyMohawk, please [complete the form](#), select submit, and we will update your record.

### Grading

A minimum grade of **60%** is required in each course/reportable subject (curriculum mandated by Skilled Trades Ontario) to be successful in the entire level.

Upon completion of the program, students may view their grades on [MyMohawk](#) (Academics Tab – My Grades – Final Grades) and/or request an [Official Transcript](#). It is important to note that Mohawk College does not mail a grade report to students.

### Course Exemptions

If you have successfully taken a course that qualifies for an exemption, you may be able to earn credit toward your credential at Mohawk College. Exemptions are granted if a student can show successful completion of work of the same level and scope as defined by the course learning outcomes.

Exemption applications must be submitted within the first two weeks of training. To apply for a course exemption, and to view additional details, please visit:

<https://www.mohawkcollege.ca/student-life/registration-records/registering-for-classes/course-exemptions>

Apprenticeship registration support is also available and located in The Square at the Stoney Creek Campus to assist with this process, including providing the required subject and course codes to be used for course exemptions.

### Program Withdrawal

If at any time you decide you must withdraw from training, it is requested that you first discuss the reasons with your Instructor or Program Coordinator. They may be able to help you overcome problems so that you may continue in the program.

However, if you still decide to withdraw, the following procedures must be followed:

- All non-purchased books must be returned to your instructor or the library, whichever source provided the books. Any lost books will be charged to you.
- Complete the [Apprenticeship Withdrawal / Refund Application](#) form and email it to: [apprenticeship@mohawkcollege.ca](mailto:apprenticeship@mohawkcollege.ca)
- Notify Service Canada – Employment Insurance, the Ministry of Labour, Immigration, Training and Skills Development of Ontario – Apprenticeship Branch, and if applicable, the Canada Apprentice Loan Service Centre (CALSC)

## STUDENT GUIDELINES FOR APPRENTICESHIP PROGRAMS

### Repeating Failed Courses

An apprentice that is only completing previously failed courses is to send an email to [apprenticeship@mohawkcollege.ca](mailto:apprenticeship@mohawkcollege.ca) confirming the course(s) they are completing. Upon receipt of that email, the Registration team will drop all other courses that the apprentice has already successfully passed.

### Refund Policy

If you decide not to attend Mohawk College please complete the [Apprenticeship Withdrawal / Refund Application](#) form and email it to: [apprenticeship@mohawkcollege.ca](mailto:apprenticeship@mohawkcollege.ca)

Listed below is the Refund Policy for apprenticeship tuition:

- Full refund will be issued if you withdraw before classes start
- Refund minus \$50.00 administration charge will be issued if you withdraw on day 1-3 of classes
- **No refund available after the 3rd day of classes**

### Parking

A charge is levied for all parking privileges on campus.

Apprenticeship students are encouraged to review their timetable to assess the number of days they are required to be on campus prior to purchasing a parking permit/pass.

To purchase your apprenticeship-specific parking pass online please visit:  
[Parking Services](#)

To contact Parking Services:  
Phone: 905-575-2121  
Email: [parking@mohawkcollege.ca](mailto:parking@mohawkcollege.ca)  
Website: [Parking Website](#)

### ONE Card (Student Identification Card)

Your ONE Card is your official identification card for Mohawk College and as such requires you to [submit a photo](#) to appear on the card. After your photo is approved online, you will pick up your ONE Card on campus (room A124 at Stoney Creek or room i130 at Fennell).

This card is required for all students as well as all faculty and staff. It serves many functions and can provide you with access to a wide variety of services on campus. It is also used as identification at examinations.

For additional information, please visit the [ONE Card website](#) or contact ONE Card Services via:

- Phone: 905-575-2121
- Email: [onecard@mohawkcollege.ca](mailto:onecard@mohawkcollege.ca)

## STUDENT GUIDELINES FOR APPRENTICESHIP PROGRAMS

### Library Resource Centre

College Libraries are located at both the Stoney Creek and Fennell campuses. For Library hours, and services available, visit the [Mohawk Library Website](#).

### Accessible Learning Services (ALS)

Accessible Learning Services is committed to providing equal opportunity, individualized accommodations and supports to students with disabilities.

A full range of services and supports for apprentices with disabilities is available through ALS. If you are an apprentice who has previously been identified or diagnosed with a disability, experienced academic challenges in elementary and high school, and/or needs assistance due to current academic challenges, the ALS team is here to help.

Apprentices with disabilities are encouraged to contact ALS as early as possible to support accommodation planning via the links below:

Website: <https://www.mohawkcollege.ca/accessible-learning-services>

Email: [als@mohawkcollege.ca](mailto:als@mohawkcollege.ca)

Telephone: 905-575-2122

### Lockers

Lockers are available on a first-come first-serve basis. The cost per locker is \$25.00, is non-refundable, and locker locations cannot be exchanged. Locks are included with the locker rental, and only those locks can be used. Lock combinations are found on the confirmation page once payment is received, and can be accessed there at any time if you forget your combination.

To purchase a locker online in [MyMohawk](#), click on Campus Life - Under Campus Services select Locker Rentals - Locker System to begin.

[Additional information on locker rentals can be found here](#)

### Student Life

Student Life fosters meaningful relationships and personal development by providing students with intentional experiences and services in a fun, inclusive learning environment.

The Student Life Office is located in Room C118 (The Gathering Place) at the Stoney Creek Campus, and in Room R203 (DBARC) at the Fennell Campus.

For additional information please visit the [Student Life website](#).

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### Multi-Factor Authentication (MFA)

MFA provides additional security for your Mohawk College accounts by requiring two elements to fully authenticate and is only required when accessing Mohawk apps when off-campus. For assistance with setting this up, access the [MFA Guide](#).

### Tech Support

Get help with Tech by contacting [Digital Skills](#) or browse the [Digital Skills Toolkit](#) for answers to your tech-related questions such as log-in issues, MyCanvas, and student email.

### Academic Integrity

Academic integrity prohibits plagiarism, falsification of data, cheating, or the uttering of false statements by a student in order to obtain unjustified concessions. Plagiarism means presenting work done (in whole or in part) by someone else, as if it was your own.

For more information about what constitutes a breach of Academic Integrity, please familiarize yourself with the [Academic Integrity Policy](#).

### Disruptive Behaviour

An apprentice who engages in disruptive and/or unacceptable behaviour will be subject to the appropriate disciplinary action, which may include, but is not limited to, any of the following:

- Verbal warning
- Restorative Measure
- Temporary Dismissal
- Loss of Privileges
- Written Warning
- Behaviour Contract
- Probation
- Restitution
- Interim Suspension
- Suspension
- College Expulsion

For more information about what constitutes disruptive or unacceptable behaviour, please familiarize yourself with the [Student Behaviour Policy](#)

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