

# STUDENT HANDBOOK 2019



Western Community College provides a dynamic, collaborative, and engaging learning environment. *Our mission is central to our purpose, goals and academic mission as a post-secondary institution.*

*Western Community College provides access to higher education opportunities that enable students to develop knowledge and skills necessary to achieve their professional goals, improve the productivity of their organizations and provide leadership for the ultimate benefit of the community.*

Our programs are competency based and market driven ensuring that the theory and skills you are taught are those necessary to meet community and industry needs while positioning our graduates for successful career!

Welcome!

Western Community College  
Unit 201-209, 8318, 120 Street,  
Surrey, BC  
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# CAMPUS OPERATIONS

The College is open from 8:30 AM to 5:30 PM Monday through Sunday.

## Instructional Hours

Morning classes            9.00 am - 12:30 pm  
Afternoon classes        1:30 pm – 5:00 pm  
Evening classes           4:30 pm - 8:30 pm (Scheduling dependent on programs)

## Statutory Holidays

The campus is closed on the following statutory holidays.

New Year's Day	Labor Day	Thanksgiving Day	Family Day
BC Day	Victoria Day	Remembrance Day	
Good Friday	Canada Day	Christmas Day	

## Access and Security

On site security is important. Students must also accept responsibility for the security of their personal property and the facilities. Please take the following into consideration.

- Do not share your passwords.
- Log out when you leave a College computer.
- Keep your personal belongings with you and do not leave your personal communication devices unattended.
- Report any unsafe or suspicious activity to a College staff member.
- During an emergency follow the directions of College staff members.

## Photocopying

Photocopiers are not available for student use.

## Network Services

Printers are not available for student use. Students are charged on a per copy basis. Students are responsible for backing up their own work. Student work should not be saved on local hard drives. The College is not responsible for files saved to network resources.

## Lost & Found

If a student finds an item that does not belong to them, please take it to the front desk.

## Sign Posting

All signs or posters need to be approved by the College before they are displayed.

# STUDENT INFORMATION

## Student Feedback

The College welcomes feedback and suggestions from its students. Two surveys are administered one at the start of their program and one at the end of their program. The surveys provide students with an opportunity to provide feedback with respect to their admissions experience, administration, facilities, faculty and programs the start and on completion of their programs.

## Student Records

Provincial regulators require that student records be kept. The College will not disclose any personal information from student files to third parties without prior written consent. Student records may be reviewed by Student Aid BC, PTIB (Private Training Institutions Branch of BC), or authorized government officials.

The College follows PTIB and SABC regulations and the "Personal Information Protection Act" with respect to student information, confidentiality and retention of student records. The College complies with privacy, file management, and retention policies consistent with both provincial and federal regulators.

Student records are maintained at the College. The College retains digital copies of the *Application Form*, *Enrolment Contract*, attendance records, official transcripts, credential if granted, payment records, student loan documents (if appropriate), refund, student dispute, dismissal and/or graduation information.

If a student wishes to review their student file, they should submit a written request to Student Services. They will arrange for supervised access not exceeding 5 business days after the initial request. The student will be notified of the day, time and place.

The College may be required to disclose student information and provide notice/confirmation to funding, sponsorship agencies, and provincial/federal regulatory agencies. This information may include, but is not limited to, the student's continued enrolment, withdrawal, attendance and/or graduation from the program for which they were provided student financial assistance and may use student information for the purposes of work experience placement, employment assistance tracking and recovery of debt owing the College.

## Non-Discrimination

The College respects individual diversity and human rights and complies with the applicable Canadian and Provincial Human Rights Legislation regulations and policies.

## Graduate Employment

The College does not find career program graduates employment, nor does the successful completion of a program guarantee employment or an income level as the result of that employment. The College assists students in finding employment by reviewing their employment needs, reviewing their personal marketing collateral, and assisting with job search planning. The College is required to track employment outcomes for a period of 6 months after a student's graduation, so graduates who are searching for employment during this period will be contacted by the College.

To assist the College in assisting you, please keep Career Services updated with your most current contact information.

**Food and beverages** are not permitted in classrooms. A student lounge is provided. Students are expected to clean up after themselves when using the microwaves and other facilities.

**Parking** is not provided for students.

**Smoking** is not permitted in the building. This includes e-cigarettes.

### Student's Property

If the College believes that the students' personal property or belongings poses a serious risk to the health, safety and welfare of students, and/or the College community the student will be asked to leave and not return with the questionable items. The College will investigate and determine if the 'Student Conduct: Respect and Fair Treatment of Students and Staff' has been violated.

### Intellectual Property

The instructional material (e.g. books, software, exams, assignments) used by the College is protected by copyright law. The student agrees not to copy any of this material. The student also agrees not to install or asked to be installed any software or application that they cannot demonstrate that they have a legal right to or that violates any copyright laws.

### Weapons

It is illegal for students to carry weapons concealed or otherwise (pistols, rifles, shotguns, pellet guns, knives) on the premises. Possession of such items on campus will result in immediate dismissal.

### Weather

If the College is to be closed because of inclement weather, students and staff will be notified at least 2 hours before normal operating hours.

### Cell Phones

Unless they are being used for instructional purposes active cellular phones are not allowed to be used in the classroom. Students may be asked to leave the classroom or open lab if they persist in using cell phones.

### Health Services/First Aid

In the event of illness or injury to a student on the premises a student may request transportation to a local hospital emergency room or doctor for examination and treatment if necessary. The student is responsible for any resulting expenses.

### Visitors and Phone Calls

Visitors or family are not permitted in class. The College does not operate a telephone messaging service. Only in medical emergencies will a message be taken to a student.

### Code of Conduct

The College has a 'respect for and fair treatment' of students policy that clearly articulates acceptable personal conduct and the outcome of noncompliance.

### Violations of the Law

When a student is charged with a violation of federal, provincial or local laws or regulations outside of the College environment disciplinary action may be instituted and sanctions imposed against the student when the College believes that the health, safety or welfare of College community could be threatened.

### Complaint Procedure

Students who feel they have a complain to submit or have been harassed should speak to a senior College administrator immediately. In instances of sexual or physical harassment or violence on campus or reported to campus members the College will immediately seek the assistance from Police and Emergency Health Services. In other cases, written complaints will be dealt with as per the dispute resolution process.

# FINANCIAL SERVICES

## Financial Planning Payment of Tuition and Fees

When a student is ready to enrol they will work with a Financial Services Co-ordinator or their designate to understand their student financial assistance options and formulate a plan so that they will have a good grasp of all the expenses involved (tuition, fees, supplies, cost of living, etc.) over the length of their program.

International students are required to pay one semester tuition fee and related fees before a *Letter of Acceptance* is issued.

Should a student with student loan funding withdraw or be dismissed from their program for any reason prior to the disbursement of financial aid funds, the student is responsible for any remaining account balance. Non-payment of account may result in collection costs. The College will inform any government agency or external funder in this event.

The College charges a \$45 service charge on all N.S.F. cheques. Transcripts, certificates or diplomas will not be provided to any student until all money owing is paid in full.

## Tuition Tax Receipts T2202A

T2202A tax receipts will be mailed to each student's address of record. A \$25 fee will be charged for duplicate copies.

# ACADEMIC ADMINISTRATION

The College strives to provide programs that prepare graduates for employment. Academic staff and Instructors have the experience, credentials and professional experience to assist students in achieving their career related goals.

## Orientation

The College provides an orientation for all new students. The purpose of the orientation is to introduce students to

- College staff
- College policies and procedures
- The facilities and network environment

Orientation activities also provide students with an opportunity to meet other students.

## Student Support Services

The College is responsible for making sure that students have access to the following information.

### Financial Service Coordinator

- Information with respect to the enrolment contract, fee payment options, refund policy
- Guidance to apply for government approved funding like Student Aid BC



## Dean of Programs

- Policies of the institution, program outlines, available academic support, literacy support, and library services

## Student Services

- Housing and transportation services for students
- Medical insurance and similar government healthcare programs for students
- Child care services available to students in the community
- Community and cultural services available to students, such as family support, addiction treatment and services for immigrants

## Work Experience and Employment Services

- Work Experience placement and employment resources for students, including resources in relation to preparing a resume.

## Proof of Graduation

Students who have finished high school must provide transcripts when they apply, official transcripts must be verified by the Dean of Programs and placed in the student file before the first day of class.

Students entering programs under "mature student status" may provide documentation other than transcripts deemed acceptable by the College.

All required original documentation must be in the student's file before they start their program.

## Course Scheduling

The College reserves the right to modify the sequencing of courses at any time to accommodate the curriculum, classroom and facility usage needs.

## Changes to Program or Courses

Programs and courses are systematically reviewed due to the changing demands of industry. Reviews may result in changes in curricular content, available resources and/or the sequencing and scheduling of courses. Students will be notified of these changes and their effective dates.

## Transcript Requests

Student Services is responsible for issuance of student transcripts. The first transcript is issued to graduates is free of charge. For all additional copies, there will be a \$25 processing fee with a one-week processing time. The College charges a \$25 service charge on all N.S.F. cheques. Transcripts, certificates or diplomas will not be provided to any student until all money owing is paid in full.

## Contact Information

Student Services must be notified if a student's name or contact information (including address, cell phone and email) changes while attending the College. This will allow the College to keep students informed of College notices and schedule changes. It will also be helpful if the student keeps the College update to date after they graduate for at least 2 years.

# POLICIES AND PROCEDURES

## Admissions Policy

The purpose of this policy is to set out the criteria which an applicant must satisfy to be considered for admission to certificate and diploma programs at the College.

Specific programs may have additional admission requirements.

- The Admissions policy supports and sustains the principle that entrance requirements should ensure that students accepted into a program or course are afforded every chance of academic success.
- The Admissions policy ensures that qualified applicants have equality of access to programs or courses regardless of race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation or age (BC Human Rights Code).
- The Admissions policy recognizes and provides an opportunity for advanced placement within a program based upon transfer credits and/or prior learning experience (PLAR) if it is applicable at the College.
- The Admissions policy complies with the requirements of PTIB that if an applicant fails to meet the minimum admission requirements, those requirements cannot be waived by either Western Community College or the applicant.

## General Admission Requirements

- All applicants must be high school graduates or 18 years or older (and for some courses 19 years or older) or mature student (defined as being 19 years of age as of the start date of the program) at the start of the applicant's program or course.
- Canadian citizens and permanent residents (landed immigrants) with valid documentation are eligible for admission as domestic students. Some exceptions may be made for people (or dependents of these people) who are:
  - Live-in caregiver with a valid work permit
  - Holders of work permits longer than one year
- International students must meet the requirements for international students studying in Canada described by *Citizenship and Immigration Canada*. Please note that different fees apply for International Students.
- All applicants must demonstrate an acceptable level of English language proficiency.
- Domestic students will need to show proof of High School graduation or successfully completed the College's English language proficiency assessment.
- International students will need to submit proof of English language competency by meeting one of the following minimum requirements.
  - IELTS: 5.5 or
  - TOEFL (paper): 550 or
  - TOEFL (CBT): 210 or
  - TOEFL (IBT): 79 or
  - Canadian Language Benchmark Test (CLB): 6
  - PTE Academic: 50 or
  - Cambridge: CAE or
  - Has earned a Grade 12 graduation diploma from in a system in which English is the official language, or
  - Pre-Intermediate certificate from a Language Canada accredited school or

- Pass the English Assessment Test conducted by the College, as per the admission requirement for each program, or
- Successful completion of 24-week ESL program at the College.

English language requirements may differ for some programs. Refer to the English Language Proficiency policy for details.

- If an applicant wishes to receive advanced standing (PLAR, Transfer Credit) in a program, they must have submitted an original signed post-secondary transcript in an envelope sealed by the sending institution for review and other supporting documentation. Transcripts and other supporting documentation must be submitted before the first day of class. For applicants with documentation from post-secondary institutions from outside of Canada the Dean of Programs may request an assessment from the International Credential Evaluation Service (ICES).

### **Additional Admission Requirements**

- Certain programs or courses may have additional entrance requirements which are necessary to ensure the best opportunity for success in the applicant's chosen area of study or are requirements of a licensing or certification body/association. These may include academic and/or non-academic criteria, such as:
  - a. Designated courses (s) with specific achievement levels
  - b. Essays, employer references, interviews, resumes
  - c. Testing
  - d. Prerequisites

### **Work Experience Requirements**

Some programs have a work experience component. Prior to commencing work experience, students may be required to present the following documentation.

- A clean criminal record check or record review
- A letter from a Physician indicating the applicant is in good physical and mental health
- Food Safe Certificate
- Occupational First Aid
- Immunizations

Students who have not provided required documentation and who have not successfully completed all course work before the work experience start date will not be permitted to participate.

### **Work Permit**

Most of the College's programs have a work experience component therefore in some instances, for example a paid Co-op, an international student will need to obtain a work permit. The work permit can be obtained before or after a student enters the country. <http://www.cic.gc.ca/english/study/work-coop.asp>

### **Study Permit**

To study at the College applicants must obtain a Study Permit prior to entering Canada. Obtaining a Study Permit is the applicants' responsibility. Additional information can be found at *Citizenship and Immigration Canada*, [www.cic.gc.ca](http://www.cic.gc.ca).

If a student needs to extend their study permit they must contact the nearest Canadian Immigration Centre at least **two-months** before the expiry on the permit.

When an international student on a study permit has been dismissed or withdraws from a program for which a study permit has been issued, the College is obliged to provide notification to *Citizenship and Immigration Canada* within two weeks. A copy of notification will be placed in the student's file.

### Medical

International students are required to have adequate medical insurance. International students must have a valid *Study Permit* upon entering Canada to be eligible for medical coverage under the BC Medical Services Plan (MSP). Students who have been granted study permits for six or more months must be covered under the province's medical service plan.

International students should not acquire private medical insurance for any longer than this time, as it will still be mandatory for them to be covered by MSP (Medical

Services Plan, British Columbia). Students should apply immediately upon acceptance, as there is a three-month waiting period. Additional information can be found at <http://www.gov.bc.ca/healthservices/>

### Enrolments

Western Community College is responsible for the final selection of all applicants and reserves the right to accept only those applicants who, having met the minimum program entrance requirements, are best suited for success in the program or course. Where possible the College makes every effort to accommodate any special circumstances that the applicant may require.

The College will make every effort to ensure that decisions are made based on objective evaluation.

**The College reserves the right to cancel any program at any time. If this occurs all fees will be refunded.**

**The admission criteria cannot be waived by either the College or the applicant.**

### Admission Procedure

All programs have admission requirements that applicants are required to meet to be eligible for program acceptance.

Applicants are required to provide original documentation to demonstrate that they meet program admission requirements.

Admissions to programs at the College require that applicants follow an application procedure that ensures that they meet all program admission requirements.

1. Admissions Interview - The purpose of the interview is to explore the applicants' interests as they relate to the programs offered, assist applicants to identify an appropriate area of study consistent with their stated interests. The interview may be conducted in person, via email, phone or other digital service.
2. When the applicant decides on a program of study the admissions representative will
  - Ensure that the applicant has the appropriate program information.
  - Describe the student support services available on campus and if possible provide the applicant with a campus tour.
  - Answer any additional inquiries with respect to the program, curriculum, and program delivery.

Provide program admission criteria and assist the applicant in determining if they meet the requirements.

Provide the applicant with program tuition, ancillary costs and refund policies.

Provide the applicant with a list of required program admission documents.

3. When it has been determined that the applicant meets the program admission requirements the applicant will complete and submit

- An Admission Application.
- Original supporting documentation.
- A non-refundable application fee and
- Agree in writing that they have read the program outline and understood the admission requirements.

This may be done in person, by mail or online.

4. The applicant will be notified within 6 days of application. Depending on the volume of applications this may take longer.
5. Upon approval the applicant will receive a *Letter of Acceptance* along with instructions for receiving and reviewing the College 'Student Handbook' emphasizing the following policies.
  - Tuition Refund Policy
  - Attendance Policy
  - Work Experience Policy
  - Dismissal Policy
  - Grade Appeal Policy
  - Respect and Fair Treatment Policy
  - Dispute Resolution Policy
6. The applicant will confirm in writing, that they have read, had an opportunity to ask questions, and understood the policies and procedures as described in the Student Handbook.
7. Admissions will review with the applicant the content and terms and conditions of the student *Enrolment Contract*.
8. The applicant will return a signed *Enrolment Contract*. A parent or guardian will sign if the applicant is not of the age of majority.
9. The applicant will pay tuition and related costs. For contracts longer than six months, the institution will not require the applicant to pay tuition in fewer than two equal instalments. Where two or more instalments are to be provided:
  - The installment dates will be set as evenly as possible in relation to the term of the enrolment contract, and
  - The amounts of tuition will be apportioned equally to each installment date.

## English Language Proficiency

All programs are delivered in English.

If English is not the applicant's first language, the applicant will need to meet the minimum English Language Proficiency requirement. ESL proficiency is based on internationally recognized testing outcomes.

English language proficiency is a pre-requisite for student success in a program. All applicants must demonstrate that they are proficient in the English language. Applicants whose first language is not English are required to submit 'official' proof of English language proficiency that satisfies any of the following.

- Where an applicant requires evidence of English proficiency, only recognized English test scores or educational courses are valid if taken within two years of application to the College.
- A notarized translation of documents is required for admissions in a language other than English.

### **Domestic Applicants**

Domestic students will need to show proof of high school graduation or pass the language assessment test conducted by the College.

### **International Applicants (diploma)**

International students will need to show proof of minimum score of any one of the following tests.

- IELTS: 5.5 or
- TOEFL (paper): 497 or
- TOEFL (CBT): 170 or
- TOEFL (IBT): 59 or
- Canadian Language Benchmark Test (CLB): 6 or
- PTE Academic: 50 or
- Cambridge: CAE or
- Pre-Intermediate certificate from a Language Canada accredited school or
- Pass the English Assessment Test conducted by the College, as per the admission requirement for each program, or
- Successfully complete 24 weeks ESL program at the College

English Language Proficiency Requirement for Health Care and Health Care Plus ESL Program is as per the guidelines of BC Care Aide Registry. It can be found at [https://www.cachwr.bc.ca/Documents/Educators/English-Language-Competency\\_HCA-Program-Entry\\_2018.aspx](https://www.cachwr.bc.ca/Documents/Educators/English-Language-Competency_HCA-Program-Entry_2018.aspx)

### **Attendance Policy**

The College is required to take attendance by provincial regulators and report delinquent attendance to funding agencies, government, accreditation, and student assistance agencies.

Attendance is the document of record that demonstrates to auditors that students have received all program hours indicated in either the course or program outline.

- Some programs may have additional attendance requirements.
- The attendance policy applies to all students at Western Community College.
- Attendance is recorded daily from the first day of class.
- Attendance is taken in every class, handed in at the end of class, and reconciled the same day.
- All classes are scheduled and run at their allocated time with no early dismissals.
- Late arrivals and early departures from class are noted in the attendance record and added to the total time absent.
- Students who miss over 50% of a class are marked absent.
- Students must attend all work experience sessions.
- If a student is unable to attend a work experience session, they must notify the College and their work experience host.

If a student is going to be absent it is their responsibility to notify the Faculty and College as soon as possible.

All absences are recorded regardless of the reason for the absence.

If a student is unable to attend they are required to document that there have been unexpected circumstances which have prevented them from attending.

- Absences based on illness of more than **2 consecutive days** must be supported by a physician's note.
- When students are unable to attend for **5 consecutive days**, regardless of the reason, they will receive a warning in writing.
- Students who miss **10 consecutive days** will be withdrawn.
  - Students who miss **10% of a program** will receive a written warning.
  - Students who miss **15% of a program** will be placed on probation.
  - Students who miss **25% of program** will be withdrawn.

Students are required to attend all rescheduled classes.

Late arrival and early departure (in minutes) are noted. This missed time is accumulated over the length of a student's program and may result in the student being initially placed on 'academic probation', and then being withdrawn from the program.

The College recognizes only the following as valid reasons for excusable absence.

- Personal sickness accompanied with a valid doctor's note upon return.
- Medical or family emergencies.
- Death in the immediate family.

The College prepares a class attendance register for each course offered.

It is the faculty's responsibility to accurately maintain the attendance register for each class and provide records to the staff designated for data-entry and management before leaving the building.

Faculty submitted attendance will be entered into the *Official Attendance Record*.

A term record of each student's attendance will be placed in a student's file by the College at the end of term.

Attendance registers are kept in a secure location on campus.

All students should attend and be on time for all classes. A student is responsible for notifying the campus of the absence prior to the start of a class.

The College prepares a class attendance register for each course offered. Registers are available before class from reception and should be returned to reception immediately upon class completion so that morning, afternoon and evening attendance can be reconciled the same day.

Attendance is recorded from the first day of scheduled classes and not the first day of attendance by a student.

Faculty should record attendance using the following conventions.

Notation	Meaning	Usage Example
P	Present	Student attended the entire class
A	Absent	Student missed the entire class
AX	Absent Excused	Absent due to emergency or medical reasons, campus notified before start of class
AU	Absent Unexcused	Absent without valid reason or sufficient notification
PE (30)	Left (number of minutes) early	Student left class 30 minutes early
PL (10)	Arrived (number of minutes) late	Student arrived 10 minutes late

### Attendance Taking

1. Attendance taking is required for all enrolled students for the entire period of enrolment. This applies to work experience placements.
2. For each course an attendance sheet is available. The attendance sheet will be made available to Faculty at reception.
3. Faculty will take attendance for each class and will submit it to reception upon class completion. Students are not permitted to mark their own attendance. The register is a legal document and must be kept securely by Faculty. Attendance will note how many hours a student attended. Late arrivals (A) and early exists (L) must be recorded with the missed minutes noted. This missed time is accumulated over the length of a student's program and may result in the student being placed on 'academic probation'.
4. Attendance will be entered into the *Official Attendance Record* on the day it was taken. This document will be protected and only a designated attendance recorder assigned by the Dean of Programs will have 'editing' access. All changes will be noted by date and person making the change.

### Attendance Monitoring

Faculty will immediately notify the Dean of Programs of any unusual attendance patterns.

A daily attendance report will be sent to the Dean of Programs, and President each day in the first 3 weeks of a term to be reviewed for attendance compliance.

There after a weekly and monthly attendance report will be sent to the Dean of Programs for the remaining weeks in a term.

A term record of each student's attendance will be placed in a student's file by the College at the end of term.

### Leave of Absence

Students who request a leave of absence must understand the programmatic and financial consequences. International students have further constraints based on study visa and work permits. Students requesting a leave of absence must arrange to meet with the Dean of Programs so that they can review the circumstances and the consequences of a leave of absence request.

A *Leave of Absence* form will be placed in the student's file.



The leave of absence is not used in calculating a student's maximum in program time frame.

### Funding Body

#### **British Columbia – SABC – Attendance Policy**

1. Students who have **10** consecutive days of nonattendance will be dismissed from their program and any funding agencies will be notified.
2. Students whose attendance has dropped below **60%** attendance for **3** consecutive calendar weeks of study.
3. Students who have missed sufficient days/hours that they can no longer successfully complete the program within the program approved study period.

Each province has its own requirements. The College is required to report any attendance irregularities to funding agencies.

### Maximum Time Frame

The maximum time frame for all programs is calculated in terms of the scheduled length of time to complete each program. The maximum time allowed to complete the required number of hours is equal to that of 150% of the regular class schedule. The following are calculations for typical program lengths.

- A program running 36 weeks, a student may complete the program in 58 weeks.
- A program running 48 weeks, a student may complete the program in 74 weeks.

The time away during an authorized leave of absence is not considered when calculating the maximum time frame. Funding agencies will be notified of any extensions that go beyond expected end dates.

### Work Experience

This policy applies to the work experience component of a program. For programs with work experience schedules may be adjusted from time to time to address unexpected circumstances including the unavailability of a work experience. To ensure that students receive the required number of hours of instruction it may be necessary to adjust a contract end date. Enrolment contract end dates will be adjusted accordingly.

### Appeal

Students can appeal their attendance record as per the 'Dispute Resolution Policy'

### Refund Policy

A student may withdraw from a program by providing written notice to the institution. The college will notify the student in writing when they have been dismissed from the college. In both these cases, refunds are calculated on the total fees due under the contract, less non-refundable (registration/application) fees. If total tuition fees have not yet been collected, the College is not responsible for refunding more than what has been collected to date and the relevant student may be required to make up for any money due under the contract.

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
  - (a) the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
  - (b) the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's

- parent or legal guardian, signed the student enrolment contract and the contract start date; or
- (c) the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
  3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
  4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
    - (a) more than seven days after the effective contract date and
      - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
      - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
    - (b) after the contract start date
      - i. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
      - ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
  5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
    - (a) equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
    - (b) after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
  6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
    - (a) the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
    - (b) the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
  7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
  8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
    - (a) of the date the institution receives a student's notice of withdrawal,
    - (b) of the date the institution provides a notice of dismissal to the student,
    - (c) of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
    - (d) after the first 30% of the hours of instruction if section 3 of this policy applies.

9. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7 and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
  - (a) the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or
  - (b) the program is provided solely through distance education.

## Work Experience Policy

Some College programs require the completion of a work experience. Work experiences may vary in type and length depending on the program. Work experiences are opportunities provided by the host site to allow students to apply their skills and gain experience in a real-world setting.

Co-ops are paid work experiences provided by the College in conjunction with Co-op host. For this type of work experience International students will be required to have a Canadian Work Permit. Work permits can be obtained before or after a student enters the country. <http://www.cic.gc.ca/english/study/work-coop.asp>

The College will find a secured placement for work experience students.

For work experiences every effort will be made to schedule up to two (2) work experience placement interviews. If a student is unsuccessful in their interviews, they will meet with the Work Experience and Employment Placement Specialist to debrief and create a new placement plan.

### Work Experience Evaluation

The evaluation frequency will be determined in conjunction with the Work Experience Host but will occur at a minimum at the midpoint of the experience and upon work experience completion. The final evaluation should be received within 3 days of completion. Work experience is graded on a PASS or FAIL basis.

The Work Experience and Employment Placement Specialist (or their designate) will review all submitted evaluation documentation as per *Work Experience Handbook* with the student and Work Experience Host.

### Work Experience Placement Prerequisites

Students will be permitted to go to a work experience placement only after they have met the following.

- Successfully completed all courses in their program
- Completed work experience placement documentation
- An attendance record of at least 80%
- International students must have a work study permit
- Satisfied all financial obligations

### Work Experience Objectives

A work experience provides the student with the following advantages.

- Being able to apply knowledge and skills gained in the workplace
- Strengthening of employable skills
- Working in their discipline over a meaningful period
- Gaining organization and time management skills
- Being responsible for a set of deliverables
- Gaining insight in two how business operate
- Increasing professional and skill-based confidence

- Establishing contacts and networking for future employment

### College Responsibilities

- Source work experience placement sites
- Ensure that the student has met the work experience requirements
- In conjunction with the student and host clearly define the purpose of the work experience, tasks to be undertaken, and the nature and frequency of the evaluation to be undertaken
- Provide work experience supervision for the duration of the work experience
- Agree to the terms and conditions as described in the *Work Experience Handbook*

### Student's Responsibilities

- Successful completion of all program courses
- Comply with WCC Student Handbook policies and procedures.
- Meet with the Work Experience and Employment Placement Specialist (or their designate) to ensure that possible work experience placements match the student's skills, training and career goals
- Attend work experience orientation session prior to the scheduled work experience
- Complete required work experience forms and documents including the *Work Experience Handbook*
- Participate in the planning, implementation and evaluation of the work experience
- Familiarize themselves with the host company's policies and procedures and follow them
- Conduct themselves in a professional manner
- Accept accountability for actions and decisions
- Recognize the limitations of their own skill set and seek assistance as needed
- Demonstrate self-direction by actively seeking feedback and new challenges.
- Complete all evaluations as per *Work Experience Handbook*
- Inform the College and their Work Experience Host when unable to attend the work experience
- Complete and submit all end of work experience documentation
- Attend a work experience exit interview with the Work Experience and Employment Placement Specialist (or their designate)
- Establish contacts and networking for future employment

### Host Responsibilities

- Provide the work experience student with meaningful work in line with their knowledge and skill set, allowing them to demonstrate that they can apply what they have learned in their program to real world circumstances
- Agree to deliver the learning objectives and assessment set out in the *Work Experience Handbook* described in the Work Experience Training Plan
- Provide an orientation to the work experience student; clarify their role and responsibilities in relation to the work to be performed and/or services provided
- Familiarize the student with business policies and procedures, facilities and staff
- Provide one-to-one supervision during the entire work experience
- Observe the work experience student's performance and provide meaningful feedback
- Monitor and report out on a work experience student's progress using the 'Work Experience Assessment' form.

- Submit the weekly attendance form
- Immediately inform the College when a work experience student fails to show for work
- Immediately inform the College when a work experience student fails to conduct themselves in a professional manner or does not follow all policies and procedures
- Submit a final work experience grade and complete and submit all end of work experience documentation.

### Monitoring

The Work Experience and Employment Placement Specialist (or their designate) will monitor student work experience experiences. Monitoring will include telephone calls to the Work Experience Host and the student, on-site visits, and receiving the weekly attendance reports. Weekly attendance reports will be submitted by the Co-op Host on Fridays.

Work experience students are required to contact their Work Experience Host and the Work Experience and Employment Placement Specialist (or their designate) when they are ill or when they will miss a day for any reason.

### Completion

The original and completed *Work Experience Handbook* signed by both the student and the Work Experience Host will be returned to the College upon completion of the work experience. This will include a final evaluation. All students will be required to attend an exit interview with the Work Experience and Employment Placement Specialist (or their designate). The contents of the *Work Experience Handbook* will be reviewed, and the student will be able to offer additional observations and recommendations. Upon successful completion of the work experience, the Work Experience and Employment Placement Specialist (or their designate) will record the student's grade (pass/fail).

### Declining a Work Experience

If student declines a work experience placement interview or a placement, the student must complete a *Work Experience Declined* form acknowledging their refusal. The Work Experience and Employment Placement Specialist will debrief the student and formulate an action plan. The College will assist with a second interview. If the placement is declined by the student the Co-op Specialist will interview the student to determine why the placement was declined. A second

*Work Experience Declined* form will be placed in the student's file. The Work Experience and Employment Placement Specialist will continue work with the student to find a successful work experience placement.

### Failed or Incomplete Work Experience

Students who do not complete the work experience successfully will not be eligible to graduate. A failed work experience must be repeated immediately. A student may only fail a work experience once, after which they will be withdrawn from the program. Work experiences are graded on a 'pass/fail' basis. If a student fails a work experience, they should attempt to resolve the issue with the Work Experience Host. If at this stage the student is still dissatisfied with the resolution, they may appeal by following the Dispute Resolution process described below.

Students wishing to appeal a failed work experience must appeal within 5 business days after the last day of the work experience.

If the student is funded by student loans, funding sources will be notified of the outcome and if required an updated change in program end-date.

If a student fails a work experience their transcript will indicate a fail.

Students who do not choose to attend the work experience portion of their program will not be eligible to receive their diploma. A copy of their transcript of marks with the work experience indicated as 'incomplete' will be issued.

If the student is funded by a student loan or other agency, the College will inform the agency that the student did not complete the program.

All documentation will be placed in the student's file.

## Dispute Resolution Policy

The College provides students who are currently enrolled processes for resolving disputes. Anonymous concerns/complaints will not be accepted. Only individuals, not groups can submit a concern/complaint. Complaints must be in writing.

- 1 The College encourages students to resolve their disputes informally with those concerned. If the student is not satisfied with the outcome, the student should put their concern in writing, providing a chronology of events, a summary of discussions, supporting documentation, extenuating circumstances, possible outcomes to-date and a signed cover letter to the Dean of Programs within 5 calendar days of the occurrence. If the Dean of Programs is absent and/or named in the complaint the submission should be made to the President.
- 2 The Dean of Programs (or their designate) will arrange to meet with the student to review the circumstances and desired resolution within 5 business days of receipt of the student's written concern/complaint unless the circumstances dictate otherwise.
- 3 Following this meeting with the student, the Dean of Programs (or their designate) will investigate, review all required and submitted documents, interview all those concerned, and will then respond in writing the outcome of the investigation within 10 business days. The outcome will indicate if the issue raised is with or without foundation or if the issue has or has not been substantiated. The Dean of Programs will notify all concerned. A copy will be given to the student, a copy will be placed in the College's 'Dispute Resolution' file, and the original will be placed in the student's file.
- 4 If it has been determined that the student's concerns are substantiated the College shall include a proposed resolution.
- 5 If the student is not satisfied with the determination of the Dean of Programs (or their designate) the student must advise the Dean of Programs (or their designate) within 5 business days of being informed of the determination. The Dean of Programs (or their designate) will meet with the student within 5 business days to review the matter.
- 6 The Dean of Programs will either confirm or modify the determination notifying all concerned in writing. At this point the Dispute Resolution process will be considered completed.

Written reasons for a determination will be given to the student within 45 days after the date on which the student makes a complaint.

The student raising the concern/complaint may be represented by an agent or a lawyer. If the student is dissatisfied with the determination, they may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).

## Dismissal Policy

In addition to the list of behaviours listed under the 'Respect for and Fair Treatment of Students' the following is a list of actions or behaviours that may result in disciplinary steps being taken and/or dismissal from the College.

Any of the following, if substantiated, will result in immediate dismissal without a letter of warning. The College will immediately seek assistance from Police and Emergency Health Services.

- Sexual assault or threat of sexual assault
- Physical assault or other violent acts committed on or off campus against any student
- Verbal threats
- Vandalism of school property
- Theft
- Being intoxicated or under the influence of any mood-altering substances
- Bring arms and/or weapons to the College

Academic dishonesty is defined as follows.

- Cheating
- Plagiarism
- Copying another student's academic work
- Theft of another student's academic work
- Use of technology which have not been permitted
- Breach of copyright law

Academic dishonesty will be subject to disciplinary actions including:

- Awarding of a grade of zero for a piece of work or examination
- Award of a failing grade for a course
- Academic probation
- Suspension
- Withdrawal

Unpaid Fees - A student may be dismissed from a program after being given a written warning describing any outstanding unpaid tuition or program related fees is given.

Student Conduct - Students are required to adhere to a code of conduct. Students who are under the influence of drugs and / or alcohol or carrying weapons will be subject to immediate dismissal.

Misrepresentation - The College has a responsibility to ensure students have been admitted in accordance with the registration requirements for the program. Students who knowingly misrepresent their applications are subject to immediate dismissal.

Attendance - Students who do not achieve the required attendance are subject to dismissal. See 'Attendance Policy' for additional details.

College Property - Students who damage, misuse, steal or otherwise use the property in a way that is prohibited will be dismissed and will be required to make restitution.

Safety - Students who by action or neglect in any way endanger the safety of themselves or others may be dismissed.

Notification of Dismissal - When the College has determined that a student will be dismissed the student will be notified in writing. The student will be presented in writing or by registered mail with the nature of the violation (including date and time) the basis and rationale for the dismissal and the effective date. Students have 5 business days to respond, using the Dispute Resolution process. A copy of the 'Letter of Dismissal' and any supporting documentation will be retained in the student's file. Refund calculations will be based on the date of dismissal in the letter of dismissal. When required, regulatory and student loan agencies will be notified.

Appeal of Dismissal - Students may appeal dismissal by following the Dispute Resolution process. The appeal must be done in writing and delivered to the Campus Director. The appeal should indicate the reasons that a student should be permitted to return to the College and the steps the student is going to take to remediate the circumstances of the dismissal. The Campus Director will review the circumstances, reasons, and remediation plan and will decide within a reasonable amount of time to allow the student to return or to uphold the original decision. If the appeal is successful, the student will be placed on academic probation.

## Grade Appeal Policy

Students should receive frequent, meaningful, comprehensive and timely assessment feedback. The College provides students who are currently enrolled the opportunity to appeal course grades. Only grades received on midterms, final exams, or final course assignment may be appealed. Grades received for quizzes or short assignments may not be appealed.

In the event of a course grade disagreement the student should attempt to resolve the circumstance as follows.

1. If a student is dissatisfied with the grade received for a midterm, final exam, or final course assignment and can provide evidence that a revised grade is warranted, they should bring this to their Instructors attention. The Instructor will review the circumstances, and, if warranted, assign a revised grade.
2. If the student is not satisfied with the outcome of their appeal to the Instructor, they should submit a written appeal to the Dean of Programs within 5 days.
3. The Dean of Programs will obtain a copy of the mid-term, final exam or final course assignment along with assignment criteria from the Instructor and will have the assessment re-graded by another Instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. Grading reassessment will be approved by the Dean of Programs ending the appeal process.

The College will provide in writing to the student the outcome of the appeal within 5 business days of the submission of the appeal. The decision will be final and without appeal.



## **Health and Safety Policy**

Health and safety requirements may mean that for certain tasks specific items of clothing such as overalls, face masks, protective clothing, etc. must be worn.

### **Security**

For security reasons, all employees, students and visitors to the College's premises must be readily identifiable. This means that Security, Reception and other staff and students should be able to identify a person on campus. Therefore:

- At all times while on campus staff, students and visitors must be able to present their ID card for inspection.
- Clothing obscuring an individual's face is not allowed on any of the College's campuses, except when required for health and safety or work-related reasons. For ease of identification, employees, students and visitors should not wear clothing in such a way that it obscures the face. In applying this policy, consideration should be given to weather, environmental conditions, and religious dress.
- College staff have the right to ask individuals to identify themselves by comparison with their photograph on their ID card. Anyone who refuses permission for them to do so may be removed from the College's premises.

### **Job or Placement Requirements**

A uniform may be required for tasks, either within the College or during placements with external organizations. Employees and students of the College will be required to comply with such requirements.

### **Offensive Dress**

Where staff or students perceive that a slogan or symbol on clothing is offensive (for example, obscene, racist, sexist or sectarian), the wearing of such slogans or symbols will be considered as a potential disciplinary offence and dealt with accordingly. The disciplinary processes for students are detailed in the Dismissal Policy in the Student Handbook.

### **Religious and Other Considerations**

In accordance with the Canadian Constitution Act 1982 (Section 2) Freedom of Religion, Speech, and Association:

Everyone has the following fundamental freedoms: (a) freedom of conscience and religion; and (Section 15) [General Equality, No Discrimination: Every individual is equal before the law and has the right to the equal protection and equal benefit of the law without discrimination based on race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability.

The College values the diversity of its staff and students and aims to create an environment where the cultural, religious and non-religious or similar philosophical beliefs are respected.

The College welcomes the variety of appearance brought by individual styles and choices. The wearing of items arising from cultural/ religious norms (including, for example, saris, turbans, skullcaps, hijabs, kippahs and clerical collars) is part of this welcome diversity.

Where Health, Safety, and Security, as above, produces a conflict with an individual's religious belief, the student's supervisor will, with the aim of finding a satisfactory compromise; sympathetically consider the

issue consistent with the objectives of this policy. Such consideration may include ensuring that a version of a uniform for student includes the option of wearing trousers. Similarly, if a uniform includes headwear then the wearing of turbans should not be prohibited unless there is an over-riding health and safety need.

The health, safety and security of members of the College community must be the College's prime consideration always. Where the health and safety or security of the person wearing the dress (or that of others) is compromised, it may be necessary to request that the person does not wear that dress or a particular aspect of it. This will be handled with sensitivity and the reasons for the request given.

## **Respect for and Fair Treatment of Students Policy**

The College is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students and staff. Students and staff are required to show respect for each other. The College reserves the right to immediately dismiss or suspend a student where there is a valid health or safety reason for doing so or where a student is disrupting educational processes.

The 'Respect and Fair Treatment of Students' guides acceptable standards of student conduct considered to be core in the creation of a collegial and respectful learning and work environment.

Any student found to be in violation is subject to being suspended or dismissed.

While not exhaustive, the following is a list of behaviours that violate the 'Respectful and Fair Treatment of Students' policy.

1. Willful persistent acts of disobedience or defiance toward College personnel or failure to comply with direction of Instructors and staff.
2. Fighting assault, battery, or any other form of physical abuse of a student or employee.
3. Verbal abuse of a student or employee or conduct that threatens one's health or safety or another individual.
4. Threats of physical abuse, threats to damage or destroy College property or the property of others, by any means of communication.
5. Harassment by any means, including coercion, extortion, and personal abuse of any individual, including coercion and personal abuse.
6. Unwanted sexual attention or unwanted sexual contact.
7. Theft, attempted theft, vandalism/damage.
8. Unauthorized entry into, or use of, College facilities.
9. Cheating and plagiarism.
10. Supplying false information or deceiving College staff.
11. Disorderly, lewd, indecent, or obscene conduct.
12. Use, sale, possession or distribution of any illegal or controlled substances, drug or drug paraphernalia or use, sale, possession or distribution of alcoholic beverages on College property.
13. Being under the influence of illegal or controlled substances on College property.
14. Possession or use of firearms, explosives, dangerous chemicals, or other weapons on College property.
15. Smoking in the premise.
16. Violation of federal, provincial or local laws on College property.
17. Hazing or any act that endangers the safety of a student.
18. Harassment based on sex, race, colour, national origin, religion, sexual orientation, age, disability or any other criteria protected by provincial, federal or local law.

The College is committed to providing a safe workplace and learning environment which is free from harassment based on race, sex, gender, colour, religion, sexual orientation, age, national origin, disability, or marital status. Any conduct that falls into any of these categories will not be tolerated.

Verbal abuse, insulting comments, gestures, and other harassing conduct are prohibited by the College, when directed at an individual because of their race, colour, sex, sexual orientation, familial status, age, religion, ethnic origin, or disability.

The College reserves the right to immediately suspend or dismiss a student where there is a valid health or safety reason for doing so or where a student is disrupting educational processes.

#### Registering a Complaint: Respect and Fair Treatment of Students

Any student or staff member may register in writing a complaint against any student or staff member for misconduct or for not following the College's policies.

1. The complaint must be submitted within 3 days after an alleged incident, in writing and directed to Campus Director. If the Campus Director is named, then the complaint should be submitted to the Dean of Programs.
2. The Campus Director will request individual meetings with those concerned to review the circumstances of the complaint and will determine if a violation of the policy has occurred. If a violation has occurred, the College will provide a written determination and recommend corrective action. The College's decision will be final.

#### Student Conduct Disciplinary Process

The following may be imposed on any student found to have violated any policies, rules or regulations of the College.

1. A notice in writing indicating the nature of the violation and the remediation required.
2. Upon second violation a notice in writing indicating the nature of the violation, the remediation required, the period of suspension and the remediation required. The student will not be permitted on campus for the specified period and may return at the discretion of the College when provided conditions for readmission have been satisfied.
3. On third violation a notice in writing indicating the nature of the violation and their immediate dismissal from the College. They will not be permitted to return and continue their studies.

## Credit Transfer Policy

The College is committed to enabling program applicants to transfer academic credit taken at other recognized post-secondary institutions towards courses and programs offered at the College.

- All credit transfer be assessed and must be approved by the Dean of Programs (DOP).
- Course credit is based on credit received for the completion of an equivalent course at another recognized public or private post-secondary institution.
- Courses submitted for credit must have been completed within the last 5 years.
- The College may approve credit transfer for up to 50% of a program.
- New program applicants must have received a *Letter of Acceptance* before they apply for credit transfer.
- Course credit applications must be received before the student starts a program.
- Requests for course credit will be received and reviewed on a course-by-course basis.
- Credit transfer will be granted only for courses with a final course grade of 65% or better.
- The College will not award course credit for senior level courses unless approved by the DOP.
- The College will not award course credit for work experience.
- All requests for credit transfer must include official transcripts, program outlines and when requested, course syllabi.
- Credits awarded are only for the program to which the students was admitted at the time of the request and are not automatically transferred to another program if the student changes programs.
- The DOP office will inform students in writing of credits granted.
- Assessments are completed within 24 hours, unless the DOP has to request additional information, with the student being notified in writing as to the outcome and if required an updated program plan.

There is an administrative fee associated with each PLAR assessment, which must be paid before the assessment occurs.

1. The applicant must have received a *Letter of Acceptance*.
2. The student completes and submits a *Course Credit Request* including all supporting documentation to the Dean of Programs before the first day of their program.
3. The Dean of Programs will review all applications and determine an outcome within 24 hours.
4. The Dean of Programs will notify the student in writing.
5. All documentation will be retained in the student's file.

The student is responsible for paying a course credit assessment fee per course prior to the assessment being processed. The fee is \$50.00.

The Admissions department is responsible for ensuring the credit transfer fee is paid.

## PLAR Policy

The PLAR process is an assessment of life experiences including, but is not limited to, any of the following:

- work,
- training,
- independent study,
- evaluation and verification of credentials from non-recognized institutions,
- demonstration of competencies before objective observer(s),
- credit challenge through examinations, and

- testimonials and references from persons familiar with the applicant's skill set.

The College is committed to enabling program applicants to apply for PLAR and will grant academic credit where appropriate.

Course challenges based on prior learning can only occur for those courses that have a comprehensive final exam. Applicants will be required to write these exams.

Applicants are eligible to apply for a maximum of 15 credits through PLAR unless otherwise approved by the Dean of Programs (DOP).

Applicants may be awarded credit based on the following.

- Only the DOP can assess and grant PLAR.
- Requests for PLAR will be received and reviewed sequentially.

Applicants can only apply for PLAR after they have received their *Letter of Acceptance*.

- PLAR requests must be received before the student starts a program. PLAR requests will not be entertained after the program starts.
- Senior level courses cannot be PLAR challenged.
- Academic credit will be awarded only for the program to which the student was admitted at the time of the request and are not automatically transferred to another program if the student changes programs.
- Students are eligible to apply for a maximum of 15 credits through PLAR.
- For degree programs students who are granted credit must meet the degree residency requirement.
- Assessments are completed within 24 hours, with the student being notified in writing as to the outcome and if required an updated program plan.

There is an administrative fee associated with each PLAR assessment, which must be paid before the assessment occurs.

#### Procedure

1. The applicant must have received a *Letter of Acceptance*.
2. The student is responsible for requesting a PLAR assessment to the DOP before the first day of program.
3. The student completes and submits a *PLAR Request Form* including all supporting documentation to the DOP before the first day of their program. Documentation will include a detailed chronological resume, a written summary of how their past education and work experience should be considered towards their request for PLAR.
4. The DOP will review all requests, may request additional information and will determine the type and amount of academic credit given. If no additional information is required, the DOP determine an outcome within 24 hours and notify the student in writing.
5. The DOP will place the *PLAR Request*, outcome documentation and program plan in the student's file.

The student is responsible for paying a PLAR assessment fee per course prior to each assessment being processed. The fee is \$50.00.

Admissions is responsible for ensuring PLAR fees are paid for each request.

## Grading Policy

The College uses percentage grades to indicate student academic performance except for Work Experience. Academic grading is based on a variety of tools such as assignments, projects, quizzes, case studies, and examinations. Students should ensure that they understand what is required for each course and how individual and course grades are calculated.

**A final grade of 60% is required to pass a course, unless otherwise indicated in the course outline.**

### Final Grades

Grade	Percentage	GPA
A+	95% to 100%	4.0
A	90% to 94%	3.7
A-	85% to 89%	3.3
B+	80% to 84%	3.0
B	75% to 79%	2.7
B-	70% to 74%	2.3
C+	65% to 69%	2.0
C	60% to 64%	1.7
F	0% to 59%	0

Transcript Symbol	Explanation
Pass (P)	When assessing work experience
Fail (F)	When a student does not complete a course, or has received a final grade of less than 60% (unless otherwise indicated on a course outline) or who has been unsuccessful in a work experience
Withdrawal (W)	When a student withdraws before 33% of the course has been completed, after which they will receive a failing grade
Incomplete (INC)	When there are outstanding assessment components that need to be completed. These components need to be submitted and graded within one week after the last day of a course
Exempt (E)	When an international student declines a work experience
Transfer Credit (T)	When a student has received transfer credit for course work completed at another post-secondary institution
PLAR (L)	Prior learning assessment and recognition is applied when a student is given course work credit for work experience
Audit (A)	When a student is taking a course but not for credit
Deferred (DEF)	When student is granted deferred examination
DNA	Student registered but did not attend classes and did not officially withdraw
AEG	Aggregate Standing

Notes:

Deferred Examination Granted - A deferred examination may be granted for mitigating circumstances. The student must provide the requisite documentation explaining the circumstances. Deferred examinations can only be granted by the President and Dean of Programs

#### *Pass (P)*

A "Pass" grade is given for students who successfully complete a course that is designated by only a pass or fail mark (i.e. Practicum). A "Pass" grade is given for students who successfully completed an accredited course that is transferrable to their program upon entry into the college. A "P" grade counts toward graduation.

#### *Withdrawal (W)*

Students who withdraw before 33% of the course has elapsed will receive a grade of "W" (Withdrawal). Those who withdraw after will receive a 'Fail'.

#### *Fail (F)*

Students who do not complete all required components of a course, or who receive a cumulative score of less than 60% in a diploma course will receive a fail. Students who withdraw beyond 33% of a course or who do not complete all required assignments in any course will be given an "F" or an "I" at the discretion of the Dean of Programs.

#### *Incomplete (INC)*

An "Incomplete" grade will not remain on the student transcript provided all required assignments are satisfactorily completed within 30 days after the course has ended. Should an "Incomplete" be left unresolved past 30 days, it will automatically become an "F" and remain on the transcript.

The student will receive written notification indicating course work yet to be completed and the date by which the work must be submitted to satisfy the course completion requirements. An 'incomplete' will be replaced by a course 'fail' if the required work is not completed by the required due date.

DNC - Did not complete course

#### Aggregate Standing

If the student does not officially withdraw but could not write the examination or complete a portion of the term work due to acceptable mitigating circumstances, they assigned an Aggregate Standing (AEG). This is defined as the minimum pass for graduation purposes. A student who is awarded Aggregate Standing may request permission to write a deferred examination. If a student achieves a grade higher than the minimum, this grade will appear in the student's official transcript for this course.

#### *Exempt (E)*

A course is marked as exempt only when an international student does not choose to undertake the practicum for their program.

Deferred Examination Granted - A deferred examination may be granted for mitigating circumstances. The student must provide the requisite documentation explaining the circumstances. Deferred examinations can only be granted by the President and Dean of Programs.

#### Exam Rewrites

If a student fails a final exam they may be allowed to do a rewrite. The rewrite must occur within one week of having failed a final exam. Students will be required to pay an administrative rewrite fee of \$25.00. The student's transcript will reflect the grade received on the rewrite.

### Lab Rewrites

HCA students – If a student fails a lab final exam, they will be provided with remediation and will be permitted two opportunities to successfully write the exam. If they fail a third time they must repeat the entire lab portion of the course.

### President's Honour List

Recognizes consistently outstanding student achievement granted to students completing a diploma program with an A+ final grade in each course in a program.

## **Dress Code Policy**

Students are expected to dress in a 'business casual' manner meeting the following minimum requirements.

- Shirt and shoes are required always.
- Apparel should be clean and tidy so as not to offend others

### Health and Safety

Health and safety requirements may mean that for certain tasks specific items of clothing such as overalls, face masks, protective clothing, etc. must be worn.

### Security

For security reasons, all employees, students and visitors to the College's premises must be readily identifiable. This means that Security, Reception and other staff and students should be able to identify a person on campus. Therefore:

- At all times while on campus staff, students and visitors must be able to present their ID card for inspection.
- Clothing obscuring an individual's face is not allowed on any of the College's campuses, except when required for health and safety or work-related reasons. For ease of identification, employees, students and visitors should not wear clothing in such a way that it obscures the face. In applying this policy, consideration should be given to weather, environmental conditions, and religious dress.
- College staff have the right to ask individuals to identify themselves by comparison with their photograph on their ID card. Anyone who refuses permission for them to do so may be removed from the College's premises.

### Job or Placement Requirements

A uniform may be required for tasks, either within the College or during placements with external organizations. Employees and students of the College will be required to comply with such requirements.

### Offensive Dress

Where staff or students perceive that a slogan or symbol on clothing is offensive (for example, obscene, racist, sexist or sectarian), the wearing of such slogans or symbols will be considered as a potential



disciplinary offence and dealt with accordingly. The disciplinary processes for students are detailed in the Dismissal Policy in the Student Handbook.

### **Religious and Other Considerations**

In accordance with the Canadian Constitution Act 1982 (Section 2) Freedom of Religion, Speech, and Association:

Everyone has the following fundamental freedoms: (a) freedom of conscience and religion; and (Section 15) [General Equality, No Discrimination: Every individual is equal before the law and has the right to the equal protection and equal benefit of the law without discrimination based on race, national or ethnic origin, colour, religion, sex, age, or mental or physical disability.

The College values the diversity of its staff and students and aims to create an environment where the cultural, religious and non-religious or similar philosophical beliefs are respected.

The College welcomes the variety of appearance brought by individual styles and choices. The wearing of items arising from cultural/ religious norms (including, for example, saris, turbans, skullcaps, hijabs, kippahs and clerical collars) is part of this welcome diversity.

Where Health, Safety, and Security, as above, produces a conflict with an individual's religious belief, the student's supervisor will, with the aim of finding a satisfactory compromise; sympathetically consider the issue consistent with the objectives of this policy. Such consideration may include ensuring that a version of a uniform for student includes the option of wearing trousers. Similarly, if a uniform includes headwear then the wearing of turbans should not be prohibited unless there is an over-riding health and safety need.

The health, safety and security of members of the College community must be the College's prime consideration always. Where the health and safety or security of the person wearing the dress (or that of others) is compromised, it may be necessary to request that the person does not wear that dress or a particular aspect of it. This will be handled with sensitivity and the reasons for the request given.

### **Academic Progress**

Students are expected to consistently progress through their program and maintain satisfactory academic performance. The College is committed to student success therefore attendance and academic performance are tracked and reviewed regularly. Students are encouraged to immediately seek assistance when they are having difficulty.

Student academic progress is measured by course completion. Students are expected to successfully complete each course in the term in which they are registered. Progress is satisfactory when

- A student has successfully passed each course in a term.
- Maintain a cumulative course grade average of 60% term over term.
- Courses are completed as per maximum time frame policy.

If academic progress is not satisfactory or the student is seeking additional assistance, the following steps will be followed.

1. A discussion with the Instructor and student will occur and additional remedial strategies will be suggested and if needed additional assistance will be provided.
2. If unsuccessful a second more comprehensive meeting between student and Instructor will occur. All aspects of the student life cycle to date will be reviewed and an *Academic Action Plan* that identifies and addresses specific issues will be formulated and executed. This plan will include

key milestones and calendared review dates. The student will be expected to follow the plan, meet the milestone targets, and show significant academic improvement. The action plan will be placed in the student's file.

3. If change does not occur, the student will meet with the Dean of Programs and the student will be placed on probation, additional resources assigned if required, terms and conditions specified, and review dates calendared. On that date, the student will meet with the Dean of Programs to review the terms and conditions of the probation and determine if additional assistance is required.
4. If progress has not been made the College will decide either to continue the probation or to dismiss the student from the program.
5. A final grade of 60% is required to pass a course unless otherwise specified in the course outline.

### Student Success

The College has a system designed to encourage and mentor students to ensure that they feel and are made to be accountable for their own success. The student success policy focuses on managing the student's successful completion of their program and starts with the student's first day of class.

This is a three-step process designed to encourage the student to be responsible for their own success.

1. Instructors track attendance and academic progress. If a student exhibits counter-productive behaviour the Instructor will meet with the student informally to review the expectations set by the Instructor and described in the course and program outlines. The student and the Instructor will identify possible solutions and will formulate and execute an informal assistance plan.
2. If there is not significant improvement in the area of concern, the student will be placed on academic probation. The Instructor will request a meeting with the student and other College staff as required. A discussion will focus on developing an *Academic Action Plan*. This plan will be designed to identify the areas of concern and allow the student an opportunity to identify the actions they must take to improve their standing. Once the plan is devised, the Instructor and the student will agree on a set of review dates. On review, if the student has shown improvement, the Instructor may choose to release the student or to continue the plan and set new review dates. A copy of completed plan will be sent to Dean of Programs and a copy will be placed in the student's file.
3. If the student does not adhere to the plan, or does not show improvement, the Instructor will refer the student to the Dean of Programs who will meet with the student to review the circumstances. The Dean of Programs may end the existing plan and cancel academic probation, modify the existing plan and set new review dates, with the student remaining on probation or may dismiss the student from their program.

Students will be able to appeal a dismissal to the Dean of Programs by following the Dispute Resolution process. Students who are granted an appeal will be placed on academic probation and an Academic Action Plan will be developed and applied.

## Preventing and Responding to Sexual Violence and Misconduct

Western Community College wishes to confirm its responsibility to provide a safe and secure learning environment. At WCC, we firmly believe that there should be a safe environment for all the students, which is free from any kind of sexual misconduct as the college has zero tolerance towards this kind of misconduct. Through this policy the institutions strive to prevent sexual misconduct and create a procedure to respond effectively and in a timely manner when incidents occur. In 2016 the Government of BC introduced the Sexual Violence and Misconduct Policy Act S.B.C. c.23 (the Act). The Act requires BC post-secondary institutions to establish, implement, and make publicly available a policy, with associated procedures, that addresses sexual misconduct, its prevention, and responses to sexual misconduct. This Policy has been designed in compliance with the Act.

### SCOPE AND APPLICATION

The policy applies to students, faculty and staff members working at Western Community College as well as extends to the visitors, volunteers and contractors at the campus, who may be found involved in any act of violating the respectful environment of the college by indulging in any sexual violence or misconduct.

Sexual misconduct is defined as any form of undesired activity of a sexual nature which intends to violate the sexual integrity of the individual to whom it is directed. Sexual assault is characterized by a broad range of behaviours that involve the use of coercion, threats or control towards a person which makes the person feel uncomfortable, distressed, frightened.

Sexual misconduct may involve:

- a) Sexual Assault
- b) Sexual Exploitation
- c) Sexual Harassment
- d) Stalking
- e) Incident Exposure
- f) Voyeurism
- g) Distribution of a sexually explicit photograph or video of a person, without the consent of the person in the photo or video
- h) Attempt to commit an act of sexual misconduct
- i) Threat to commit an act of sexual misconduct.

### REPORTING /DISCLOSURE PROCEDURE

The person who wishes to disclose sexual misconduct or make a formal report against it may do so as per the following process:

1. The person (victim) may choose to disclose the sexual misconduct to the Senior Administrator/Dean of Programs, without making a formal report. In this case a formal process may not be initiated, but the management will deal with the disclosure seriously and may take steps to avoid the repetition of the incident.
2. To initiate a formal process, the victim or a member of the college community, on behalf of the victim, needs to submit a report in writing to the Senior Administrator/ Dean of Programs, stating as clearly as possible the details of the incident, including the details of the people involved in the misconduct, along with a request for an action. The report must clearly state the allegations against the alleged persons involved in the sexual misconduct.

3. The Senior Administrator/Dean of Programs will, within 24 hours of receiving the complaint, initiate an investigation to the complaint and may ask for more information from the complainant.
4. Depending on the severity of the complaint, the Senior Administrator/Dean of Programs may seek legal advice or may ask the complainant to follow a legal process besides the complaint filed at the college.
5. The person against whom allegations are made will be informed about the same, keeping the name and details of the complainant private. The person will be given 24 hours' time to submit written explanation about the incident.
6. The Senior Administrator will then verify all the available evidence and if found guilty, the alleged perpetrator will be asked to offer a written apology to the complainant and will also be expelled from work/study (as the case may be).
7. If the perpetrator is a visitor, whom the college authorities cannot access, the information of the visitor will be given to the local police along with the copy of the complaint, if the complainant agrees to this.
8. The information of the complainant will be kept confidential according to the *Freedom of Information and Protection of Privacy Act*, unless, it becomes mandatory by law to disclose the information to get full justice to the complainant.
9. If required, the complainant will be given counselling or emergency medical care to overcome the mental or physical problems faced by the complainant due to the incident.

## Privacy and Access to Information

Students have a right to have their private information protected. All staff take steps to protect the privacy of students' personal information. This commitment applies to current, past and prospective students.

### Disclosure of Records

Personal information is collected for a variety of business and educational reasons.

- To maintain student records as required by PTIB.
- To maintain student records as required by SABC.
- To keep students/graduates informed of activities of the College.
- To issue T2202As in accordance with Canada Revenue Agency requirement.

The College may disclose student information and provide notice/confirmation to authorized funding and sponsorship agencies for students receiving student assistance. This information may include, but is not limited to, the student's continued enrolment, withdrawal, attendance and/or graduation from the program for which they were granted student assistance.

In the case of international students, the College will disclose to Citizenship and Immigration Canada information related to the student's withdrawal/dismissal and attendance.

In addition, students' names and personal identification information, the name of their program and the tuition paid may be forwarded to governmental bodies such as the Private Training Institutions Branch for the purposes of administering the Training Completion Fund, and StudentAidBC (SABC). This information is collected by accrediting and regulatory bodies in compliance with, and in the manner authorized under relevant *Freedom of Information and Protection of Privacy Legislation*. The College

may disclose information from the student's academic file on a need-to-know basis. Any disclosure of information to third parties can only be made with the written consent of the student or as authorized by provincial or federal law.

Student records may also be reviewed on a confidential basis by authorized third party authorities such as accreditation, student assistance or authorized government officials, and/or part of compliance or operational requirements.

#### Release of Information Authorization

1. If a student wishes to authorize a third party to access information in their student file they must do so in writing.
2. The College will not release information to any person other than the person or people authorized by the student to access information unless the College is required to do so through legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation.

#### Record Retention

For all programs:

- The College retains the full student file for a period of seven (7) years following the student's withdrawal, dismissal or graduation. After seven years, the full student record is destroyed using a secure destruction method.
- The College uploads a copy of the students' contract, transcripts and credential (if any) to an approved third-party vendor. These records are retained for a period of twenty-five (25) years by the third-party vendor.

#### Record Protection

1. Personal information is collected throughout the student's life cycle at the College and placed in secure student files.
2. Student files are safely stored in locking filing cabinets and/or in a digital format in a secure local network environment. Access is limited to the Financial Coordinator, the College President, and the Dean of Programs.
3. When a student withdraws, is dismissed or graduates a program transcript is created. If the student is a graduate, a program diploma is prepared. These documents are signed by the President.
4. Within 60 days of the student being dismissed, withdrawing or graduating, copies of the Enrolment Contract (signed), Transcript(s) issued to the student and a copy of the credential granted are sent to the third-party vendor for long term digital storage.
5. After documents are sent for long-term digital storage, the full student file is placed in "inactive" student storage for one year.
6. At the end of the year, the student file is placed in "closed" digital storage for a further six years.
7. At the end of the seven-year period, a student file will be destroyed using a secure destruction method.

#### Record Inspection

Students who wish to inspect and review their education records should submit a written request to the Dean of Programs. The Dean will make the necessary arrangements for access within 2 business days after the request was made and will notify the student of the time and place where the records may be inspected. The Dean will ensure the presence of a College official during the inspection and review of a student's records.

## STUDENT HANDBOOK RELEASE FORM

This handbook has been prepared for your information and understanding of the College's policies and procedures. By signing this page, you are indicating that you have had an opportunity to reviewed this and the 'Student Handbook' and have had my questions with respect to these documents answered by College staff.

I understand and agree to comply with the information contained in the Student Handbook and understand that this handbook is not intended to cover every situation that may arise, but to serve as a guide.

Name (Print):

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Signature:

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Date:

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