



Introduction and Instructions Guide

Academic Information Service

Table of Contents

Important Information	1
Welcome to Cégep à distance	1
Registration Conditions (direct-admit students)	1
Welcome Letter, Shipment Checklist and Course Materials	1
The Campus and the Learning Environment	2
Your Tutor	2
Course Outline	3
Managing Your Course Dates	3
Withdrawal	3
Course Confirmation	4
Dropping a Course	4
Extensions	4
Requesting an Incomplete	6
Language Exit Exam	6
Receiving Your Diploma	7
Evaluations	7
Language Quality	7
Presentation Standards	8
Formative Evaluations	8
Summative Evaluations	8
Absence from a Summative Evaluation	10
Grading Time	10
Course Passing Requirements and Dual Pass Threshold	10
Grade Review	11
Official Transcript	12
Policies and Regulations at Cégep à distance	12
Intellectual Integrity, Plagiarism and Cheating	12
Recourse	13
Other	14
Financial Aid for Students	14

Technical Support.....	14
Tax Receipts.....	14
Living Abroad	14
Resources	14

Important Information

(starting fall 2025)

This Guide applies to all registrations as of the Fall 2025 session.

Students enrolled in a previous session should refer to the **Introduction and Instructions** Guide for *registrations up to Summer 2025*

Welcome to Cégep à distance

Distance education gives you lots of flexibility in how you pursue your education, as well as the opportunity to develop your independence and sense of organization.

All the teaching materials are included in your course pack, and a tutor provides you with customized support as you learn.

There is also a whole team dedicated to supporting your progress: people working on the academic information team, the academic advisors' team, the tutoring sector, the registrar's office and more.

Registration Conditions (direct-admit students)

At Cégep à distance, you can enrol in a maximum of four courses at a time. Enrolment is also subject to the "Règlement sur le cheminement scolaire favorisant la réussite au Collège de Rosemont." That means some conditions may apply when you register or re-register.

Welcome Letter, Shipment Checklist and Course Materials

A few days after you register, you will receive a message telling you about the important dates to remember during your course, as well as the materials for your course, whether they are printed or online.

The learning materials will guide your learning. They were designed to allow you to work independently and progress easily in your studies.

Make sure that the shipment checklist matches the contents in your package: course codes and/or number of volumes.

Go to the Campus right now to make sure your courses are listed under **My Courses**.

What if something is missing?

If any materials are missing, contact us within 30 days of your course start date at inscription@cegepadistance.ca. After that time, you will be charged for the course materials and the shipping.

The Campus and the Learning Environment

Since you are taking a distance education course, it is important to regularly check your Campus. Communications with your tutor and administrative communications are all sent through the messaging system.

The Campus is also where you have to take care of certain administrative processes described in the [Managing Your Course Dates](#) section.

Go to the cegepadistance.ca homepage to access the Campus.

Your Tutor

When you register for a course, you will be assigned a tutor who will accompany you until you have completed the course. In the first weeks after you register, this person will make first contact with you.

Their primary role is to support you in your studies. Your tutor will:

- Welcome you at the beginning of your course.
- Guide and support you as you learn the material.
- Hold evaluation interviews with you, if your course includes them.
- Grade and provide feedback on your assignments, as well as your final evaluation.

Think of their feedback as an addition success tool for your course that will help you prepare to do the final evaluation.



No requests to change tutors are accepted for any reason.

To contact your tutor

You must use the portal's messaging system. Your tutor will respond to you within two business days.

You can also leave a message in their voicemail box; the number is provided in your welcome letter.



Respect your tutor's privacy: do not try to communicate with them other than using the tools provided by Cégep à distance.

Course Outline

At Cégep à distance, the course outline is in the **Study Guide**.

It can be found in the learning environment for each course, and it contains information about the objectives, the content and the evaluations for your course.

It is your responsibility to read it at the beginning of your course and to consult it throughout.

Managing Your Course Dates

All administrative procedures are done through the Campus.

Withdrawal

You have 30 business days after the course start date to withdraw. You will find the withdrawal deadline for each course in the Campus, as well as in your welcome letter.

Withdrawing from one or more courses may affect your status. If you become a part-time student, you will have to pay tuition for your active courses in that session.

Withdrawing from one or more courses during the permitted period will lead to a refund of the related tuition fees, if you paid tuition when you registered.

Please note that the following fees are never refundable:

- Application fee
- Registration fees
- Special fees
- Other fees
- Course materials fee
- Shipping fees
- Student association (AGECR) contribution¹
AGECR insurance contribution²
- Contribution to the Foundation

¹ The request must be made to the AGECR.

² Withdrawal must be made through the AGECR group insurance plan.

Course Confirmation

Under education ministry rules, you must report that you intend to continue a course after the withdrawal deadline to avoid having a failing grade on your transcript.

If your course is not confirmed automatically, you will receive a letter informing you of the deadline for confirming it.

Automatic confirmation before the withdrawal deadline

Before the withdrawal deadline, if grades worth 20% of the point weighting of the course are entered in the system, your registration in the course is automatically confirmed. In this case, it is no longer possible for you to withdraw.

Automatic confirmation after the withdrawal deadline

After the withdrawal deadline, the entry of any grade in the system will automatically confirm your registration.

Dropping a Course

At Cégep à distance, the deadline for dropping a course without having a fail on your transcript is 60 business days after the course start date. The following terms apply:

- It is not possible to drop a course that has not been confirmed.
- It is not possible to drop a course for which 60% of the point weighting has been earned.
- The dropped course code (**AE**) will be added to your transcript for the dropped course.

Extensions

Something may come up that prevents you from finishing your course within the required time. If this happens, you can apply for an extension to complete the course.

All extension requests will be accepted, with no need for supporting documents and no need to explain why you were not able to complete the course on time.

Assignment extension

You can have an extension of two months after the original deadline for handing in your assignments.

A \$40 fee is charged for each course for which you apply for an extension. This fee is non-refundable, even if you submit all your assignments by the original deadline.



To apply for an extension, at least one graded assignment, with its grade, must appear in your file.



Your application must be completed and paid for in your Campus no more than five business days after the original deadline for completing your assignments. After this deadline, no more extensions will be granted.

Only one assignment deadline extension can be granted for each course.

All the rules for submitting assignments are still in effect during the extension period. It is very important to establish a new schedule, since you have to submit your assignments to your tutor one at a time.

No additional extension will be granted if you run short of time or if, during the additional two-month period, your tutor takes a break without providing a replacement. These service breaks are never more than two weeks long, and they are always announced by your tutor at least one month in advance.

Final evaluation extension

You can request a one-month extension of the deadline for completing all the examinations that make up your final evaluation.

A \$40 fee is charged for each course for which you apply for an extension. This fee is non-refundable, even if you complete the course before the original deadline.



Your application must be completed and paid for in your Campus no more than five business days after the original deadline for your final evaluation. After this deadline, no more extensions will be granted.

Note that only one extension can be granted for your final evaluation.

If the final evaluation has more than one part, all parts must be done within the additional one-month period.

All the rules for completing the final evaluation are still in effect during the extension period. It is your responsibility to complete all the parts of your final evaluation by the new deadline.

Extension for medical reasons

If you have a health problem that requires you to interrupt your studies for a period of one month or more, you can apply to have the extension fees waived.

To submit your application:

- Download and complete the “Request for extension for medical reason” form in the **Public Documents** section under the **My College** heading.
- Attach a medical document signed by a healthcare specialist stating the length of your inability to study.
- Send the form and attachment to Cégep à distance at educinfo@cegepadistance.ca.

Your application must be received by Cégep à distance no more than five business days after the deadline.

Requesting an Incomplete

If, for a serious reason beyond your control, you find that you will be unable to finish a course and the course drop deadline has already passed, you can apply for an **incomplete** (IN).

To submit your application:

- Download and complete the Request for Incomplete form (cegepadistance.ca/en/forms).
- Attach all supporting documents with your application.
- Send the form and attachment(s) to Cégep à distance at educinfo@cegepadistance.ca.

Language Exit Exam

To receive a diploma of college studies (DCS/DEC), you must pass the language exit exam.

For information about this ministry exam, please see the government's Education website at <https://www.quebec.ca/education/cegeps-colleges-prives/epreuve-langue>.

To enrol in the language exit exam

The language exit exam is offered three times a year: in May, August and December. Please see the government's Education website for the exact dates.

Complete the enrolment form on our website at cegepadistance.ca/en/forms.

You must submit your application to Cégep à distance, at educinfo@cegepadistance.ca, at least two weeks before the exam date.

If you intend to write the exam from outside Québec, though, you must sign up at least six weeks before the date of the exam.



If you are taking transfer credits with Cégep à distance (*commandite*), you must enrol for the exam through your home institution.

Receiving Your Diploma

Cégep à distance is responsible for issuing the diplomas for the programs it offers and on certain conditions.



If you are taking one or more courses as transfer credits (*commandite*), check with your college about receiving your diploma.

Attestation of College Studies (ACS/AEC)

To receive an ACS/AEC, you must pass all the courses in your study program.

Diploma of College Studies (DCS/DEC)

To receive a DCS/DEC, in addition to passing all the courses in your study program, you must also pass the course that includes the comprehensive assessment for your program and the language exit exam.

To submit an application for your diploma

In the Campus **My File** menu, click **Application for diploma**.

It usually takes 30 days after a diploma application is submitted for an official transcript stating *Program Complete* to be issued.



The application for an official diploma is then forwarded to the Ministry, which issues diplomas four times a year, in January, March, June and November.

In the meantime, your official transcript attests to the completion of your studies.

Evaluations

Cégep à distance adheres to the Cégep de Rosemont Institutional Policy on Evaluation of Student Achievement (Politique institutionnelle d'évaluation des apprentissages or PIEA) for all courses.

Language Quality

Writing well – in English or in French, depending on the language of your course – is essential to academic success in college. When you write assignments and exams, make sure you follow all the rules of good English or French. Neglecting this important aspect of your work can cost you from 10% to 30% of your mark, depending on the course.

Language quality is evaluated in all courses, using the applicable weighting:

- Up to 10% for a summative evaluation in all courses, based on the performance context.

- Between 10% and 30% for a summative evaluation in general education courses and courses in which the learning objectives include higher language proficiency.
- There are no penalties for language quality in your first assignment, unless otherwise mentioned in the Study Guide.
- Except for common spelling errors, marks will be deducted for repeated mistakes.



The Study Guide for each course explains how the policy is applied in that course.



All assignments and exams must be written in proper language that follows the rules of grammar, syntax and spelling for the language in question. Tutors may refuse to grade work if the quality of the language does not meet the requirements.

Presentation Standards

Before submitting your work, check the specific requirements.

In general:

- Your tutor can refuse to grade an assignment if the presentation quality makes it hard to understand or the level of language is inadequate.
- Your tutor will return, ungraded, incomplete assignments and assignments that do not meet college-level quality standards.

Formative Evaluations

The formative evaluation exercises that come up throughout the course will help you assess how well you are learning. They don't count toward your overall grade.



Before tackling the formative evaluations, make sure you have carefully read the related subject matter, and only look at the answer guide after you have answered all the questions.

Answer the questions in your own words. That way, you will be sure that you understand the subject matter.

Summative Evaluations

Assignments

The assignments are summative evaluation tools. In other words, they are marked and count toward your overall grade. For more details on how the overall grade is calculated, please see [Course Passing Requirements and Dual Pass Threshold](#).

You have six months (182 days) after your course start date to complete and hand in all the assignments. They must be submitted in order in the learning environment:

- You will have access to your assignments one at a time.
- The grading of each assignment activates the next one.
- You must wait to receive feedback on your assignment before starting and submitting the next one.



Assignments submitted to your tutor by email or through the messaging system will not be graded.



Having an assignment returned to you because it does not meet the presentation standards will not delay your course completion date.

If your assignment requires an oral response, check your Study Guide for the instructions.



Check your Study Guide, since some courses have specific factors that can influence the time it takes to complete all the work, such as group work or a mandatory sequence for the learning activities.

Final evaluation

The final evaluation is used to evaluate the level of competency you have acquired through the course. This evaluation may have more than one part, and it represents a percentage of the overall grade for your course. For more details on how the overall grade is calculated, please see [*Course Passing Requirements and Dual Pass Threshold*](#).

When the grade for your final assignment is entered in your file, you will receive a letter through the messaging system inviting you to do your final evaluation.

You will have three months (90 days) after your final assignment is graded to do all the parts of the final evaluation.

Plan to do your final evaluation as soon as possible after completing your assignments. The sooner you do, the more likely you are to pass.



Check the **Final Evaluation** section of your Study Guide to help you prepare. The Study Guide also provides information about the parts to be completed.

Your final evaluation paper belongs to Cégep à distance.

Oral exam

Some courses include an oral exam. Check your Study Guide to help you prepare.

Written exam

Most courses involve an online written exam. Check your Study Guide to help you prepare.

Once the exam has started, it is no longer possible to stop and postpone it to a later date.

Evaluation interview

The interview is to check your achievement of the competency, and it must be done before the final evaluation deadline. Check your Study Guide to help you prepare.

Absence from a Summative Evaluation

At Cégep à distance, a 10% penalty is applied every time a student does not come to a course evaluation for which they made an appointment with the tutor.

Grading Time

When you submit an assignment or exam to your tutor, you must consider:

- The five working days allotted to the tutor to grade the assignment or exam
- The tutors' service interruption times, once or twice a year (maximum of 14 days), often during the summer or the winter holidays

Course Passing Requirements and Dual Pass Threshold

To receive credit for a course, you must meet all these requirements:

- Submit all your assignments to be graded in order and by the deadline.
- Finish all the parts of the final evaluation by the deadline.
- Earn a grade of at least 60% on each part of the final evaluation.
- Achieve an overall grade – on the assignments and the final evaluation – of at least 60%.



If you do not meet these requirements and the course pass thresholds, the note **EC** (Fail) will be added to your transcript and the grade assigned cannot be higher than 55%.

Grade Review

If you feel that your grade on an evaluation is unfair, you can ask for a grade review.



You should be aware that a grade review inevitably leads to one of these three possible outcomes: your grade may be unchanged, it may be raised, or it may be lowered.

Review of an assignment grade

If you have not yet finished the course, you must request a grade review directly from your tutor, through the messaging system, within 15 days after the assignment is graded.



The outcome of this review is final and may not be appealed at this stage.

Review of the final evaluation grade or overall course grade

To request the review of your final evaluation grade or your overall course grade, all parts of the final evaluation must be completed.

You then send your request using the link in your Campus, within 15 days after receiving your final grade.

First grade review

Your tutor is responsible for the first grade review.

Second grade review

If, after the first grade review, there is still disagreement, you can request a second review using the link in your Campus, within 15 days of receiving the results of your first grade review.

Cégep à distance will submit the request to another tutor.



The decision on the second review cannot be appealed.

Official Transcript

When you complete a credited course and the grade is submitted to the Ministry, an official transcript is generated and made available to you through the Campus.

This transcript is cumulative: it includes all the courses you have taken to date in the cégep network.

If the average is not available when the transcript is issued, the note **ND** (not available) will appear on the transcript. This may occur when several people in the group have not yet finished the course when your transcript is generated.

Policies and Regulations at Cégep à distance

Cégep à distance is part of Cégep de Rosemont. This means you are subject to its policies and regulations.

Please see the [Policies and regulations](#) heading of our website.

Intellectual Integrity, Plagiarism and Cheating

Cégep à distance is subject to the rules set out in the *Politique institutionnelle d'évaluation des apprentissages* (PIEA). (Ref. PIEA, 6.5)

L'intégrité intellectuelle

L'intégrité intellectuelle, dans le contexte de l'évaluation des apprentissages exclusivement, implique l'honnêteté ainsi que le respect des règles et des consignes d'évaluation, est essentielle pour garantir le développement des compétences visées par les cours et les programmes d'études, et ainsi préparer adéquatement les étudiantes et étudiants à l'université ou au marché du travail. Elle est également indispensable pour assurer la validité des évaluations et des diplômes, et pour préserver la crédibilité et la réputation du Cégep.

L'intégrité intellectuelle implique de s'abstenir à toute forme de fraude et de plagiat.

L'erreur méthodologique

L'erreur méthodologique consiste à ne pas respecter les règles de citation et de référencement en raison d'un manque de connaissances de ces règles ou d'habiletés relatives à leur application.

Le plagiat et l'autoplégat

Le plagiat consiste à utiliser les idées, les mots ou le travail d'autrui, en totalité ou en partie, sans respecter les règles relatives à la citation des sources, qu'il s'agisse d'une action délibérée ou découlant de la négligence. L'autoplégat consiste à réutiliser en totalité ou en partie, son propre travail qui a déjà été évalué, sans que cela ait été autorisé par la personne responsable de l'évaluation visée ou sans respecter les règles relatives à la citation des sources.

La fraude

La fraude est un acte délibéré de tromperie. Elle englobe des actions telles que le recours à de l'aide ou à des outils non autorisés dans le cadre d'une évaluation, incluant l'utilisation de l'intelligence artificielle lorsqu'elle est interdite, ou la falsification de documents.

At Cégep à distance, instances of cheating and plagiarism are managed as follows:

Verification

Where there is reasonable doubt about the authenticity of work submitted by a student, Cégep à distance reserves the right to conduct verifications.

Anyone suspected of plagiarism, cheating, falsification or fraud will be informed in writing and will be given the right to present their case to the administration of Cégep à distance, in accordance with the regular conditions and deadlines, before a penalty is imposed.

Penalties incurred

Plagiarism, falsification, cheating and fraud lead to penalties that are proportional to the severity of the act committed and may even lead to the maximum penalty of permanent expulsion from Cégep à distance. In this case, the student will be given their cumulative grade to date in each of their courses.

In the case of repeat offences, the maximum penalty will be imposed.

Recourse

To contest an accusation or penalty related to plagiarism or cheating

A student who feels they have been unjustly accused of or sanctioned for plagiarism or cheating can make use of a right of recourse specific to this kind of dispute. The student can submit a complaint in writing to the Cégep à distance academic information service no more than two weeks after the accusation of plagiarism or cheating. It will be forwarded to the person in charge of handling it.

For any dispute related to the evaluation of learning

For any kind of dispute related to the evaluation of learning, the student can submit a complaint by email within five business days after the dispute arises. It will be forwarded to the person in charge of handling it.

To submit such a complaint, please write to us at educinfo@cegepadistance.ca.

Other

Financial Aid for Students

When you take courses at Cégep à distance, you may be eligible for student financial aid if you live in Québec and you do not have sufficient financial resources.

You must apply online, on the Student Financial Assistance website.

To learn about eligibility for student financial aid, please see the Ministry's **Student Financial Assistance** website at www.quebec.ca/student-financial-assistance or our website at cegepadistance.ca/financial-aid.



Students taking transfer courses (*commandite*) must seek information from their home institution.

Technical Support

If you have a persistent technical problem, you can contact Cégep à distance technical support by completing the technical support form in the Campus under **Links, Technical Support Request**.

Tax Receipts

Tax receipts (T2202 and Relevé 8) are issued each year in February. You have to download these receipts from the Campus, in the **Documents** section.

Living Abroad

If you are living abroad, you must designate a proxy who is living in Canada to act on your behalf. This person will serve as your intermediary to receive your course materials.

You have to enter their mailing address and put their name in the **Care of** box.

Resources

Cégep à distance provides many resources that will be useful to you during your educational journey. You can find them at cegepadistance.ca/student-success-tools.