



Client Service Specialist Certificate Program

Student Guidebook

Winter 2025

Welcome

Welcome from Industry Training and Continuing Education Department

Dear Students,

We welcome you on behalf of the Manitoba Institute of Trades and Technology (MITT). We are very pleased to have you continue your academic journey with us and excited for you to begin learning in your new program.

Over the next 10 months, you will learn and develop the skills to prepare you for the future. Whether you are studying to enhance a career or start a new one, this is a very exciting time in your life. During this time, enjoy the opportunity to develop mastery of new skills while asking many questions along the way. Our goal is to help you become skilled in your new career, and leave MITT with a love of learning. We hope your time at the MITT will be a time of immense growth, many memorable experiences, and the beginning of lifelong connections. Welcome again and thank you for choosing the Manitoba Institute of Trades and Technology. We wish you all a successful and fulfilling academic year.

Sincerely,

Industry Training and Continuing Education Team

itcestudent@mitt.ca

Purpose of this Guidebook

This guidebook was designed to assist you in navigating your studies and to support a positive learning experience in this program. This guidebook includes general information about MITT services, class location, class schedule, relevant academic policy information, and academic supports to help you achieve success in your studies.

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Welcome to Manitoba Institute of Trades and Technology

Congratulations on your acceptance into the Manitoba Institute of Trades and Technology Client Service Specialist Certificate program! We are thrilled to welcome you! MITT is a post-secondary institute offering industry-driven, student-focused education in the areas of applied business, design and manufacturing technologies, health care, human services, information and communication technology, and skilled trades. We provide affordable, timely, skills-based education for learners seeking career entry as well as those looking to acquire relevant, in-demand competencies at any point in life.

Land Acknowledgement

MITT is situated on Treaty 1 land and the traditional territories of the Anishinaabe, Cree, Anisininew, Dakota, and Dene peoples and the homeland of the Red River Métis. We honour the sacredness of these lands and waters and dedicate ourselves to reconciliation and partnership today and in the future.

Mission

To be an education provider of choice in Manitoba, a catalyst of success for students and industry, and a nimble innovator, driving Manitoba's economic future.

Vision

To support Manitoba's economic, social, and technological progress through industry driven and student focused education that advances learners of all backgrounds and identities.

Values

Student Focused: Encouraging the personal and professional growth of individuals and their pathways to employment in a student-centered environment.

Academic Excellence and Innovation: Striving for excellence and high standards in technical education, and encouraging innovation, creativity, and entrepreneurship.

Respect and Inclusion: Embracing diversity by providing our students, staff, and partners with an inclusive, safe, and respectful environment.

Employee–Centered: Valuing, respecting, and investing in our faculty and employees.

Effective Management: Ensuring fiscal responsibility, accountability, and corporate social responsibility.

Partnerships: Building partnerships with families, communities, industry, business, government, and other educational institutions.

Industry Driven: Reaching out and responding to industry and the needs of the labour market with flexibility.

Language Use

In this program, the language used in learning activities (e.g., lectures, group activities, class discussion, and demonstrations) and assessments (e.g., assignments, tests, etc.) is English. To support an inclusive learning environment in this course, students are expected to speak in a common language in group learning activities so everyone can participate equally. Students are welcome to use their home language where common language is not otherwise required.

Accessibility

MITT is committed to creating a learning environment that meets the needs of its diverse student body. If students have a disability, or think they may have a disability, it is strongly recommended to meet with Student Advisor – Accessibility (please contact studentservices@mitt.ca), to begin this conversation or request an official accommodation. More information about the Accessibility Services, including contact information, can be found at: www.mitt.ca/student-success/accessibility-services. If students do not have a documented disability, please remember that other support services, including the Learning Support advisor, peer tutors and clinical services are available to all students through the MITT Student Services department.

General Program Information

Program Description

The Client Service Specialist (CSS) Certificate is a comprehensive ten-month training program designed to equip students with the skills, knowledge, tools, and experience to excel in providing exceptional customer service in a variety of industries and roles. The curriculum for this program places a focus on cultural inclusion, workplace understanding, technical skills, and career development to help prepare individuals for success as they enter the Canadian workplace.

Students will have the opportunity to apply and refine the skills they develop throughout the program in an unpaid work practicum experience at the end of the program. This hands-on experience will help students practice their skills in the workplace, connect them to potential future employers, and build real working experience before starting their careers.

Program Schedule

Program Schedule				
Class Location	Program Length	Orientation Date & Zoom Link	Program Start date / End date	Program Time/ Schedule
Manitoba Tourism Education Council – Unit 3 -75 Scurfield Blvd	10 months	Date: January 3, 2025 Time: 9:00am- 11:30am Join Orientation Online Via Zoom Link below- https://mitt-ca.zoom.us/j/82088904756?pwd=LDtpaUA11TOPiXS3bSwS3o1g0oaGu9.1 Meeting ID: 820 8890 4756 Passcode: 608546	January 6, 2025- October 31, 2025	Morning Cohort: 8:30am - 12:30pm Afternoon Cohort: 1:00pm- 5:00pm Evening Cohort: 5:00 pm – 9:00 pm

Program Delivery

Program delivery will be a hybrid model. MITT Instructors will share a zoom link with students prior to the start of these particular courses. For individual course delivery format, please refer to the [Table 1: Client Service Specialist Course List](#)

Workbooks and Supplies

Workbooks will be supplied by MITT at no extra cost, and will be provided to students on your first day of class. There is specific technology required for the program, please refer to your supply list found in the link below as [client-service-specialist-supply-list.pdf \(mitt.ca\)](#)

Course Outlines

Students are provided with a course outline at the beginning of each course. Course outlines contain important academic information such as a summary of course topics, assignments, and deadlines. **Students are encouraged to carefully review** course outlines and contact their instructor if they have any questions.

Program and Course Dates

The diverse curriculum in this intensive, 10-month program cover strategies for personal and professional development to improve skills and maximize career opportunities. There will be hands-on exercises, projects, and a four- week work practicum (120 hours) to help students seamlessly transition into careers upon graduation.

Client Service Specialist Course List <i>*Course delivery formats are subject to change.</i>					
Course Code	Course Name	Hours	Prerequisite	Delivery Format	Passing Grade
EMPL-110	Cultural Essentials	80	N/A	In-person	50%
EMPL-100	Job Skills Development	70	N/A	In-person	50%
EMPL-105	Business Seminar	35	EMPL-100	In-person	50%
BSNS-105	Microsoft Word- Level 1	35	N/A	Online	50%
BSNS-115	Microsoft Outlook- Level 1	25	N/A	Online	50%
BSNS-120	Microsoft Excel- Level 1	50	N/A	Online	50%
CSS-130	Client Service Specialist	105	N/A	In-person	50%
BSNS-140	Event Coordinator	100	N/A	In-person	50%
CSS-140	Retail Sales Associate	100	N/A	In-person	50%
EMPL-170	Career Development	40	N/A	In-person	50%
BSNS-130	Fundamentals of Human Resources	40	N/A	In-person	50%

CSS-200	Bridge to Employment Work Practicum	120	EMPL-110 EMPL-100 EMPL-105 BSNS-105 BSNS-115 BSNS-120 CSS-130 BSNS-140 CSS-140 EMPL-170 BSNS-130	In-person	Pass/No Pass
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Course Prerequisites

What is a course prerequisite?

A prerequisite is a type of course eligibility requirement that a student must successfully complete before being eligible to take a specified related course. For example, Intermediate Math (MATH-200) has a course prerequisite of Basic Math (MATH-100). This means that a student must successfully complete MATH-100 before they are eligible to take MATH-200.

For CSS program specific prerequisite, please refer to [Table 1: Client Service Specialist Course List](#)

What happens if a student does not meet a prerequisite?

If a student does not meet a prerequisite, they will not be eligible to proceed into the associated course. Not meeting a prerequisite may result in a gap in studies and additional tuition costs.

Grade Scale

All of the student evaluation is based on the following grading scale:

Letter Grade	Grade Point Value	Accumulated Evaluation Percentage
A+	4.5	90 – 100%
A	4.0	80 – 89%
B+	3.5	75 – 79%
B	3.0	70 – 74%
C+	2.5	65 – 69%
C	2.0	60 – 64%
D	1.0	50 – 59%
F	0.0	0 – 49%

Passing Policy

To qualify for the Client Service Specialist Certificate, **students must successfully pass every course**. Please refer to your Course Outlines or [Table 1: Client Service Specialist Course List](#) to find minimum passing grades for each course.

Missed Assessments

Students are required to submit all items of work (including assignments, projects, etc.); to write tests and examinations; and to complete practical assessments on the date assigned by the instructor. Any assessment not completed by the deadline will receive a mark of zero. Instructors may, at their discretion or by directive of Student Services, make academic accommodations for a valid reason. All requests will be considered on a case-by-case basis and accommodation is not guaranteed. Supporting documents may be requested.

Request for Interrupted Study/Leave of Absence

If a student needs to request a leave of absence for exceptional reasons they must receive permission from the academic coordinator or their instructor. The academic coordinator will decide if a leave of absence can be accommodated and work with the instructor to ensure students have a plan to complete their coursework.

Practicum Requirements

Students must demonstrate acceptable professionalism, comprehension and employability skills in the Client Service Specialist program to be eligible for work practicum. Technical skills are evaluated according to a student's in-class performance on both theory and practical assessment. Employability skills are evaluated on an ongoing basis throughout the program. Critical employability skills in the industry are attendance/punctuality, communication, teamwork, professionalism, and safety.

Students will have the opportunity to work at an organization where they can obtain experience and apply the skills learned throughout the program. The Bridge to Employment Work Practicum course offers students a number of useful benefits, such as:

• Enhance theory and practical skills learned	• Development of professional and soft skills
• Acquire industry experience and gain new knowledge	• Receive constructive feedback
• Networking	• Experience to include on your resume

Practicum Eligibility Criteria

- Students must pass all prior courses in the CSS program to be eligible for a work practicum.
- Students must commit to completing the required 120 hours of work practicum with the same employer, and will abide by the employers' rules, code of conduct, and professionalism at all times.
- Employers will consult with MITT on student performance and attendance, which will form the assessment for this course.
- Work practicum is unpaid.
- Students may have the option of securing their own work practicum placement (i.e. current employer), with MITT's approval. If this is something you would like to explore, discuss with the MITT program coordinator.
- Students are covered for Workers Compensation Benefits through MITT, should a workplace accident occur during an unpaid work practicum. If a student is completing their work practicum placement at their place of employment and being paid, the employer would be responsible for WCB coverage.
- If an employer terminates the student, or student withdraws during work practicum, the student will not complete the program and will not receive their credential. As stated in the Academic Standards policy, students are only permitted one attempt at a work practicum. Dean or Director approval is required if a

Important Information for International Students: Students must present a valid co-op/work permit prior to the start of their work practicum or co-op placement. Where a work permit has not been issued in time, participation in the originally scheduled work practicum/co-op may not be possible. **Lack of a work permit will result in ineligibility** to proceed with the program's practicum course. Depending on the program, a capstone course maybe taken in lieu of practicum because of co-op/work permit delays.

second attempt is requested.

Graduation Requirements

The Academic Standards (AC-2-10) policy defines a Graduation Requirement as “a program-specific academic requirement that a student must meet to graduate from a program.” A common example of a Graduation Requirement is having to successfully complete each course in a program. A student who does not meet one or more Graduation Requirements by their program’s scheduled end date is ineligible to graduate.

What happens if a student does not meet a Graduation Requirement?

If a student does not meet a Graduation Requirement they will be ineligible to graduate. This often means that a student will need to repeat a course or take some other action to address the missing Graduation Requirement. This may result in a gap in studies and additional tuition costs.

Credentials Achieved Upon Graduation

Successful completion of this program can result in the following credentials:

- Client Service Specialist Certificate – after successful completion of all courses (including Bridge to Employment Work Practicum.)

MITT Cancellation, Withdrawal & Refunds

It is a student’s responsibility to confirm the decision to withdraw. You will remain enrolled until the appropriate withdrawal form is received by MITT. The effective date of withdrawal is the date the completed withdrawal form is received. If a withdrawal form is not received, the student remains enrolled and applicable grades will be assigned on your final transcript. **Students are asked to book an appointment and consultation with their Academic coordinator** prior to submitting a withdrawal form to MITT. For more information on the policy Cancellation, withdrawal, and refund information can be found here: <https://mitt.ca/admissions/cancellation-withdrawal-and-refunds>

Non-Refundable Fees

The following fees are non-refundable at any point when you withdraw from your program, or any courses within it:

Non-Refundable Fees	
• Application Fee	• Infrastructure and Technology Fee
• Admission Deposit	• MITT Student Award Fund Fee
• Late Payment Fees (if applicable)	• Health Insurance Fee
• Payment Plan Fee (if applicable)	

Tuition Refund Schedule

Students who withdraw may be eligible for a refund of tuition and fees. A refund may be reduced by non-refundable fees as of the start date of your program and any outstanding debts such as tuition and fees, textbooks, kits and miscellaneous supplies, or equipment.

For detailed information about refunds, see the information below.

Day 1 - 5 of Program (counted as business days; Day 1 is defined as the published first day of class)

Full refund minus the non-refundable fees

Day 6 – 30 of Program (counted as calendar days)

50% Tuition Refund

Day 31 - 60 of Program (counted as calendar days)

25% Tuition Refund

Day 61+ of Program

No Refund

Study Permit Refusal

In the event a student is advised their Study Permit application has been refused, the student will not be able to begin or continue their program of study at MITT. Contact immigrationservices@mitt.ca immediately, provide a copy of the refusal letter from IRCC, and await instructions on next steps.

Tuition Payment

The deadline to pay your remaining tuition and fees is January 15, 2025. You can find your balance owing by accessing your MITT student portal (instructions below). If you have questions or concerns, please email finance@mitt.ca.

If you have tuition or fees owing to MITT after this deadline, the following can / will occur.

- Charged a \$100 late fee
- Account put on hold, restricting your access to administrative services
- Withdrawn from the program

Payment methods can be found: www.mitt.ca/current-students/fee-payment

How to pay tuition fees:

All payment method options and installment amounts are listed on Fee Payment

To view your account balance:

- Log in to your Student Portal
- Select “My Billing Information” from the left menu
- Select the “term” 2024-2025

Need help logging in to the Student Portal? Use the Student Portal Help request form

Technical Requirements and Supplies

During your studies at MITT, students will have access to the following tools during your active period of study:

MITT Student Portal

The Student Portal is the place for administrative tasks, that include:

- Update your contact information.
- Enter your SIN for T2202 tax form.
- View your final grades.
- Print an unofficial transcript.
- View your tuition and fee balance.

Students receive an email with login information to access the Student Portal after receiving their LOA. Click here to login to the Student Portal.

Step-by-step instructions for logging in are posted here. If you have trouble accessing the Student Portal, use this help form.

MITT Student Email account

All MITT students will be issued a MITT student email account.

The information regarding your MITT Student email address will be sent to you upon acceptance into the program. This communication will be sent to the email address provided on your application to MITT.

Computer Requirements

All students will be required to have a Window-based laptop. The learning platforms you will be using are not supported by Apple products, therefore Mac and Chromebooks are not allowed. Please review your program supply list for details.

Official Documents Request and Forms

Document Request Form

If you require specific documents such as a confirmation of enrolment, or a mid-program transcript, please visit this link and complete the required form: <https://mitt.ca/current-students/official-document-request-and-forms> . Kindly follow submission instructions on the form. Please note that a minimum of 5 business days may be needed to process a request.

MITT Certificate and Transcript

Students who have successfully completed the Client Service Specialist program will receive a MITT Certificate and transcript. These documents will be mailed to you and should arrive approximately 4 – 6 weeks after the program end date. Students are encouraged to keep their contact information current in the MITT Student Portal to ensure all information and documents are received.

Graduation

MITT convocation ceremonies occur in Spring, and Fall. Students will be notified via email with the convocation details that apply for their program. You may also check the link below regularly for convocation information. <https://mitt.ca/current-students/graduation-and-convocation>.

Scholarship and Bursary Information

International students in a MITT post-secondary trades or technical program can apply to be considered for a MITT International Scholarship. This scholarship is available at the mid-point of the academic year, and is awarded based on high academic achievement, as well as a written

personal statement. Scholarships are valued at \$500.00 each and are made possible by the MITT Student Awards Fund. The number of awards available vary each year and are based on student enrolment.

More information on this scholarship and others can be found at the link below. <https://mitt.ca/financial-aid-and-awards/mitt-bursaries-scholarships-and-awards>

MITT Policies

Students are required to review MITT policies to ensure they are aware of the student expectations. If a student has any concerns or issues with the courses, they are to bring the concern to the instructor. If they feel they are unable to speak to the instructor, they can contact the Academic coordinator for the program, itcestudent@mitt.ca. Students are responsible for reviewing and observing all MITT Student Policies while engaged in any form of academic activity with the Institute. Below are the key policies in relation to this course. Please review the policies to ensure you are well aware of MITT's expectations of you as a student.

- Academic Standards - <https://mitt.ca/Content/Images/uploaded/policies/ac-2-10-academic-standards.pdf>
- Academic Integrity Policy - <https://mitt.ca/Content/Images/uploaded/policies/ac-1-4-academic-integrity-policy.pdf>
- Student Concerns - <https://mitt.ca/Content/Images/uploaded/policies/ac-2-9-student-concerns.pdf>
- Student Discipline - <https://mitt.ca/Content/Images/uploaded/policies/ac-1-7-student-discipline.pdf>
- Student Behaviour - <https://mitt.ca/Content/Images/uploaded/policies/ac-1-1-student-behaviour.pdf>
- Student & MITT Expectations - <https://mitt.ca/Content/Images/uploaded/policies/ac-1-2-student-and-mitt-expectations.pdf>
- Equity, Diversity & Inclusion Statement - <https://mitt.ca/Content/Images/uploaded/policies/cc-7-diversity-inclusion-statement.pdf>
- Course Outline Policy - <https://mitt.ca/Content/Images/uploaded/policies/ac-2-3-course-outline-policy.pdf>
- Work Practicum and Work Co-op Policy - <https://mitt.ca/Content/Images/uploaded/policies/ac-2-4-work-practicum-and-work-co-op-policy.pdf>
- MITT Computer and Telecommunication Usage Policy - <https://mitt.ca/Content/Images/uploaded/policies/it-1-computer-and-telecom-usage-policy.pdf>

A full listing of all MITT policies can be found on the MITT website.

Assessment and Reporting

Skill development, understanding of concepts, and professionalism are assessed continuously and through comprehensive final assessments. The work practicum placement final report, where applicable, will also be used in determining overall student performance. Students will receive a course outline for each course within the program. Course outlines provide important information such as learning outcomes, minimum passing grade, and how course evaluation is formed. It is strongly recommended that students retain their course outlines for future reference. Students can expect to see their course grades posted in their MITT Student Portal approximately 15 days after a course has been completed.

Professionalism and Participation

Professionalism and participation are strongly encouraged in the program. Your instructor will provide opportunities in class to participate in discussions and other activities. Your overall mark in professionalism and participation will be detailed in each course outline.

Attendance

Absenteeism undermines a student's ability to perform at their best, and is particularly detrimental in practical course work. Consequently, regular and punctual attendance is a requirement for all courses in your program.

Specific attendance policy to your program will be reviewed during orientation, and in course outlines. Consequences of not adhering to the attendance policy may result in being placed on a Student Action Plan, course failure, and/or revoked eligibility of the Bridge to Employment Work Practicum course.

Academic Probation

What is Academic Probation?

The Academic Standards policy (AC-2-10) defines Academic Probation as “a student status that results when a student is identified as being at-risk of unsuccessful program completion.” A student receives a student status of Academic Probation if any of the following occur:

1. Upon completion of a course, the grade received is not sufficient for use as a Course-Eligibility Requirement (e.g., prerequisites) or Graduation Requirement.
2. Following a review of the student's performance, an Academic/Program Manager determines that the student is at risk of not meeting, or is unable to meet, a Graduation Requirement.

A student who receives a status of Academic Probation is:

1. Permitted to continue their studies.
2. Removed from any course for which they no longer meet the Course-Eligibility Requirements (e.g., prerequisites).
3. Subject to Conditions for Program Continuance.
4. Responsible for any additional costs resulting from the Academic Probation, including those associated with the established Conditions for Program Continuance.

What is the Purpose of Academic Probation?

The purpose of Academic Probation is to promote program recovery by implementing a structured process to review a student's academic performance, provide referrals to on-campus and off-campus support services (where appropriate), and establish Conditions for Program Continuance.

Academic Integrity

Academic integrity is a core value at MITT. MITT has a responsibility to ensure that all grades earned and displayed on a student's academic record are true representations of the knowledge and skill level achieved. Students found to be in violation of the Academic Integrity policy (AC-1-4) will be subject to disciplinary action under the Student Discipline policy (AC-1-8). Students will receive a grade of zero on the assessment where academic integrity occurred, and may be subject to other disciplinary actions such as, but not limited to, being placed on a student contract, become ineligible to participate in a work practicum, or suspension. Academic dishonesty includes, but is not limited to:

Cheating	Impersonation
Plagiarism	Language Use
Inappropriate Collaboration	Obstruction
Fraud/Fabrication	Any other method of gaining an unfair academic advantage, or undeserved recognition or qualification including the use of AI technology.

We encourage students to ensure they read and understand these policies.

<https://mitt.ca/Content/Images/uploaded/policies/ac-1-4-academic-integrity-policy.pdf>

Immigrations Services at MITT

Book Appointment with Immigration Services

To book a consultation with MITT's Immigration Services Advisor

- E-mail immigrationservices@mitt.ca
- Book an appointment online through [Calendly - Immigration Services Advising](#)
Xing Meng, Immigration Services Advisor: www.calendly.com/xing-meng
Sanghpreey Vishvas, Immigration Services Advisor: [Calendly - Sanghpreey Vishvas, Immigration Services Advisor](#)

Study and Co-Op Work Permits

Students are required to have a co-op work permit in order to be permitted to participate in the Bridge to Employment Work Practicum course. Processing times can vary and are subject to change. Students are strongly encouraged to apply as soon as possible. You may apply for a co-op work permit separately, or with a study permit extension using the confirmation of work practicum letter.

Contact immigrationservices@mitt.ca if you have questions, or refer to the resource link below.

<https://mitt.ca/international-student-resources/permits-visas-and-more/co-op-work-permit>

International Student Health Insurance

MITT has partnered with guard.me as the provider of the MITT International Student Health Insurance plan, called “guard.me@MITT.” MITT has made enrolment in the guard.me@MITT plan mandatory for all international students. You are automatically registered in the health insurance plan when your tuition and health insurance fees are paid, and you have been enrolled in the program. This coverage takes effect at the beginning of the program and ends at the completion of the program. For more information on the International Student Health insurance plan: <http://mitt.ca/current-students/international-student-health-insurance> or email international.health@mitt.ca.

Note: Your card is not required in order to receive urgent / emergency medical attention at a hospital. You may ask the hospital for an invoice instead of having to pay before receiving treatment.

If your health issue is life-threatening or urgent, please go to the Emergency Department at your closest hospital, or call 911. If unsure what to do, please call Health Links at 204-788-8200. You can also call the emergency assistance number located on the back of your ID Card. Multi-lingual help is available 24 hours a day, 7 days a week.

Career Services at MITT

Students at MITT have access to the Career and Employment Services Department through our Career Services Officers. For more information on how to contact please visit: <https://mitt.ca/student-services/career-development-services>

Frequently Asked Questions

How to get my Student ID Cards?

A MITT student ID card is available to all students at no cost. To obtain your MITT student ID card, simply arrive to either the MITT Henlow campus CSR desk (130 Henlow Bay), or MITT Pembina campus CSR desk (1551 Pembina Hwy.) between the hours of 9:00am – 4:00pm. Make sure to have a government issued identification and your MITT Student number with you (can be found on your Letter of Admission).

Please note that a fee is charged for replacement cards. MITT does not accept cash payments; debit or credit only.

Parking/ Transit

Campus is accessible by public transportation. Route information is available on Winnipeg Transit's website: <https://winnipegtransit.com/> . Free parking is available on site.

Where can I find the full school website for information?

You can go to [Manitoba Institute of Trades and Technology \(mitt.ca\)](http://Manitoba Institute of Trades and Technology (mitt.ca))

What is Social Insurance Number?

A Social Insurance Number (SIN) is a nine-digit number used in the administration of various federal Government programs. You will require a SIN to work in Canada, or to receive government benefits. An employer cannot pay you without a SIN. To apply for a SIN, please refer to <https://www.canada.ca/en/employment-social-development/services/sin/apply.html>

When can I access my courses in MyLearning?

Client Service Specialist Certificate Program does not use My Learning.

What if I cannot attend a live on-campus class?

Kindly coordinate with the Academic Coordinator or your instructor regarding absences and class policies in-place. It is highly suggested to give advance notice.

Where can I purchase my textbooks and course requirements?

MITT will provide your textbook and/or workbook at no additional cost.

Where can I get a discounted PEGGO card?

Email CSR@mitt.ca Manitoba Institute of Trades and Technology students can buy monthly bus passes (PEGGO card) at a price of \$5.

How can I pay my fees?

Tuition & Fees. [| Manitoba Institute of Trades and Technology \(mitt.ca\)](#) and [Fee Payment | Manitoba Institute of Trades and Technology \(mitt.ca\)](#)

Laptop Loan Program

MITT offers a laptop loan program for a short period to support students with their studies. Students can schedule a meeting with a MITT student advisor for the details and the agreement.

English Language Comprehension Support at MITT

Our ESL support specialists are experienced English language instructors from MITT's English Language Institute. All MITT technical program students who would like some assistance with course material because of English language comprehension issues are eligible for the program.

To get more information or access the support, please email eslsupport@mitt.ca.

Contact MITT

	Name	Email/Link
General Inquires	CSR Team	csr@mitt.ca
Program Team		
Program Manager	Jared Enns	itcestudent@mitt.ca
Academic Coordinator	Vanessa Hernandez	
Program Officer	Rebekka Delorme	
Student Support Officer (Days)	Rae-Lynn Rempel	
Student Support Officer (Evenings)	Stefon Sookhoo	
Immigration Services department at MITT	Immigration Advisor	immigrationservices@mitt.ca
Health Insurance		international.health@mitt.ca
Student Advisor		studentservices@mitt.ca
Document request form (confirmation of enrolment and mid-term transcripts)	CSR Team	https://mitt.ca/current-students/official-document-request-and-form Email: CSR@mitt.ca
Student Portal		Student Portal Manitoba Institute of Trades and Technology (mitt.ca)
Career and Employment Services		career@mitt.ca
SYMPPLICITY (MITT Job Board for Student)		https://mitt-csm.symplicity.com/students/
Accessibility		accessibility@mitt.ca
Student Email and Office 365		Home Microsoft 365 (office.com)
Events		https://mitt.ca/events