# INTERNATIONAL STUDENT HANDBOOK

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*This handbook contains information about Granville College policies and procedures, as well as information about community safety and supports for students. Please take the time to fully read the Handbook. If you have questions, please ask!*

# PART ONE - WELCOME

## MESSAGE FROM MANAGEMENT

Welcome to Granville College. Serving the community since 1982.

Congratulations! We are excited to have you start your education journey with us at Granville College.

At Granville College, our objective is to provide an exceptional educational experience that will guide you towards your career goals. We believe in our students' abilities and ethics, we are committed to providing our students with all the tools, skills and resources we can offer as a college and that the students need to successfully achieve their education and career goals.

You came to Granville College with a passion to contribute to the world, and during your time here, we encourage you to bring your ideas, observations, and questions. You will leave here with the knowledge, skills, and relationships that will empower you to make a meaningful impact on your future and the community.

From all of us here at Granville College, we wish you a great, successful journey with us.

Sincerely,

Chintan Purohit

## STUDENT STATEMENT OF RIGHTS

Granville College is certified by the Private Training Institutions Regulatory Unit (PTIRU) of the British Columbia Ministry of Post-Secondary Education and Future Skills.

Before you enrol at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- the amount of tuition and any additional fees for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIRU or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to the PTIRU for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about the PTIRU and how to be an informed student, go to:
http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student

## COLLEGE CONTACTS

| | |
|---|---|
| Campus Telephone Number | (604) 683-8850 |
| College Email | info@granvillecollege.ca |

## COLLEGE HOURS OF OPERATION

The Campuses are open as follows:

| **VANCOUVER** | | **SURREY** | |
|---|---|---|---|
| Monday | 8:30 AM – 9:00 PM | Monday | 8:00 AM – 5:30 PM |
| Tuesday | 8:30 AM – 9:00 PM | Tuesday | 8:00 AM – 5:30 PM |
| Wednesday | 8:30 AM – 9:00 PM | Wednesday | 8:00 AM – 5:30 PM |
| Thursday | 8:30 AM – 9:00 PM | Thursday | 8:00 AM – 5:30 PM |
| Friday | 8:30 AM – 9:00 PM | Friday | 8:00 AM – 5:30 PM |
| Saturday | Closed | Saturday | Closed |
| Sunday | Closed | Sunday | Closed |

Students are welcome to remain at the College for extra study and to complete assignments during outside-of-class hours.

## SCHOOL CLOSURES AND HOLIDAYS

Granville College is closed for the following Statutory Holidays:

| **Statutory Holiday** | **2026** | **2027** |
|---|---|---|
| New Year's Day | January 1 | January 1 |
| Family Day | February 16 | February 15 |
| Good Friday | April 3 | March 26 |
| Victoria Day | May 18 | May 24 |
| Canada Day | July 1 | July 1 |
| BC Day | August 3 | August 2 |
| Labour Day | September 7 | September 6 |
| National Day for Truth and Reconciliation | September 30 | September 30 |
| Thanksgiving Day | October 12 | October 11 |
| Remembrance Day | November 11 | November 11 |
| Christmas Day | December 25 | December 25 |

Note: Canada Day is usually July 1st. If July 1st falls on a Sunday, Monday, July 2nd replaces July 1st as the statutory holiday.

Note: The dates noted above are Statutory Holidays in British Columbia. The Campus Administrator will post notices of other school closures.

## SAFETY POLICY

### PURPOSE

The institution is committed to providing and maintaining a safe, healthy, secure, and respectful learning and working environment for students, employees, contractors, volunteers, and visitors. This policy establishes minimum safety standards, emergency preparedness requirements, incident reporting expectations, and emergency response procedures to support regulatory compliance and continuous improvement.

### REGULATORY AUTHORITY

This policy is informed by the Private Training Act and Regulation (BC), PTIRU Policy Manual, StudentAid BC Policy Manual, Workers Compensation Act (BC), WorkSafeBC Occupational Health and Safety Regulation, BC Human Rights Code, and the Emergency and Disaster Management Act.

### SCOPE

Applies to all campuses, students, employees, instructors, contractors, volunteers, visitors, and approved work experience placements where applicable.

### DEFINITIONS

- **Emergency** – Any event that threatens the health, safety, or security of students, employees, or visitors.
- **Hazard** – Any condition, practice, or circumstance with the potential to cause injury, illness, or property damage.
- **Incident** – Any accident, injury, illness, near miss, security concern, or emergency requiring institutional response.

### POLICY

The institution will maintain a safe environment through hazard prevention, emergency preparedness, training, incident reporting, and continuous improvement.
The institution will make reasonable efforts to support students, employees, or visitors requiring emergency evacuation assistance and will develop individualized emergency assistance plans where appropriate.

### ROLES AND RESPONSIBILITIES

- **Executive Leadership** approves and resources the policy.
- **Campus Directors** ensure emergency plans, inspections, drills, training, and incident investigations. During an emergency, the Campus Director or designate is responsible for communicating instructions to students, employees, emergency responders, and, where appropriate, regulatory authorities.
- **Employees and instructors** follow procedures, report hazards, and assist during emergencies.
- **Students** comply with safety instructions, participate in drills, and promptly report hazards or injuries.

### EMERGENCY PREPAREDNESS

Emergency evacuation maps will be posted. New employees and students receive orientation on emergency procedures. Emergency contact information will be maintained.

The Campus Director or designate is responsible for ensuring:

- Regular inspection of emergency equipment.
- Maintenance of first aid supplies.
- Periodic review of emergency contact lists.
- Designation of emergency assembly areas for each campus.

### FIRE EMERGENCY PROCEDURES

Call 911, activate alarms where applicable, evacuate immediately, instructors bring attendance records to the assembly area, account for students, no re-entry until authorized by emergency officials.

### EARTHQUAKE PROCEDURES

Drop, Cover and Hold On until shaking stops. Evacuate when safe, account for students at the designated assembly area, and await authorization before re-entry.

**MEDICAL EMERGENCIES**
Provide first aid within training, call 911 where required, notify Campus Director, document the incident, and implement follow-up corrective actions.

**VIOLENCE, THREATS AND SECURITY**
Immediate threats must be reported to police by calling 911. Campus leadership may implement lockdown or shelter-in-place procedures where appropriate. Behaviour concerns are managed in conjunction with the Respectful and Fair Treatment Policy.

**HAZARD AND INCIDENT REPORTING**
Unsafe conditions, injuries, near misses, property damage, and safety concerns must be reported immediately. Incidents will be documented, investigated, corrective actions assigned, and records retained.

**WORK EXPERIENCE SAFETY**
Students participating in practicum or work experience must comply with workplace safety requirements, use required PPE, and report incidents to both the placement site and institution.

**PERSONAL AND CYBER SAFETY**
Students and employees are encouraged to remain aware of their surroundings, protect personal belongings and information, safeguard passwords, recognize phishing attempts, and report suspicious activity.

**TRAINING AND EMERGENCY DRILLS**
Emergency procedures will be reviewed during orientation. Fire and other emergency drills will be conducted periodically and documented.

**DOCUMENTATION**
The institution will maintain records of safety training, emergency drills, inspections, incident reports, investigations, and corrective actions in accordance with applicable record retention requirements.

**CONTINUOUS IMPROVEMENT**
Emergency procedures will be reviewed annually and following significant incidents to identify opportunities for improvement and maintain regulatory compliance.

**RELATED POLICIES**

- Respectful and Fair Treatment Policy;
- Code of Conduct;
- Attendance Policy;
- Active Participation and Academic Standing Policy;
- Privacy and Student Records Policy;
- Work Experience Policy;
- Administrative Services and Student Records Request Policy.

## INCIDENT INVESTIGATION STANDARD OPERATING PROCEDURE (SOP)

### PURPOSE

This SOP establishes a consistent process for reporting, investigating, documenting, and resolving accidents, incidents, injuries, illnesses, near misses, and safety concerns to identify root causes, implement corrective actions, and prevent recurrence.

### REGULATORY AUTHORITY

Private Training Act (BC); Private Training Regulation; PTIRU Policy Manual; StudentAid BC Policy Manual; Workers Compensation Act (BC); WorkSafeBC Occupational Health and Safety Regulation; BC Human Rights Code; Emergency and Disaster Management Act.

### SCOPE

Applies to all students, employees, instructors, contractors, volunteers, visitors and work experience activities.

### DEFINITIONS

- **Accident:** an unplanned event resulting in injury, illness, property damage, or environmental damage.
- **Incident:** any event, including a near miss, that affects or has the potential to affect health, safety, security, property, or operations.
- **Hazard:** condition with potential to cause harm.
- **Lead Investigator:** designated investigator.
- **Corrective Action:** action to prevent recurrence.

### ROLES AND RESPONSIBILITIES

- **Executive Leadership** approves resources.
- **Campus Director** oversees reporting and investigations.
- **Lead Investigator** conducts investigations.
- **Joint Health and Safety Committee** reviews findings.
- **Compliance and Regulatory Affairs** monitors trends.
- **Managers** support investigations.
- **Employees and students** report incidents promptly.

### PROCEDURE

**Initial Response:** provide first aid, call emergency services, preserve the scene where safe.

**Reporting:** complete report within 24 hours where practicable.

**Investigation:** The Lead Investigator will gather all relevant evidence, including witness statements, photographs, physical evidence, equipment records, maintenance records, training documentation, and any other information necessary to determine the circumstances of the incident.

**Root Cause Analysis:** Identify immediate, contributing and systemic causes.

**Corrective** actions shall be assigned according to risk, include a responsible individual, target completion date, verification of completion, and follow-up to confirm effectiveness.

**Follow-up:** confirm effectiveness.

**INVESTIGATION TIMELINES**

| Activity | Timeline |
|---|---|
| Initial notification | Immediately |
| Written report | Within 24 hours |
| Investigation begins | As soon as practicable |
| Investigation completed | Within 10 business days |
| Corrective action assigned | Immediately following investigation |
| Follow-up review | Based on risk |

**CONFIDENTIALITY AND RECORD RETENTION**

Maintain records securely in accordance with privacy legislation and institutional retention requirements.

**TREND ANALYSIS AND CONTINUOUS IMPROVEMENT**

Compliance and Regulatory Affairs, in consultation with the Joint Health and Safety Committee, will periodically review investigation trends to identify recurring hazards, evaluate corrective action effectiveness, and recommend preventative measures.

**RELATED POLICIES**

- Active Participation and Academic Standing Policy
- Safety Policy;
- Privacy and Student Records Policy;
- Code of Conduct;
- Respectful and Fair Treatment Policy;
- Work Experience Policy;
- Emergency Procedures.

# PART TWO – STUDENT POLICIES

## ADMISSIONS POLICY

### PURPOSE

This policy establishes a fair, transparent, consistent and compliant framework for admitting students to approved programs offered by the Institution. It is intended to ensure that applicants are appropriately informed, satisfy all applicable admission requirements, and are enrolled only when the available evidence supports a reasonable expectation that they can participate successfully in the selected program.
This policy supports compliance with the Private Training Act, the Private Training Regulation, requirements and guidance of the Private Training Institutions Regulatory Unit (PTIRU), StudentAid BC requirements where applicable, privacy legislation, human rights obligations, and the Institution's internal quality-assurance framework.

### SCOPE

This policy applies to all domestic and international applicants, all approved diploma and certificate programs, all delivery methods, and all employees or authorized representatives involved in recruitment, advising, admissions, document review, enrolment contracting, financial-aid administration, orientation, records management, oversight or compliance.

Program-specific admission requirements may differ. The current requirements for each program are available in the applicable program outline and enrolment materials, on the Institution's website, and in printed form upon request. Published and printed information must be consistent with the program information approved by PTIRU and, where applicable, StudentAid BC.

### GUIDING PRINCIPLES

- Admissions decisions will be fair, objective, consistent, transparent and supported by documented evidence.
- Applicants will receive accurate and sufficient information to make an informed enrolment decision.
- No applicant will be admitted unless all applicable admission and English language proficiency requirements are satisfied by the required deadline.
- Admission practices will not involve coercion, pressure, misleading representations, discrimination or guarantees of employment, immigration, funding or other outcomes.
- Personal information will be collected, used, disclosed, stored and retained only as authorized by law and institutional policy.
- Exceptions will not be used to bypass approved program requirements.

### PROGRAM INFORMATION AND ADMISSION REQUIREMENTS

Before accepting an applicant, authorized admissions personnel must confirm the admission requirements for the specific program using the current approved program information. These requirements may include, as applicable:

- minimum age or mature-student status;
- secondary or post-secondary education;
- required prerequisite courses, grades, credentials or occupational experience;
- English language proficiency;
- interviews, declarations, assessments or other program-specific screening;
- technology, practicum, work experience, physical, professional or regulatory requirements; and
- any other condition approved for the program.

Admission procedures may support the assessment process but must not replace, lower or contradict approved admission requirements. Where published information conflicts with approved program information, admissions activity must pause until Compliance and Regulatory Affairs confirms the correct requirement and the public information is corrected.

## ADMISSIONS PROCESS

### Inquiry and Pre-Enrolment Information

Before an applicant signs an enrolment contract, authorized personnel will provide clear and accurate information relevant to the selected program, including:

- program name, content, duration, delivery method and credential;
- approved admission and graduation requirements;
- attendance, academic progress and active-participation expectations;
- practicum or work experience requirements, where applicable;
- technology and identity-verification requirements for online or blended delivery, where applicable;
- tuition, mandatory fees, textbooks, course materials, payment obligations and the tuition refund policy;
- student rights, responsibilities, institutional policies, complaint and dispute-resolution processes;
- available student supports and accessibility processes; and
- the fact that admission, graduation, employment, immigration or government financial assistance is not guaranteed.

### Application and Admissions Assessment

The applicant must complete the required application or intake documentation. An admissions interview may be conducted in person or virtually, where required by the approved program or determined appropriate by the Institution. The interview or assessment may consider the applicant's goals, understanding of the program, academic preparedness, language ability, technology readiness, workload expectations, and any relevant practicum or occupational requirements.

The outcome of the admissions assessment, including any follow-up required, must be documented. Interviews and suitability discussions do not authorize the Institution to impose unapproved admission barriers or to admit an applicant who has not met the approved requirements.

### Identity Verification

Applicants must provide valid identification acceptable to the Institution. Authorized personnel will verify identity, age where relevant, and consistency between the applicant and the documentation provided. The verification method and result must be recorded without retaining more personal information than is reasonably required.
International applicants must provide documentation required for their intended study in Canada, as applicable. The Institution may verify study authorization, residency-related documentation and insurance information for administrative purposes; however, it does not provide legal or immigration advice and does not guarantee the issuance or continuation of a study permit or other immigration status.

Any identity discrepancy, suspected alteration, inconsistency or inability to authenticate required documentation must be resolved before admission proceeds.

### Academic and Credential Verification

Academic records and credentials must be reviewed against the program's approved requirements. The Institution will require original, official, verified electronic, translated, authenticated or independently assessed documentation, and will require that all documentation be verified by the issuing institution or organization - either by direct receipt or communication confirming validity. This includes:

- Direct verification of language test results using authorized issuer systems;
- Verification of academic credentials when relied upon for admission;
- Second-level approval before admission is finalized;
- A record of who verified each document, when and how.

Foreign credentials, transfer credit, recognition of prior learning, advanced standing and internal credit will be assessed under the applicable institutional policy and any regulatory limits. Approval of credit does not remove the requirement to satisfy the program's admission requirements.

**English Language Proficiency**
English language proficiency requirements apply as stated in the approved program information and must be satisfied through an approved pathway. Test results must meet the required scores and validity period in effect for the program start date. Evidence must be reviewed and retained in the student record.

The Institution will not assume English proficiency based solely on citizenship, residency, conversation during an interview, or an applicant's declaration, where the approved requirements call for documentary evidence.

**Accommodations and Equal Access**
Applicants may request reasonable accommodation during the admissions process. Requests will be addressed in accordance with applicable human rights and privacy legislation. Accommodation may change how a requirement is assessed, but it will not eliminate an essential, bona fide admission or program requirement.

**Admission Decision**
An admission decision must be made by an authorized employee or designate and recorded as accepted, conditionally accepted, deferred or denied. Conditional admission may be used only where permitted by the approved program requirements, the outstanding condition is clearly documented, and the condition will be satisfied no later than the deadline established by the Institution and applicable regulatory requirements.

All required admission requirements must be satisfied before the program start date unless a lawful and explicitly approved alternative applies. A student must not attend or participate in the program while required admission evidence remains outstanding.

**ENROLMENT CONTRACT AND PAYMENT**
The Institution will enter into a written student enrolment contract with each student in accordance with the Private Training Regulation. The contract must be clear, complete and consistent with the approved program information and must contain all prescribed information, including the program details, admission requirements, tuition and mandatory fees, refund provisions, and applicable institutional policies or references.

The student and the Institution must sign the contract as required. A copy of the signed contract will be provided to the student as soon as practicable. Tuition and fees will be accepted only in the manner and at the times permitted under the Private Training Regulation and the signed enrolment contract.

A material change affecting the contract or the student's enrolment must be documented and handled in accordance with regulatory requirements and institutional procedures. Admissions personnel must not use side agreements, verbal promises or unofficial discounts that conflict with the contract or approved institutional terms.

**STUDENTAID BC AND OTHER FUNDING**
Government financial assistance is separate from institutional admission. Applicants receiving or intending to apply for StudentAid BC or other third-party funding must satisfy the same approved admission requirements as all other applicants.

For StudentAid BC-eligible programs, the Institution will maintain accurate admission and enrolment information sufficient to support program eligibility, confirmation of enrolment and audit requirements. Admissions and financial-aid personnel will coordinate to ensure that program, study-period, course-load and student information submitted to StudentAid BC is accurate and consistent with the enrolment contract and institutional records.

The Institution will not represent that an applicant is guaranteed funding. Changes, cancellations, non-starts, withdrawals or other circumstances affecting financial assistance will be communicated and reported by the responsible institutional official in accordance with applicable requirements.

**ADMISSION RESTRICTIONS, MISREPRESENTATION AND FRAUD**
The Institution will not:

- enrol an applicant who does not meet the approved admission requirements;
- alter, waive or substitute an approved requirement without proper regulatory authorization;
- misrepresent program approval, credential recognition, transferability, employment outcomes, earnings, licensing, immigration outcomes or funding eligibility;

- use pressure, coercion, harassment, artificial urgency or other unfair recruitment practices;
- enrol an applicant where documented information indicates that essential program requirements cannot reasonably be met, subject to the duty to accommodate; or
- permit an employee or representative to approve their own unsupported exception.

Admission may be denied, deferred, rescinded or cancelled where an applicant submits false, altered, fraudulent or misleading information; conceals material information relevant to an approved admission requirement; impersonates another person; or fails to provide required verification. The applicant will be informed of the decision and any available review process. Suspected fraud will be documented and escalated in accordance with institutional procedures and legal obligations.

**REQUIRED ADMISSIONS RECORDS**

The student admissions record must contain complete, legible and auditable evidence, as applicable, including:

- admissions interview or assessment notes;
- identity-verification record;
- academic transcripts, credentials and verification results;
- English language proficiency evidence;
- program-specific declarations, prerequisites or assessments;
- transfer credit or prior-learning decisions;
- accommodation documentation maintained with appropriate confidentiality;
- admission decision and approval;
- signed student enrolment contract and any authorized amendments;
- funding-related documentation required to support institutional responsibilities;
- orientation confirmation, where applicable; and
- correspondence or corrective action relevant to the admission decision.

Records will be retained, secured, archived and made accessible in accordance with the Private Training Regulation, PTIRU requirements, privacy legislation and the Institution's Privacy and Student Records Policy. Access will be limited to authorized personnel with a legitimate operational or legal need.

**ORIENTATION AND TRANSITION TO ACTIVE STUDENT STATUS**

Accepted students will receive or attend the required orientation before or at the beginning of the program. Orientation will address key academic and operational expectations, including attendance, active participation, technology, identity verification, academic integrity, student support, safety, complaints, funding responsibilities and other matters relevant to the program.

The admissions file must be sufficiently complete before the student is released to attend. Any critical deficiency identified through a new-start or admissions audit must be corrected promptly and, where the deficiency affects legal eligibility to enrol, before attendance continues.

**ROLES AND RESPONSIBILITIES**

**Admissions Advisors and Admissions Officers**

- provide accurate pre-enrolment information;
- use current approved program requirements;
- collect, review and document required evidence;
- complete interviews or assessments where applicable;
- escalate discrepancies, exceptions and suspected fraud; and
- ensure records are complete before the student begins the program.

**Campus Director or Designate**

- oversee consistent implementation of this policy;
- approve decisions only within delegated authority;
- ensure deficiencies and corrective actions are addressed; and
- support training, quality assurance and audit readiness.

**Student Financial Assistance or Enrolment Officers**

- confirm that institutional records support funding-related submissions;
- maintain accurate StudentAid BC program and study-period information; and
- report changes within required timelines.

**Senior Management**

- approve the policy and material revisions;
- ensure adequate staffing, systems, training and oversight; and
- review significant compliance risks and unresolved corrective actions.

**Compliance and Regulatory Affairs**

- maintain and interpret the master policy framework;
- verify alignment with PTIRU, StudentAid BC and applicable legislation;
- conduct or oversee admissions and new-start audits;
- track findings, corrective actions and trends;
- approve controlled policy updates and ensure superseded information is removed; and
- escalate material or repeated non-compliance to Senior Management.

## QUALITY ASSURANCE, MONITORING AND CORRECTIVE ACTION

Admissions files may be reviewed through new-start audits, periodic compliance audits, sampling, trend analysis and management review. Monitoring may include verification of:

- approved admission requirements and supporting evidence;
- identity and credential verification;
- English language proficiency documentation;
- accuracy and completeness of enrolment contracts;
- consistency of printed, online and approved program information;
- StudentAid BC-related information, where applicable;
- orientation completion; and
- completion and effectiveness of corrective actions.

Deficiencies will be documented, assigned to an accountable owner, corrected within an appropriate timeframe and verified for closure. Critical findings that affect a student's legal eligibility to enrol, the validity of the enrolment contract, student funding, or regulatory compliance must be escalated immediately. Repeated or systemic findings may result in retraining, process changes, increased monitoring or disciplinary action.

## APPLICANT REVIEW OF AN ADMISSION DECISION

An applicant who is denied admission or whose admission is rescinded may request an internal review in writing within ten (10) business days of receiving the decision. The request must identify the basis for review and include any relevant supporting documentation.

A Campus Director, senior designate or other impartial decision-maker who was not the original decision-maker will review the available information and determine whether the decision is upheld, amended or returned for further assessment. The written outcome will be provided to the applicant and retained with the admissions record. This process does not limit any right or remedy available under applicable law or an institutional dispute-resolution policy.

## REVIEW AND DOCUMENT CONTROL

This policy will be reviewed at least annually and whenever required because of legislative or regulatory amendments, PTIRU guidance or inspection findings, StudentAid BC changes or audit findings, internal audit trends, program changes, operational risk, or material changes to admissions systems or practices.

This is a controlled master document. Institution-specific branding may be applied to an approved copy, but the substantive requirements must not be altered without authorization from Compliance and Regulatory Affairs and Senior Management. Program-specific admission requirements will be maintained in controlled program materials and made available online and in print. Superseded versions must be removed from use and retained in accordance with document-control procedures.

## LANGUAGE PROFICIENCY POLICY

Language requirements should be at a sufficient level for the student to understand and discuss, in speech and in writing, the level and complexity of the educational materials. All students, regardless of their citizenship status or country of origin, must demonstrate an appropriate level of language proficiency. In addition to the admission requirements listed above, students must also meet one or more of the following language proficiency requirements:

- Completion of grades 9-11, including English 11 with a grade of 'C' or higher from a country where English is one of the principal languages, **OR**
- Completion of 2 years of full-time post-secondary education at an accredited institution where English is the language of instruction. **OR**
- Provide verified results for one of the English language proficiency tests listed below. Test results must be dated no more than two years before the start date of the program.
  - International English Language Testing System (IELTS) Academic: overall score of 5.5 or higher.
  - Canadian Academic English Language (CAEL) Test: overall score of 40 or higher
  - Duolingo English Test (DET): overall score of 95 or higher
  - Test of English as a Foreign Language (TOEFL) IBT: Minimum overall score of 46
  - Canadian English Language Proficiency Index Program (CELPIP): Minimum overall score: Listening 6, Speaking 6, Reading 5, and Writing 5.
  - Pearson Test of English (PTE) Academic: Minimum overall score of 43
  - Cambridge English Qualifications: B2 First exam (FCE): Minimum overall score of 160 or "C"
  - Cambridge Linguaskill: Minimum overall B2 level
  - LANGUAGECERT Academic: Minimum overall B2 level
  - The Michigan English Test (MET): Minimum overall B2 level
  - iTEP Academic: Minimum overall score of 3.5
  - EIKEN: Minimum placement of Grade Pre-1

**THE LIST OF APPROVED COUNTRIES**

| | | | |
|---|---|---|---|
| American Samoa | Dominica | Lesotho | St. Kitts & Nevis |
| Anguilla | Falkland Islands | Liberia | St. Lucia |
| Antigua and Barbuda | Fiji | Malta | St. Vincent & the Grenadines |
| Australia | Gambia | Mauritius | Tanzania |
| Bahamas | Ghana | Montserrat | Trinidad & Tobago |
| Barbados | Gibraltar | New Zealand | Turks & Caicos Islands |
| Belize | Grenada | Nigeria | Uganda |
| Bermuda | Guam | Seychelles | United Kingdom |
| Botswana | Guyana | Sierra Leone | US Virgin Islands |
| British Virgin Islands | Ireland | Singapore | USA |
| Canada | Jamaica | South Africa | Zambia |
| Cayman Islands | Kenya | St. Helena | Zimbabwe |

As per the Admissions Policy, verification of language proficiency documents will require;

- Direct verification of language test results using authorized issuer systems.
- Verification of academic credentials when relied upon for admission, received direct from the issuing institution or with direct communication between the College and the issuing institution confirming validity.

## LEARNING ACCOMODATION POLICY

### PURPOSE

The purpose of this policy is to establish a fair, consistent, confidential, and accessible process for requesting, assessing, implementing, and reviewing reasonable learning accommodations for students with documented disabilities or other protected grounds requiring accommodation.

The Institution is committed to providing an inclusive learning environment that promotes equitable access to educational opportunities while maintaining academic integrity, essential learning outcomes, and applicable professional standards.

This policy supports compliance with applicable legislation and regulatory requirements, including the British Columbia Human Rights Code, the Accessible British Columbia Act, the Personal Information Protection Act (PIPA), PTIRU requirements, and StudentAid BC policies where applicable.

### ACCESSIBILITY COMMITMENT

The Institution is committed to fostering an inclusive learning environment in which all students are treated with dignity, respect, and fairness. Students are encouraged to discuss accommodation needs as early as possible so appropriate supports may be explored and implemented in a timely manner.

### SCOPE

This policy applies to:

- all applicants requesting accommodation during the admissions process, where applicable;
- all enrolled students;
- all instructional delivery methods, including classroom, online, blended, laboratory, and practicum or work experience placements, where reasonable accommodations can be provided without fundamentally altering essential program requirements.

### REGULATORY AUTHORITY AND REFERENCES

This policy has been developed with consideration of applicable legislation and regulatory requirements, including:

- Private Training Act and PTIRU Policy Manual;
- StudentAid BC Policy Manual;
- British Columbia Human Rights Code;
- Accessible British Columbia Act;
- Personal Information Protection Act (PIPA);
- Canadian Human Rights Act, where applicable.

### DEFINITIONS

- **Accommodation Plan** means the written document identifying approved accommodations, implementation requirements, responsibilities, and review dates.
- **Disability** means a physical, mental, sensory, cognitive, psychological, neurological, or learning disability protected under applicable human rights legislation.
- **Essential Academic Requirements** are the fundamental learning outcomes, competencies, professional standards, and safety requirements that every student must successfully achieve.
- **Functional Limitations** describe how a disability affects participation in learning activities rather than simply identifying a diagnosis.
- **Reasonable Accommodation** means adjustments that provide equitable access without causing undue hardship or fundamentally altering essential academic requirements.
- **Temporary Disability** means a short-term condition that significantly impacts educational participation.
- **Undue Hardship** means significant difficulty or expense that would fundamentally compromise safety, academic integrity, or essential program requirements.

**POLICY STATEMENT**

The Institution is committed to providing reasonable learning accommodations that promote equal access to educational programs and services while preserving academic standards and essential learning outcomes.

Accommodation decisions are individualized and based upon documented functional limitations, the student's educational needs, and the essential requirements of the applicable course or program.

Reasonable accommodations will not:

- reduce academic standards;
- waive essential learning outcomes;
- eliminate professional, licensing, safety, or practicum requirements; or
- fundamentally alter the nature of a course or program.

The Institution will make every reasonable effort to provide accommodations that support equitable access to education. Accommodation requests will be assessed individually and, where an accommodation would result in undue hardship, compromise health or safety, or fundamentally alter the essential academic or professional requirements of a course or program, the Institution will work collaboratively with the student to identify alternative reasonable accommodations where possible.

**GUIDING PRINCIPLES**

Learning accommodations are administered according to the following principles:

- equity and inclusion;
- dignity and respect;
- individualized assessment;
- confidentiality;
- shared responsibility;
- academic integrity;
- compliance with applicable legislation and regulatory requirements.

**ROLES AND RESPONSIBILITIES**

**Student Responsibilities**

Students requesting accommodation are responsible for:

- completing the Learning Accommodation Request Form;
- providing current, appropriate supporting documentation from a qualified professional where required;
- participating in discussions regarding accommodation needs;
- communicating changes affecting approved accommodations;
- complying with approved accommodation measures.

**Student Services / Designate**

Student Services is responsible for:

- receiving accommodation requests;
- reviewing documentation confidentially;
- coordinating meetings with appropriate institutional representatives;
- preparing Accommodation Plans;
- maintaining confidential accommodation records;
- monitoring accommodations and recommending revisions where appropriate.

**Director of Academics (or Designate)**

The Director of Academics is responsible for:

- reviewing accommodation recommendations;
- determining reasonable accommodations;
- ensuring accommodations maintain essential academic requirements;
- supporting instructors during implementation.

**Instructors**
Instructors are responsible for:

- implementing approved accommodations in a timely manner;
- maintaining confidentiality;
- consulting Student Services regarding implementation concerns;
- maintaining academic integrity and essential course outcomes.

**PROCEDURES**

**REQUESTING ACCOMMODATION**
Students requesting accommodation shall complete the Learning Accommodation Request Form and submit the required supporting documentation to Student Services as early as reasonably possible.

Early requests assist the Institution in implementing accommodations before academic activities begin whenever practicable.

**DOCUMENTATION REQUIREMENTS**
Supporting documentation should normally include:

- confirmation of the disability or condition, where appropriate;
- description of functional limitations;
- recommended accommodations;
- anticipated duration where applicable.

The Institution may request updated or additional documentation where necessary to assess accommodation needs.

**ASSESSMENT**
Student Services and/or the Director of Academics will review the request, supporting documentation, and essential academic requirements.

Where appropriate, the student may be invited to participate in an accommodation meeting to discuss available supports.

**ACCOMMODATION DECISION**
The Institution will normally acknowledge receipt of a completed accommodation request within five (5) business days and will endeavour to communicate a decision within ten (10) business days after receiving all required documentation. More complex requests may require additional time, and students will be advised accordingly.
Where accommodations are approved, an Accommodation Plan will be prepared.

**ACCOMMODATION PLAN**
The Accommodation Plan may identify:

- approved accommodations;
- implementation requirements;
- duration of accommodations;
- review dates;
- responsibilities of the student;
- responsibilities of instructors.

Accommodation information will be shared only with those employees who require the information to implement approved accommodations and only to the extent necessary.

**IMPLEMENTATION**
Instructors and other designated institutional representatives shall implement approved accommodations in accordance with the approved Accommodation Plan while maintaining essential academic requirements.

**MONITORING AND REVIEW**
Accommodation Plans may be reviewed:

- periodically;
- when circumstances change;
- when updated documentation is received;
- when program requirements change;
- at the student's request.

Students are encouraged to notify Student Services if approved accommodations are no longer effective or if circumstances change. Accommodation Plans may be amended following consultation with the student and, where appropriate, supporting documentation.

**GOOD FAITH PARTICIPATION**

The Institution and the student are expected to participate in the accommodation process in good faith by communicating openly, providing relevant information in a timely manner, and working collaboratively to identify reasonable accommodations.

**STUDENTAID BC CONSIDERATIONS**

Students receiving StudentAid BC funding remain responsible for satisfying applicable attendance, participation, satisfactory academic progress, and other funding requirements unless otherwise permitted by applicable legislation or StudentAid BC policy.

Approved accommodations do not automatically modify funding eligibility requirements or essential program requirements.

Where accommodations may affect a student's course load, attendance, or program progression, the Institution will advise the student to consult StudentAid BC or their funding agency regarding any potential impact on funding eligibility.

**CONFIDENTIALITY AND RECORDS MANAGEMENT**

Accommodation documentation will be maintained confidentially and managed in accordance with applicable privacy legislation and the Institution's Privacy and Student Records Policy.

Accommodation records will only be disclosed to individuals with a legitimate educational need to know and only to the extent necessary to implement approved accommodations.

Records will be retained in accordance with applicable PTIRU record retention requirements and institutional policy.

**APPEALS**

Students who disagree with an accommodation decision may request reconsideration by providing additional supporting information or documentation.

Where concerns remain unresolved, students may access the Institution's Dispute Resolution Policy.

**RELATED POLICIES**

- Admissions Policy
- Privacy and Student Records Policy
- Attendance Policy
- Active Participation and Satisfactory Academic Standing Policy
- Respectful and Fair Treatment / Code of Conduct
- Academic Integrity and Misconduct Policy
- Dispute Resolution Policy
- Work Experience Policy (where applicable)

**Associated Forms**

- Learning Accommodation Request Form
- Accommodation Plan Template (if maintained separately)
- Medical/Professional Documentation Guidelines (if applicable)

**CONTINUOUS IMPROVEMENT**

The Institution will periodically review this policy to ensure continued compliance with legislative, regulatory, accessibility, and institutional requirements. Revisions may be implemented to reflect changes in legislation, PTIRU requirements, StudentAid BC policies, accessibility standards, or institutional best practices.

Student Services may periodically review accommodation requests and implementation trends to identify opportunities for continuous improvement, staff training, accessibility enhancements, and policy development.

## CREDIT FOR PRIOR LEARNING POLICY

### PURPOSE

The Institution recognizes that applicants and students may possess prior formal post-secondary learning that is equivalent to courses or components of an approved program. This policy establishes a fair, transparent, and consistent process for assessing Credit for Prior Learning (CPL) while ensuring compliance with the Private Training Act, PTIRU requirements, StudentAid BC requirements where applicable, and institutional academic standards.

### SCOPE

This policy applies to applicants and students requesting recognition of formal, transcript-supported learning completed at recognized post-secondary institutions. Experiential or non-formal learning is not eligible unless specifically authorized by an approved program or applicable regulatory requirements.

### DEFINITIONS

- **Credit for Prior Learning (CPL):** recognition of previously completed formal post-secondary coursework.
- **Formal Learning:** Learning completed through a recognized post-secondary institution or other educational provider recognized by the applicable regulatory authority and supported by official academic documentation.
- **Official Transcript:** an official record issued by the awarding institution.
- **Challenge Assessment:** an assessment used, where appropriate, to verify achievement of required learning outcomes.

### GUIDING PRINCIPLES

CPL decisions will be fair, academically sound, consistent, transparent, and documented. Decisions will maintain program integrity while supporting student mobility.

Decisions will be based solely on documented academic evidence and not on financial, administrative, or non-academic considerations.

### POLICY PROVISIONS

- Applications should be submitted before or at enrolment.
- Official transcripts and course outlines are required.
- Only full course credit may be awarded.
- Practicum, internship, clinical placement, and work experience components are not eligible for transfer credit.
- Courses must demonstrate substantial equivalency in content, learning outcomes, instructional hours, and assessment, with a minimum final grade of 75%.
- The Institution reserves the right to request additional documentation or information where necessary to determine course equivalency or verify the authenticity of submitted academic records.

### REGULATORY REQUIREMENTS

Total CPL awarded shall not exceed 50% of the approved program hours unless a higher percentage has been specifically approved by PTIRU or is required by another applicable regulatory authority governing the approved program. Approved credit will be documented on the student's academic record and tuition and program length adjusted where applicable.

### STUDENTAID BC

Where a student receives StudentAid BC or other government financial assistance, approved CPL may affect program duration, tuition, study periods, satisfactory academic progress reporting, and funding eligibility. The Institution will report program changes in accordance with StudentAid BC requirements.

### ASSESSMENT PROCESS

1. Student submits a CPL application.
2. Supporting documentation is reviewed.
3. Academic equivalency is assessed by the designated academic authority.
4. A written decision is provided.
5. Student records, tuition, and program length are updated where applicable.
6. The student is notified of any impact on graduation requirements, program duration, tuition or government funding eligibility.

**EXCEPTIONS AND APPEALS**

Where appropriate, a challenge assessment may be required to demonstrate current competency. Students may appeal decisions using the Institution's Dispute Resolution Policy.

**RECORDS MANAGEMENT**

All CPL applications, supporting documentation, assessment decisions, and approvals will be retained in accordance with the Privacy and Student Records Policy and applicable PTIRU requirements.

**RELATED POLICIES**

- Privacy and Student Records Policy
- Admissions Policy
- Academic Integrity Policy
- Administrative Services and Student Records Request Policy
- Dispute Resolution Policy
- Code of Conduct Policy
- Active Participation and Satisfactory Academic Standing Policy
- Tuition Refund Policy
- Student Responsibilities Policy

## ATTENDANCE POLICY

### PURPOSE

This policy establishes consistent attendance expectations for all students while ensuring compliance with applicable legislation and regulatory requirements. It promotes student success, supports academic engagement, protects the integrity of academic credentials, and establishes a consistent framework for attendance monitoring, intervention, documentation, reporting, and continuous compliance across all institutions using this policy.

### SCOPE

This policy applies to all students enrolled in approved programs, regardless of campus, delivery method, or funding source. It applies to classroom, laboratory, online, blended, distance education, practicum, clinical, and work experience components.

### DEFINITIONS

- **Attendance** – Presence and participation in scheduled instructional activities.
- **Active Participation** – Meaningful academic engagement as defined in the Active Participation and Satisfactory Academic Standing Policy.
- **Last Date of Attendance (LDA)** – The final documented date on which a student attended or actively participated in required learning activities.
- Excused Absence – An absence supported by appropriate documentation.
- **Academic Improvement Plan** – A documented plan developed to support improved attendance and academic engagement.
- **StudentAid BC Student** – A student receiving financial assistance through StudentAid BC and therefore subject to the attendance, participation, course load, and satisfactory scholastic standing requirements established by StudentAid BC.

### POLICY STATEMENT

Regular attendance and active participation are essential to academic success, program completion, professional readiness, and regulatory compliance. Attendance expectations apply equally to in-person, blended, online, and distance education delivery, with attendance measured using appropriate methods for each delivery model.

### RESPONSIBILITIES

- Students are responsible for attending scheduled learning activities, completing required coursework, communicating absences, and participating in intervention processes.
- Instructors are responsible for accurately recording attendance, identifying attendance concerns, and referring students for support.
- Academic Administration and Student Services are responsible for monitoring attendance, coordinating interventions, maintaining records, and ensuring required reporting.
- Compliance and Regulatory Affairs is responsible for monitoring institutional compliance, conducting audits, identifying trends, and supporting continuous improvement.

### ATTENDANCE REQUIREMENTS

Students are expected to meet the minimum attendance or academic engagement requirements established by applicable legislation, regulatory authorities, funding requirements, and program expectations.

A student will be withdrawn from the College if:

- The student does not attend any instructional hours **for two consecutive calendar weeks** (Monday to Sunday);
- The student attends less than **12 hours of instruction per week (60% of 20 hours of instruction)** for **three consecutive calendar weeks** (Monday to Sunday); and/or
- The student surpasses **20% of the total program hours in absences**.
- The student is absent for sufficient hours/days that the post-secondary institution determines that the student cannot successfully complete the program.

Where applicable, the College will notify the student's funding provider of the withdrawal, which may result in termination of financial assistance.

**ATTENDANCE MONITORING**

Attendance shall be recorded for every scheduled learning activity using approved institutional processes. Attendance for online or blended delivery may include participation in scheduled sessions, assignment submissions, assessments, instructor communication, learning management system engagement, and other documented academic activities. Attendance shall never be determined solely by login activity.

Attendance records form part of the official student record and shall be retained in accordance with applicable legislation and the Privacy and Student Records Policy.

**ACTIVE PARTICIPATION**

Attendance and active participation are complementary but distinct requirements. Students enrolled in online, blended, or distance education programs must also satisfy the Active Participation and Satisfactory Academic Standing Policy.

**EARLY INTERVENTION**

Where attendance concerns are identified, reasonable efforts will be made to contact the student and identify barriers. Where appropriate, referrals to academic supports, student services, or other available institutional resources may also be provided. Develop an Attendance Improvement Plan or Academic Action Plan where appropriate, and document all interventions prior to withdrawal whenever reasonably possible.

**ATTENDANCE WARNING PROCESS**

A progressive process consisting of Early Intervention, Formal Warning, Final Warning, and Withdrawal may be used. Immediate action may occur where required by legislation, safety considerations, or regulatory obligations.

**WITHDRAWAL DUE TO ATTENDANCE**

Where attendance requirements are not met, withdrawal may occur in accordance with applicable legislation, institutional policy, and regulatory obligations. Funding agencies and regulators will be notified where required.

**LAST DATE OF ATTENDANCE**

The Last Date of Attendance shall be supported by documented evidence and maintained within the official student record. The LDA may be used for refund calculations, academic records, StudentAid BC reporting, PTIRU compliance, and other regulatory purposes.

**WORK EXPERIENCE, PRACTICUM AND CLINICAL ATTENDANCE**

Attendance during practicum, clinical placement, co-operative education, or work experience is mandatory where applicable. Students must meet both institutional and placement-site attendance expectations.

**STUDENTAID BC REQUIREMENTS**

Students receiving StudentAid BC funding must maintain attendance, active participation, course load, and satisfactory scholastic standing. Changes affecting eligibility shall be reported in accordance with StudentAid BC requirements.

**COMPLIANCE MONITORING**

Attendance records, interventions, and supporting documentation may be reviewed through internal audits, corrective action processes, trend analysis, and continuous improvement activities to verify ongoing compliance with legislative and regulatory requirements. Findings may be used to implement corrective actions, identify trends, improve institutional processes, and support ongoing regulatory compliance.

**RELATED POLICIES**

- Admissions Policy
- Active Participation & Satisfactory Academic Standing Policy
- Student Responsibilities Policy
- Work Experience Policy
- Privacy & Student Records Policy
- Refund Policy
- Administrative Services & Student Records Requests Policy
- Academic Integrity & Misconduct Policy
- Code of Conduct

## ACTIVE PARTICIPATION AND SATISFACTORY ACADEMIC STANDING POLICY

**PURPOSE**

The College maintains policies regarding active participation and academic standing that all students must follow. These policies are required under the Private Training Act and Private Training Regulation administered by the Private Training Institutions Branch (PTIRU), and they are also necessary to maintain eligibility for financial assistance through StudentAid BC.

Failure to meet active participation or satisfactory academic standing requirements may result in loss of StudentAid BC funding, dismissal from the program and reporting to PTIRU as required under regulation.
This policy should be read in conjunction with the Attendance Policy, Student Responsibilities Policy, Privacy and Student Records Policy, Work Experience Policy, Academic Integrity Policy, Dismissal Policy, and Tuition Refund Policy.

**POLICY**

**Satisfactory Academic Standing**

- Students must complete all approved program requirements within the contracted study period.
- Students are expected to attend all scheduled classes, complete all assignments and assessments, and progress through the program according to the approved program outline.
- Students receiving StudentAid BC funding must maintain satisfactory scholastic standing in accordance with StudentAid BC requirements. This generally includes successfully completing at least 60% of a full-time course load during each funded study period, unless otherwise required by StudentAid BC.
- Students who fail courses may be required to repeat them, subject to program regulations. In externally regulated programs (e.g., health or legal programs), repeat restrictions may apply.

**Active Participation Requirement**

- Students must demonstrate ongoing active participation through regular attendance and engagement in all program components (lectures, labs, practicums, co-ops, or online activities).
- Active participation means:
  - Attending at least 80% of scheduled instructional hours for each course/module.
    - Students enrolled in in-class or synchronous courses must attend at least 80% of scheduled instructional hours for each course or module.
    - Students enrolled in asynchronous distance education courses must maintain ongoing participation and satisfactory academic progress through regular engagement with course materials, learning activities, assessments, and instructor-directed coursework.
  - Attending all required work experience placements.
  - Maintaining ongoing academic progress in all program components.
  - Not being absent for two consecutive calendar weeks (Sunday to Saturday).
  - Not attending at least 12 hours per week (60% of 20 hours) for three consecutive calendar weeks (Sunday to Saturday).
  - Avoiding absences that would prevent successful completion of program requirements.
  - Absences must be reported to Student Services and instructors in advance (or within 24 hours) with supporting documentation (doctor’s note, travel documents, etc.).

**Monitoring and Verification**

- Attendance and participation are monitored and recorded throughout a student's program.
- Student participation is monitored on an ongoing basis throughout each study period. Instructors are expected to review student engagement regularly and report concerns promptly to Student Services to allow early intervention.
- For in-class and synchronous delivery courses, attendance is recorded based on participation during scheduled instructional hours.
- For distance education and asynchronous delivery courses, participation is measured through meaningful engagement and academic progress within the Learning Management System (LMS) rather than physical presence.
- Participation in distance education courses may include:
    - Accessing course materials, learning modules, and instructional resources;

    - Submission of assignments, quizzes, examinations, and other assessments;
    - Participation in discussion forums, learning activities, and collaborative exercises;
    - Attendance at required synchronous online sessions, where applicable;
    - Communication with instructors regarding coursework and academic progress;
    - Demonstrated progression through course requirements and learning activities.
- Online and combined delivery participation is tracked through the LMS and may include review of:
    - Login activity;
    - Course and module access records;
    - Assignment and assessment submissions;
    - Quiz participation and completion;
    - Discussion forum activity;
    - Course progress reports;
    - Gradebook and academic progress records;
    - Other LMS-generated participation and engagement data.
- No single LMS metric is used independently to determine participation status. Participation is assessed based on a combination of student engagement, completed coursework, academic progress, instructor interaction, and LMS activity records.
- The College maintains records of attendance monitoring, outreach, interventions, academic action plans, probation decisions, and dismissal decisions as part of the student's official educational record.
- Instructors are responsible for monitoring student participation and academic progress, identifying students who may be at risk of disengagement, documenting outreach efforts, and referring concerns to Student Services as appropriate.
- Students demonstrating prolonged inactivity, failure to engage in required learning activities, failure to submit assessments, or insufficient academic progress may be contacted by the College and subject to academic intervention, probation, withdrawal, or dismissal in accordance with institutional policies.
- Online and combined delivery records maintained within the LMS, including participation reports, assignment submissions, assessments, communications, and progress records, form part of the student's official educational record and may be used to verify attendance, participation, academic progress, funding eligibility, and Last Day of Attendance (LDA).
- Records must be valid and free of irregularities. Unauthorized logins, access from unapproved devices or locations, identity concerns, or evidence of third-party participation may trigger a compliance review.
- Students may be required to verify identity during assessments through photo identification, real-time verification, proctoring, or other approved methods. Refusal to comply may be treated as non-participation or non-compliance.
- Discrepancies or irregular patterns may result in progressive discipline, including warnings, suspension of access, administrative review, or dismissal.
- Student participation concerns, corrective actions, follow-up activities, and outcomes will be documented, monitored, and reviewed to verify successful completion of required interventions.

**StudentAid BC Requirements**

- Students must maintain *full-time enrollment* and satisfactory academic progress to remain eligible for StudentAid BC funding.
- The College is required to notify StudentAid BC if a student:
    - Withdraws or is dismissed.
    - Completes the program unsuccessfully or earlier than scheduled.
    - Fails to maintain regular attendance as required by StudentAid BC.
- Such cases may result in cancellation of funding, grant to loan conversion or loss of interest-free status.
- Refunds, if applicable, will be calculated according to the student’s last day of attendance (LDA), Private Training Regulation refund schedule and the College’s Tuition Refund Policy, and remitted to StudentAid BC where required.

**Consequences of Non-Compliance**
If a student does not meet active participation or satisfactory standing requirements, the College may:

1. Issue a written warning and meet with the student.
2. Place the student on academic probation with a documented academic plan.
3. Dismiss the student from the program, in line with the College's Dismissal Policy, if conditions are not met.
4. Report the student's status to StudentAid BC and PTIRU, as required.

The College will maintain documentation supporting attendance monitoring, academic interventions, Academic Action Plans, probation decisions, withdrawals, dismissals, and StudentAid BC reporting in accordance with the Privacy and Student Records Policy.

**Student Responsibilities**

- Inform the College in writing of any changes to personal or academic circumstances that may affect participation (e.g., medical leave, withdrawal, or funding changes).
- Notify StudentAid BC promptly of changes in:
  - Marital or family status.
  - Income or employment.
  - Program status (withdrawal, transfer, or reduced course load).
  - Contact information.
- Monitor StudentAid BC communications and respond promptly to instructions.
- Maintain responsibility for repayment of all funding received.
- Students are responsible for complying with all institutional policies referenced in this policy.

**Date of Withdrawal (Last Day of Attendance - LDA)**
The LDA marks the termination of the agreement between the student and the College and signifies the point at which the individual ceases to be recognized as a student within the institution.

A student is considered withdrawn when:

- They fail to participate for 14 consecutive calendar days (10 study days).
- They fail to meet the active participation or satisfactory academic standing requirements, including maintaining regular attendance where required for StudentAid BC funding.
- They provide written notice of withdrawal.
- They are dismissed by the College for non-compliance.

The Last Day of Attendance (LDA) is the last date on which the student actively participated in scheduled instruction or demonstrated academically meaningful participation in accordance with this policy.

Records maintained under this policy form part of the student's official educational record and will be retained in accordance with the Privacy and Student Records Policy and applicable PTIRU requirements.

## ACADEMIC INTEGRITY AND MISCONDUCT POLICY

### Commitment to Academic Integrity

Granville College is committed to the highest standards of academic honesty. Students are expected to complete all academic work with integrity, ensuring that assignments, projects, examinations, and other submissions are entirely their own unless collaboration is expressly permitted.

Academic misconduct undermines the learning process and the credibility of our programs. Any student found to have engaged in such misconduct is subject to disciplinary action under the College's Disciplinary Process.

Submission of altered, falsified, purchased, contract-completed, or AI-generated work contrary to course requirements may constitute academic misconduct and may result in disciplinary action up to and including dismissal.

Where the use of artificial intelligence (AI) tools is permitted within a course, students remain responsible for the accuracy, originality, appropriate attribution, and academic integrity of all submitted work.

### Roles and Responsibilities

Instructors must inform students of academic integrity expectations on the first day of classes and provide guidance on proper citation, referencing, and use of sources.

Students are responsible for understanding and following academic integrity requirements. If unclear, students must seek clarification from their instructor or Faculty Advisor before submitting work.

### Academic Misconduct – Definitions

#### Cheating

Cheating is any act intended to gain an unfair academic advantage. Examples include, but are not limited to:

- Using unauthorized aids during exams, tests, or projects (e.g., calculators, phones, notes, books, electronic devices, photocopied or AI-generated materials) without explicit permission.
- Copying or attempting to copy from another student's work, or allowing another student to copy from yours.
- Submitting another person's work as your own, or providing your work for someone else to submit as theirs.
- Unauthorized communication with another student during an examination.
- Presenting yourself as another student for a class or examination.
- Submitting the same work, or part of the same work, for credit in more than one course without prior written permission from the instructors involved.
- Gaining, or attempting to gain, unauthorized access to an examination or test.
- Falsifying, altering, or misrepresenting academic records or information on college forms.

#### Plagiarism

Plagiarism is the act of presenting someone else's work, ideas, or expressions as your own without proper acknowledgment. This includes:

- Copying text, images, data, designs, software, or any other work—published or unpublished—without proper citation.
- Failing to use quotation marks and reference sources for directly quoted material.
- Paraphrasing another's ideas without acknowledging the source.
- Using another person's style, manner of expression, or structure of work without attribution.
- Submitting AI-generated materials without disclosure, where such use has not been expressly permitted.

Plagiarism ranges from copying an entire assignment to using specific passages without acknowledgment.

**Other Academic Misconduct**

Other examples include, but are not limited to:

- Collaborating on an assignment or project without the instructor's permission.
- Changing or falsifying an examination score or academic record.
- Acting as, or using, an accessory to commit academic dishonesty (e.g., writing an assignment for another student).
- Knowingly assisting another person to commit any act of academic misconduct.

**Group Work**

When group projects are assigned, all students must participate equally, and contributions should be documented. All group members share responsibility for the integrity of the submitted work.

**Reporting and Investigation**

**Procedural Fairness**

Students who are alleged to have committed academic misconduct will be provided with an opportunity to respond to the allegation and present any relevant information before a decision is made. All investigations and decisions will be conducted fairly, impartially, confidentially, and based on the available evidence using the balance of probabilities standard.

**Initial Action**

If an instructor suspects academic misconduct, including plagiarism:

1. The instructor will take all reasonable steps to prevent academic misconduct in their courses and, if observing suspicious behaviour (e.g., copying, collusion) during an examination, will immediately warn the student(s).
2. The instructor will meet privately with the student to explain the concern and confirm it in writing as soon as reasonably practicable following discovery of the suspected misconduct, maintaining complete confidentiality and ensuring no other students are made aware of the incident.
3. The instructor may temporarily defer grading of the work under review pending completion of the investigation.
4. The instructor will clearly identify in writing which part(s) of the student's work are being reviewed, attaching or referring to relevant materials as evidence.
5. The Director will be notified immediately.

**Investigation Outcome**

- If the allegation cannot be substantiated:
    - The work will be returned with a Pass or Fail grade as appropriate, and the student may continue in the course.
- If misconduct is confirmed:
    - First offence:
        - The student will be notified in writing, with supporting evidence. The student will have one week to rewrite the assignment independently. At the instructor's discretion, this may be for partial credit, or the student may receive a grade of zero for the original work.
    - Serious first offence or second offence:
        - The student will receive a failing grade for the course and may be dismissed from further study at Granville College, pending a review of the facts.

**Sanctions for Academic Misconduct**

Depending on severity, one or more of the following may be applied:

- Written warning.
- Grade of zero for the specific work.
- Failing grade for the course.
- Academic probation.
- Suspension.
- Expulsion.

These sanctions are in addition to, and applied in the same manner as, the sanctions outlined in the Student Code of Conduct. All disciplinary actions are documented in the student's confidential file.

**Instructor Responsibilities in Misconduct Cases**

An instructor who knowingly ignores cheating or plagiarism will be referred to the Director for review and may be subject to disciplinary action.

**Appeal of Decisions**

Students may appeal findings or sanctions arising from academic misconduct in accordance with the institution's Grade Appeal Policy, Student Complaint and Dispute Resolution Policy, or other applicable institutional appeal procedures.

**Related Policies**

- Student Code of Conduct
- Artificial Intelligence (AI) Use Policy
- Student Responsibilities Policy
- Academic Progress and Standing Policy
- Grade Appeal Policy
- Student Complaint and Dispute Resolution Policy
- Privacy and Student Records Policy

Findings of academic misconduct may affect a student's academic standing, continued enrolment, eligibility for graduation, and, where applicable, may be reported in accordance with StudentAid BC reporting requirements.

## ARTIFICIAL INTELLIGENCE (AI) USE POLICY

### PURPOSE

This Policy guides the responsible, ethical, and academically appropriate use of Artificial Intelligence (AI) tools within institutional programs and courses.

This Policy applies to all students and covers the use of AI tools on both personal and institution-owned devices, whether on campus or remotely.

This Policy should be read in conjunction with the applicable Student Handbook, including:

- Academic Integrity and Misconduct policies;
- Code of Conduct and Student Expectations;
- Respectful and Fair Treatment policies;
- Learning Accommodation or Accessibility policies;
- Dispute Resolution policies; and
- All course-specific requirements and instructor expectations.

In the event of any inconsistency, the applicable Student Handbook and institutional policies shall govern.

### STANDARDS FOR RESPONSIBLE AI USE

The institution supports the responsible and ethical use of Artificial Intelligence (AI) tools as part of the learning process. Students are expected to use AI in a manner consistent with academic integrity, professionalism, privacy expectations, and the standards outlined in the applicable Student Handbook.

Students using AI tools are responsible for:

- Ensuring submitted work reflects their own understanding and learning;
- Following instructor expectations and assignment requirements;
- Protecting confidential and sensitive information; and
- Critically reviewing and verifying AI-generated content before use.

### ACCEPTABLE AND PROHIBITED USE OF AI

AI use may be permitted where authorized by the instructor and may include activities such as:

- Brainstorming ideas;
- Research support;
- Study assistance;
- Grammar or writing support; or
- Other instructor-approved learning activities.

Students must always follow:

- Assignment instructions;
- Course-specific AI expectations; and
- Instructor guidance regarding acceptable AI use.

Where expectations are unclear, students are responsible for seeking clarification before submitting work.

Unless expressly permitted by the instructor, students must not:

- Submit AI-generated work as their own;
- Use AI during prohibited assessments or evaluations;
- Use AI to engage in plagiarism, cheating, impersonation, or academic dishonesty;
- Upload confidential, personal, practicum, workplace, or sensitive information into AI systems; or
- Use AI in ways that violate institutional policies, professional standards, or applicable laws.

Unauthorized or undisclosed use of AI may constitute academic misconduct under the applicable Academic Integrity and Misconduct Policy.

**PRACTICAL EXAMPLES OF AI USE**
The following examples are intended to help students understand how Artificial Intelligence (AI) may or may not be used within their studies. These examples are illustrative only. Instructor directions and assignment requirements always take precedence.

**EXAMPLES OF ACCEPTABLE AI USE**

- Learning and understanding concepts (explaining concepts, examples, practice quizzes).
- Brainstorming and planning (ideas, outlines, study schedules).
- Writing support (grammar, spelling, readability, tone while preserving original ideas).
- Research assistance (keywords, public information summaries that are independently verified).
- Study support (flashcards, mock interview questions, study guides).
- Technical assistance where applicable (code, spreadsheets, software functions).

Students remain responsible for verifying AI-generated information and ensuring submitted work reflects their own understanding.

**EXAMPLES OF UNACCEPTABLE AI USE**

- Submitting AI-generated work as one's own.
- Using AI during prohibited assessments.
- Fabricating references or research.
- Uploading confidential client, patient, employer, practicum, or institutional information.
- Using AI to impersonate another individual or complete work for another student.

**PROGRAM-SPECIFIC CONSIDERATIONS**
Counselling, community service, healthcare, business, and legal programs require additional care with confidentiality.

- Acceptable: practising with fictional scenarios and creating study resources.
- Not acceptable: uploading real client records or generating documentation for actual clients.

**WHEN IN DOUBT**
If unsure whether AI is permitted, students must seek clarification from their instructor before using AI. Unless expressly permitted, students should assume AI use is not allowed.

**ADDITIONAL PRIVACY REQUIREMENT**
Students must never enter real client, patient, employer, practicum, or institutional information into publicly available AI platforms unless expressly authorized by the institution and permitted by applicable privacy legislation. Fictional or fully anonymized information must be used for learning activities.

**RESPONSIBLE AND PROFESSIONAL USE**
Students are expected to use AI tools responsibly, ethically, and professionally.
Students must:

- Protect confidential, personal, practicum, workplace, and institutional information;
- Avoid sharing sensitive or identifying information through AI platforms;
- Independently verify AI-generated content for accuracy, bias, and appropriateness;
- Properly disclose and cite AI use where required; and
- Ensure all submitted work complies with academic integrity expectations.

Students should recognize that AI-generated content may be inaccurate, incomplete, misleading, or biased and should not be treated as authoritative without independent verification.

The institution places significant importance on academic integrity, professionalism, confidentiality, respectful conduct, and ethical practice. Students are expected to apply these standards when using AI tools in academic, practicum, classroom, or professional activities.

Students remain fully responsible for all work submitted for academic credit, regardless of whether AI tools were used.

**INSTRUCTOR AND COURSE RESPONSIBILITIES**

Instructors are responsible for:

- Clearly communicating AI expectations for courses and assignments;
- Indicating whether AI use is permitted, conditionally permitted, or prohibited;
- Guiding appropriate AI use where applicable; and
- Designing assessments that support academic integrity, critical thinking, originality, and student learning.

Course-specific expectations may vary depending on:

- The course;
- Assignment type;
- Learning outcomes; or
- Professional or regulatory requirements.

**ACADEMIC INTEGRITY AND AI USE**

Improper, unauthorized, or undisclosed use of AI may constitute academic misconduct under the applicable Academic Integrity and Misconduct Policy.

Examples may include:

- Submitting AI-generated work as one's own;
- Failing to disclose AI use where required;
- Using AI where expressly prohibited; or
- Using AI to circumvent learning objectives or assessments.

Concerns related to AI use will be addressed in accordance with the applicable:

- Academic Integrity and Misconduct Policy;
- Code of Conduct;
- Dismissal Policy; and
- Dispute Resolution Policy outlined in the applicable Student Handbook.

Students may be asked to explain how AI was used in completing their work and to demonstrate their understanding of the submitted material.

**DISCLAIMER**

Students are responsible for ensuring that all submitted work complies with:

- Institutional policies;
- Academic integrity expectations;
- Professional standards; and
- Applicable laws.

Unless expressly provided or required by the institution, external AI platforms operate independently from the institution. Students who choose to use such tools are responsible for reviewing the provider's privacy and data practices before use.

**COURSE-SPECIFIC AI USE EXPECTATIONS**

**Where AI Use Is Permitted**

The use of generative Artificial Intelligence (AI) may be permitted or encouraged in certain assignments or activities within a course. Assignment instructions will specify:

- Whether AI use is permitted;
- What type of AI use is acceptable, and
- Any disclosure or citation requirements.

Students remain responsible for:

- Proper citation and disclosure of AI use;
- Ensuring the accuracy and integrity of submitted work; and
- Following all assignment-specific instructions.

If students are uncertain whether the use of AI is permitted, they are responsible for seeking clarification from the instructor before submitting work.

**Where AI Use Is Prohibited**

All assignments and assessments in a course must be completed solely by the student without the use of generative Artificial Intelligence (AI) tools unless expressly authorized by the instructor.

This includes AI systems that generate:

- Text;
- Images;
- Audio;
- Video;
- Summaries;
- Translations; or
- Conversational responses.

Use of AI in violation of course instructions may constitute academic misconduct. They may result in disciplinary action in accordance with the applicable Academic Integrity and Misconduct Policy and Student Handbook.
Students may be asked to explain how they completed the submitted work and to demonstrate their understanding of the material.

**AI and Group Work**

Students participating in group assignments must ensure all group members understand and agree on acceptable AI use.

- Groups remain responsible for ensuring submitted work complies with course and institutional AI requirements.
- AI tools may be used to support collaboration but must not replace meaningful discussion, critical thinking, individual contributions, or the collaborative learning outcomes intended by the assignment

## DISTANCE EDUCATION PARTICIPATION EXPECTATIONS

### PURPOSE

The purpose of this document is to outline the expectations for students enrolled in distance education, online, and blended learning programs. These expectations support student success, academic integrity, active participation, and compliance with applicable institutional policies, Private Training Institutions Regulatory Unit (PTIRU) requirements, and StudentAid BC eligibility requirements.

Students enrolled in distance education, online, or blended learning programs are expected to demonstrate the same commitment, professionalism, attendance, and academic engagement as students attending classes on campus. While distance education offers flexibility, students remain responsible for managing their time effectively, meeting program requirements, and actively participating throughout their studies.

### SCOPE

These expectations apply to all students enrolled in programs delivered in whole or in part through distance, online, or blended learning.

### STUDENT RESPONSIBILITIES

To be successful in a distance education program, students are expected to:

- Attend and successfully complete the Institution's mandatory student orientation before commencing their program. Orientation introduces students to the Learning Management System (LMS), institutional policies and procedures, program expectations, available student supports, technology requirements, and the responsibilities associated with successful participation in the program.
- Access the Learning Management System (LMS) regularly and monitor their institutional email and other official communications.
- Complete coursework, assignments, quizzes, examinations, and other assessments by established deadlines.
- Progress through course materials according to the approved program schedule.
- Participate in scheduled online classes, webinars, discussion forums, collaborative learning activities, and other required learning activities, where applicable.
- Maintain regular communication with instructors and respond promptly to requests from instructors or institutional staff.
- Seek assistance from instructors or Student Services whenever academic, personal, or technical circumstances may affect participation or academic progress.
- Maintain reliable internet access, appropriate computer equipment, and any software required for their program.

### INSTRUCTOR RESPONSIBILITIES

- Maintain regular communication with students.
- Monitor attendance and academic engagement.
- Identify students at risk.
- Refer students for support when required.
- Maintain appropriate academic records.

### INSTITUTION RESPONSIBILITIES

- Provide access to learning resources.
- Maintain secure LMS access.
- Provide academic and technical support.
- Monitor participation in accordance with institutional policies.
- Maintain student records.
- Maintain compliance with applicable regulatory and funding requirements related to distance education delivery.

**ATTENDANCE AND ACTIVE PARTICIPATION**
Students studying through distance education are expected to maintain regular attendance and meaningful academic participation throughout their program.

Attendance and participation may be demonstrated through a combination of:

- Participation in scheduled learning activities;
- Submission of assignments, quizzes, examinations, and other assessments;
- Engagement within the Learning Management System (LMS);
- Communication with instructors regarding coursework and academic progress;
- Completion of required coursework and learning milestones; and
- Other documented evidence of academic engagement as determined by the Institution.

Logging into the Learning Management System (LMS), by itself, does not constitute attendance or active participation.

The Institution monitors student engagement to support student success and to meet institutional, regulatory, and funding requirements. Students who demonstrate prolonged inactivity, fail to participate in required learning activities, or do not maintain satisfactory academic progress may be contacted by the Institution and may be subject to academic intervention, an Academic Improvement Plan, Academic Probation, withdrawal, or dismissal in accordance with applicable institutional policies.

**IDENTITY VERIFICATION**
To protect the integrity of academic credentials, maintain academic integrity, and ensure compliance with institutional and regulatory requirements, students may be required to verify their identity during examinations, assessments, work experience requirements (where applicable), or other academic activities using approved identity verification methods. These methods may include government-issued photo identification, online proctoring, live or recorded identity verification, or other approved verification processes established by the Institution.

Students are responsible for complying with the Institution's identity verification requirements. Failure to complete required identity verification may result in delayed assessment, withholding of grades, academic intervention, or other action in accordance with applicable institutional policies.

**STUDENT SUPPORT**
Students enrolled in distance education have access to academic advising, instructional support, learning resources, accessibility accommodations (where applicable), technical assistance, and student services. Students experiencing academic, personal, medical, or technical challenges are encouraged to seek assistance as early as possible.

Students requiring accommodation due to a disability, medical condition, or other protected ground should contact Student Services as early as possible so that appropriate supports may be considered in accordance with institutional policy.

**RELATED POLICIES**
Students are responsible for complying with all applicable institutional policies, including but not limited to:

- Attendance Policy;
- Active Participation and Satisfactory Academic Standing Policy;
- Academic Integrity Policy;
- Artificial Intelligence (AI) Use Policy;
- Technology Requirements for Learning Policy;
- Student Responsibilities Policy; and
- Work Experience Policy, where applicable.
- Privacy and Student Records Policy.

Failure to comply with institutional policies may affect academic standing, continued enrolment, eligibility for financial assistance, and successful completion of the program.

## STUDENT RESPONSIBILITIES POLICY

### PURPOSE

Students play an active role in their educational success. This policy outlines the responsibilities expected of all students throughout their enrolment to support academic achievement, professional conduct, regulatory compliance, and a safe, respectful learning environment.

Students are expected to conduct themselves in a manner that reflects the values of integrity, professionalism, respect, accountability, and lifelong learning while complying with all institutional policies, procedures, and applicable legislation.

### REGULATORY AUTHORITY

This policy is administered in accordance with applicable legislation and institutional requirements, including but not limited to:

- Private Training Act (British Columbia)
- Private Training Regulation
- PTIRU Policy Manual
- StudentAid BC Policy Manual
- Personal Information Protection Act (PIPA)
- BC Human Rights Code
- Applicable federal and provincial legislation

### SCOPE

This policy applies to all students enrolled in programs offered by the institution, regardless of delivery method, including in-person, online, blended, distance education, and work experience placements.

### DEFINITIONS

- **Academic Engagement:** Active participation in learning activities, including attendance, completion of coursework, participation in discussions, assessments, practicum activities, and other academic requirements.
- **Academic Integrity:** The expectation that all academic work accurately reflects a student's own knowledge, abilities, and any authorized collaboration.
- **Learning Management System (LMS):** The institution's approved electronic learning platform used to deliver course materials, assessments, communications, and learning activities.
- **Practicum:** A supervised workplace learning experience forming part of an approved program of study.
- **Student:** Any individual enrolled in an approved program offered by the institution.

### STUDENT RIGHTS AND RESPONSIBILITIES

Students share responsibility for creating a safe, respectful, inclusive, and productive learning environment.

Students may expect the institution to:

- provide a safe and respectful learning environment;
- administer policies fairly and consistently;
- provide access to academic and student support services;
- protect personal information in accordance with applicable legislation; and
- communicate institutional requirements, policies, procedures, and important updates in a timely manner.

Students are expected to fulfil the responsibilities outlined in this policy throughout their enrolment.

### ACADEMIC RESPONSIBILITIES

Students are responsible for:

- Attending scheduled classes and participating in required learning activities.
- Completing assignments, quizzes, examinations, practicum requirements, and assessments by established deadlines.
- Maintaining satisfactory academic progress in accordance with the Active Participation and Academic Standing Policy.
- Reviewing course materials and remaining current with program requirements.

- Monitoring their academic progress and seeking academic or personal support as early as possible when difficulties arise.
- Seeking clarification from instructors whenever additional assistance is required.

**COMMUNICATION RESPONSIBILITIES**
Students are responsible for:
- Regularly reviewing institutional email, Learning Management System announcements, and other official communications.
- Responding promptly to communications from instructors or institutional staff.
- Maintaining current contact information, including mailing address, telephone number, email address, and emergency contact information.
- Promptly providing documentation requested by the institution or regulatory authorities.
- Providing information required for StudentAid BC or other funding agency reporting, where applicable.

Failure to receive communications because of outdated contact information does not relieve students of their responsibilities.

**PROFESSIONAL CONDUCT**
Students are expected to:
- Demonstrate honesty, integrity, professionalism, and respect.
- Treat fellow students, instructors, staff, placement supervisors, clients, and members of the public with courtesy and dignity.
- Contribute to a safe, respectful, and inclusive learning environment.
- Comply with institutional policies, procedures, and applicable legislation.

**ACADEMIC INTEGRITY**
Students are responsible for ensuring that all submitted work accurately represents their own knowledge and abilities unless collaboration or specific tools have been expressly authorized.
Academic misconduct includes, but is not limited to:
- plagiarism;
- cheating;
- fabrication or falsification of information;
- unauthorized collaboration;
- contract cheating;
- impersonation or misrepresentation of identity;
- unauthorized use of Artificial Intelligence (AI); and
- any other conduct intended to gain an unfair academic advantage.

Students must comply with the Academic Integrity and Misconduct Policy and the Artificial Intelligence (AI) Use Policy, including any instructor-specific requirements governing AI-assisted technologies.

**ONLINE LEARNING AND TECHNOLOGY RESPONSIBILITIES**
Students enrolled in online, blended, or distance education are responsible for maintaining appropriate technology to participate successfully in their studies.
Students should maintain access to:
- a reliable computer or laptop capable of supporting program requirements;
- reliable internet access;
- webcam and microphone where required;
- current browser software;
- the institutional Learning Management System; and
- institutional email and communication platforms.

Students are also responsible for:
- participating using their own identity;
- maintaining an appropriate learning environment;

- protecting institutional technology resources;
- safeguarding login credentials; and
- reporting technical issues promptly.

Technical issues do not automatically excuse missed coursework or assessments.

**ACCOUNT SECURITY AND IDENTITY VERIFICATION**
Students are responsible for maintaining the security of their institutional accounts.
Students must:

- keep usernames and passwords confidential;
- never share login credentials;
- never permit another individual to complete coursework or assessments on their behalf;
- participate in identity verification procedures when requested.

Sharing credentials or impersonating another individual may constitute academic misconduct.

**ATTENDANCE AND ACADEMIC ENGAGEMENT**
Students are expected to actively participate throughout their enrolment.
Academic engagement includes activities such as:

- attending scheduled classes;
- participating in virtual learning;
- completing assignments and assessments;
- participating in discussions;
- communicating academically with instructors;
- completing practicum requirements; and
- participating within the Learning Management System.

Students should also refer to the Attendance Policy and the Active Participation and Academic Standing Policy.

**FINANCIAL RESPONSIBILITIES**
Students are responsible for:

- paying tuition and fees in accordance with their Enrolment Contract;
- complying with approved payment arrangements;
- understanding the conditions of student financial assistance;
- notifying the institution of changes that may affect funding eligibility; and
- satisfying outstanding financial obligations where applicable.

**HEALTH AND SAFETY RESPONSIBILITIES**
Students are responsible for:

- complying with institutional health and safety requirements;
- participating in emergency procedures and drills where required;
- reporting hazards, injuries, incidents, and unsafe conditions immediately;
- following emergency instructions; and
- contributing to a safe learning environment.

**PRIVACY RESPONSIBILITIES**
Students are expected to:

- respect the privacy of others;
- maintain confidentiality obtained through coursework or practicum;
- comply with privacy legislation and institutional privacy policies;
- refrain from unauthorized recording or distribution of instructional materials where prohibited.

**PRACTICUM AND WORK EXPERIENCE**

Where applicable, students are responsible for:

- meeting attendance requirements;
- complying with placement site policies;
- maintaining professional conduct;
- protecting client confidentiality;
- complying with workplace health and safety requirements;
- maintaining required licences, certifications, immunizations, or other placement requirements;
- completing required documentation accurately;
- immediately reporting workplace incidents, hazards, or injuries to both the placement supervisor and the institution.

**COMPLIANCE WITH INSTITUTIONAL POLICIES**

Students are responsible for becoming familiar with and complying with all institutional policies, procedures, program requirements, and any revisions issued during their enrolment.
Ignorance of institutional policies does not exempt students from their responsibilities.

**FAILURE TO MEET STUDENT RESPONSIBILITIES**

Failure to meet the responsibilities outlined in this policy may result in one or more of the following, depending on the nature and severity of the concern:

- academic support or advising;
- Academic Improvement Plan;
- Academic Probation;
- disciplinary action;
- suspension;
- dismissal;
- withdrawal from the program; or
- reporting to StudentAid BC or other regulatory or funding agencies where required.

Students will be afforded procedural fairness in accordance with applicable institutional policies.

**RELATED POLICIES**

- Academic Integrity and Misconduct Policy
- Active Participation and Academic Standing Policy
- Administrative Services and Student Records Request Policy
- Artificial Intelligence (AI) Use Policy
- Attendance Policy
- Code of Conduct
- Privacy and Student Records Policy
- Respectful and Fair Treatment Policy
- Safety Policy
- Work Experience Policy

## TECHNOLOGY REQUIREMENTS FOR LEARNING POLICY

### PURPOSE

The purpose of this policy is to establish the minimum technology requirements necessary for students to successfully participate in programs delivered online, through distance education, or in blended learning formats. Access to appropriate technology supports academic success, facilitates communication, and enables participation in required learning activities.

### REGULATORY AUTHORITY

This policy is administered in accordance with applicable legislation and institutional requirements, including but not limited to:

- Private Training Act (British Columbia)
- Private Training Regulation
- PTIRU Policy Manual
- StudentAid BC Policy Manual
- Personal Information Protection Act (PIPA)
- BC Human Rights Code
- Applicable federal and provincial legislation

### SCOPE

This policy applies to all students enrolled in online, blended, or distance education programs. Students enrolled in classroom-based programs may also require access to technology to communicate with the Institution, access course materials, submit assignments, or participate in online learning activities.
This policy applies to all students who require technology to access institutional systems, complete academic activities, participate in online learning, communicate with the institution, or complete assessments.

### DEFINITIONS

- **Blended Learning** - A method of instruction that combines face-to-face and online learning activities.
- **Distance Education -** A method of instruction where learning activities are delivered remotely using approved educational technologies.
- **Learning Management System (LMS) -** The institution's approved electronic learning platform used to deliver course materials, assessments, communications, and learning activities.
- **Supported Technology -** Computer hardware, software, internet connectivity, and peripheral devices that meet the minimum requirements established by the institution.

### STUDENT RESPONSIBILITIES

Students are responsible for ensuring they have access to appropriate technology throughout their enrolment and for maintaining the equipment and internet connectivity necessary to participate successfully in their program.

Students are also responsible for:

- Regularly accessing the Institution's Learning Management System (LMS);
- Checking their Institution email and course announcements;
- Ensuring their technology remains functional throughout their studies;
- maintaining software updates;
- protecting login credentials;
- complying with cybersecurity practices;
- ensuring devices are free from malware;
- using institutional technology responsibly.
- Reporting technical difficulties that may affect academic participation as soon as reasonably possible.

Failure to maintain appropriate technology does not relieve students of their academic responsibilities.

### CYBERSECURITY RESPONSIBILITIES

Students are responsible for:

- protecting passwords;
- using multi-factor authentication where required;
- maintaining antivirus software;
- avoiding unauthorized software;
- immediately reporting suspected security breaches.

**DIGITAL LEARNING EXPECTATIONS**

Students are expected to:

- participate respectfully;
- use appropriate language;
- protect privacy;
- comply with the Code of Conduct;
- participate using their own identity.

**MINIMUM TECHNOLOGY REQUIREMENTS**

Students should have access to a desktop or laptop computer that meets or exceeds the following minimum specifications:

| Component | Minimum Requirement | Recommended |
|---|---|---|
| **Processor** | Intel® Core™ i3, AMD Ryzen™ 3, or equivalent | Intel® Core™ i5 / AMD Ryzen™ 5 or higher |
| **Memory (RAM)** | 4 GB | 8 GB or higher |
| **Storage** | 128 GB available storage | Solid State Drive (SSD) with 256 GB or greater |
| **Screen Resolution** | 1024 × 768 | 1920 × 1080 (Full HD) |
| **Graphics** | Integrated graphics or dedicated graphics card with at least 1 GB VRAM | Dedicated graphics where available |
| **Operating System** | Windows 10 or later, current supported macOS version, or compatible Linux distribution (where course requirements permit) | Latest supported operating system updates installed |

**INTERNET REQUIREMENTS**

Students must have access to a reliable broadband internet connection capable of supporting online learning. Minimum recommended connection speeds:

- Download Speed: 10 Mbps
- Upload Speed: 5 Mbps

Higher internet speeds may improve performance during video conferencing, online assessments, and multimedia learning activities.

**SUPPORTED WEB BROWSERS**

Students should use the most current version of one of the following supported web browsers:

- Google Chrome (recommended)
- Microsoft Edge
- Mozilla Firefox
- Safari (macOS)

Using outdated or unsupported browsers may affect compatibility with the Institution's Learning Management System and online learning platforms.

**AUDIO AND VIDEO EQUIPMENT**

Students should have access to:

- Webcam (built-in or external)
- Microphone (built-in or external)
- Speakers or headphones suitable for online learning activities

Certain courses, virtual meetings, assessments, student support appointments, or identity verification processes may require the use of audio and video equipment.

**SOFTWARE REQUIREMENTS**

Students should have access to:

- Adobe Acrobat Reader or another PDF reader;
- Microsoft Office (Microsoft 365) or compatible office productivity software capable of opening and saving Microsoft Office file formats;
- Current antivirus and security updates;

- Access to the Institution's Learning Management System (LMS);
- Institutional email account;
- Any additional software identified within the applicable Program Outline or Course Outline.

Where a program requires specialized software to achieve its learning outcomes, the Institution will provide students with access to the required software or advise them of the method by which access will be provided. Students will be informed of any software requirements prior to the commencement of the applicable course or learning activity.

**TECHNICAL SUPPORT**

Students are responsible for the maintenance, repair, and security of their personal technology.

The Institution is unable to provide hardware repair services or guarantee compatibility with all personal devices. Students experiencing technical difficulties should notify their instructor or Student Services as soon as reasonably possible so that appropriate support or alternative arrangements may be considered.

Technical difficulties do not automatically excuse missed assignments, assessments, attendance requirements, or other academic obligations.

Students should seek assistance promptly and cooperate with institutional staff in resolving technical issues that affect participation in learning activities.

**FAILURE TO MEET TECHNOLOGY REQUIREMENTS**

Students who fail to maintain the required technology may experience interruptions to their learning or inability to complete academic requirements.

Failure to meet technology requirements does not exempt students from attendance, participation, assessments, or other academic obligations.

Where appropriate, the institution may provide guidance or referrals to available support services; however, students remain responsible for meeting program requirements.

**ACCESSIBILITY**

Students requiring accommodations related to technology or online learning are encouraged to contact Student Services.

Requests for accommodation will be considered in accordance with the Learning Accommodation Policy and applicable human rights legislation.

The institution will make reasonable efforts to provide accessible technology solutions in accordance with the Learning Accommodation Policy and applicable human rights legislation.

**PRIVACY AND CONFIDENTIALITY**

Students are expected to:

- protect personal information;
- refrain from unauthorized recordings;
- comply with PIPA;
- use institutional technology responsibly.

**RELATED POLICIES**

- Attendance Policy
- Active Participation and Academic Standing Policy
- Student Responsibilities Policy
- Academic Integrity and Misconduct Policy
- Artificial Intelligence (AI) Use Policy
- Learning Accommodation Policy
- Privacy and Student Records Policy
- Code of Conduct
- Student Responsibilities Policy
- Distance Education Expectations

**REVIEW**

This policy will be reviewed at least annually, or sooner where required, to ensure continued alignment with:

- technological developments;
- institutional practices;
- legislative changes;
- PTIRU requirements;
- StudentAid BC requirements;
- cybersecurity best practices.

# PART 3 - STUDENT POLICIES

## RESPECTFUL AND FAIR TREATMENT POLICY

### PURPOSE

The purpose of this policy is to foster and maintain a learning and working environment where all individuals are treated with dignity, respect, fairness, professionalism, and courtesy. The Institution is committed to providing an educational environment that promotes inclusion, diversity, equal opportunity, and personal safety while supporting student success and academic excellence.

This policy establishes the expectations for respectful behaviour and provides a framework for preventing, identifying, reporting, and responding to conduct that may negatively affect the learning or working environment.

### SCOPE

This policy applies to all students and, where applicable, employees, instructors, contractors, volunteers, visitors, placement supervisors, and any individual participating in institutional activities, including:

- On-campus learning;
- Online and distance education;
- Virtual meetings and communications;
- Work experience, practicum, clinical placements, or co-operative education;
- Institutional events and activities;
- Communications conducted through institutional systems, email, learning management systems, or social media where related to the educational environment.

### REGULATORY AUTHORITY AND REFERENCES

This policy has been developed with consideration of applicable legislation and institutional requirements, including:

- Private Training Act and PTIRU Policy Manual;
- StudentAid BC Policy Manual (where applicable);
- British Columbia Human Rights Code;
- Accessible British Columbia Act;
- Personal Information Protection Act (PIPA);
- Workers' Compensation Act (WorkSafeBC), where applicable;
- Code of Conduct;
- Student Complaint Procedure;
- Privacy and Student Records Policy;
- Academic Integrity and Misconduct Policy.

### DEFINITIONS

- **Respectful Behaviour** means conduct that demonstrates courtesy, professionalism, dignity, and consideration for the rights and well-being of others.
- **Harassment** means unwelcome conduct, comments, or behaviour that a reasonable person would know or ought reasonably to know is unwelcome and that creates an intimidating, hostile, or offensive learning or working environment.
- **Discrimination** means unequal treatment based on a protected characteristic under applicable human rights legislation.
- **Bullying** means repeated or significant inappropriate conduct intended to intimidate, humiliate, threaten, or undermine another individual.
- **Retaliation** means adverse treatment toward an individual because they have reported a concern, participated in an investigation, or exercised their rights in good faith.
- **Procedural Fairness** means providing all parties with an opportunity to be heard, ensuring impartial decision-making, and making decisions based upon relevant information.

**POLICY STATEMENT**

The Institution is committed to maintaining a respectful, inclusive, and safe educational environment in which every individual is treated fairly and with dignity.

All members of the institutional community share responsibility for contributing to an environment that supports learning, collaboration, professionalism, and mutual respect.

Respectful disagreement, academic discussion, and the expression of differing viewpoints are encouraged when conducted professionally and without harassment, discrimination, intimidation, retaliation, or other inappropriate conduct.

The Institution will not tolerate behaviour that interferes with another individual's ability to learn, teach, work, or participate in institutional activities.

**GUIDING PRINCIPLES**

This policy is administered according to the following principles:

- dignity and respect;
- equity and inclusion;
- diversity;
- fairness;
- professionalism;
- accountability;
- collaboration;
- procedural fairness;
- confidentiality;
- continuous improvement.

**ROLES AND RESPONSIBILITIES**

**Students**

Students are responsible for:

- treating others with dignity, respect, professionalism, and courtesy;
- communicating respectfully in person and electronically;
- contributing to a safe and inclusive learning environment;
- respecting institutional policies and reasonable directions;
- reporting concerns appropriately;
- participating in investigations honestly and respectfully.

**Employees and Instructors**

Employees and instructors are responsible for:

- modelling respectful behaviour;
- fostering an inclusive learning environment;
- responding appropriately to concerns brought to their attention;
- maintaining confidentiality where appropriate;
- referring matters requiring formal review through the appropriate institutional process.

**Student Services**

Student Services is responsible for:

- receiving complaints and concerns where appropriate;
- providing guidance regarding institutional processes;
- coordinating referrals and support services;
- maintaining appropriate records.

**Academic Leadership**

Academic Leadership is responsible for:

- ensuring consistent application of this policy;
- supporting fair investigations;
- implementing corrective actions where appropriate;
- monitoring policy effectiveness.

**EXPECTATIONS FOR RESPECTFUL CONDUCT**
All members of the institutional community are expected to:

- treat others with dignity and professionalism;
- communicate respectfully during classroom discussions, meetings, emails, online learning activities, and social media interactions connected to the Institution;
- respect diversity of culture, beliefs, identity, background, and lived experience;
- cooperate with institutional employees and placement supervisors;
- respect privacy, property, and personal boundaries;
- resolve disagreements respectfully using appropriate institutional processes.

**PROHIBITED CONDUCT**
Conduct inconsistent with this policy includes, but is not limited to:

- harassment;
- discrimination;
- bullying;
- intimidation;
- violence or threats of violence;
- retaliation;
- abusive, offensive, or defamatory communications;
- disruptive behaviour that interferes with teaching, learning, or institutional operations;
- conduct that creates an unsafe or hostile learning environment.

**REPORTING CONCERNS**
Individuals who experience, witness, or become aware of behaviour that may be inconsistent with this policy are encouraged to report their concerns as soon as reasonably possible.

Where appropriate and safe to do so, individuals are encouraged to seek informal resolution before initiating a formal complaint.

Reports may be submitted through the Student Complaint Procedure or other institutional reporting processes.
All reports will be reviewed fairly, impartially, and as confidentially as reasonably possible, consistent with procedural fairness and applicable legislation.
No individual will be subject to retaliation for making a report or participating in an investigation in good faith.

**CONFIDENTIALITY AND RECORDS MANAGEMENT**
Information relating to reports, investigations, and corrective actions will be maintained confidentially to the greatest extent possible, consistent with procedural fairness, institutional responsibilities, and applicable legislation.
Records will be maintained in accordance with the Institution's Privacy and Student Records Policy and applicable PTIRU record retention requirements.

**NON-COMPLIANCE**
Failure to comply with this policy may result in educational, corrective, or disciplinary measures appropriate to the circumstances.

Depending upon the severity of the conduct, outcomes may include:

- educational interventions;
- verbal or written warnings;
- behavioural expectations or action plans;
- suspension from institutional activities;
- removal from practicum or work experience, where applicable;
- dismissal from the program in accordance with institutional policies.

Corrective measures will be determined based upon the nature, severity, frequency, and circumstances of the conduct while considering procedural fairness and applicable institutional policies.

**APPEALS**

Where a decision made under this policy directly affects a student's academic status or enrolment, the student may access the Institution's Dispute Resolution Policy, where applicable.

**RELATED POLICIES**

This policy should be read in conjunction with:

- Code of Conduct;
- Student Responsibilities Policy;
- Student Complaint Procedure;
- Academic Integrity and Misconduct Policy;
- Privacy and Student Records Policy;
- Attendance Policy;
- Active Participation and Satisfactory Academic Standing Policy;
- Learning Accommodation Policy;
- Dismissal Policy;
- Work Experience Policy (where applicable).

**ASSOCIATED FORMS**

- Student Complaint Form
- Incident Report Form (where applicable)
- Witness Statement Form (where applicable)

**CONTINUOUS IMPROVEMENT**

The Institution will periodically review this policy to ensure continued compliance with legislative, regulatory, and institutional requirements. Revisions may be implemented to reflect changes to PTIRU requirements, StudentAid BC policies, human rights legislation, institutional governance practices, or operational needs.

Institutional leadership may periodically review complaint trends, investigation outcomes, and corrective actions to identify opportunities to strengthen the learning environment, improve institutional practices, support staff development, and promote continuous quality improvement.

## STUDENT CODE OF CONDUCT POLICY

### PURPOSE

The Institution is committed to maintaining a safe, respectful, inclusive, professional, and academically honest learning environment.

This policy establishes the standards of conduct expected of students and identifies behaviour that may result in corrective or disciplinary action. It is intended to protect the rights, safety, dignity, privacy, and educational interests of students, employees, instructors, contractors, visitors, and members of the broader institutional community. This policy is applied together with the Institution's other academic, administrative, privacy, safety, and student protection policies.

This policy supports the Institution's obligations under applicable legislation and regulatory requirements, including the Private Training Act, the Private Training Regulation, the PTIRU Policy Manual, StudentAid BC requirements where applicable, and other relevant legislation governing private post-secondary education.

### SCOPE

This policy applies to all students from the time they apply to the Institution until all academic and administrative matters connected with their enrolment have concluded.
It applies to conduct occurring:

- on institutional premises;
- in classrooms, laboratories, offices, and common areas;
- through online, distance, blended, synchronous, or asynchronous learning;
- through the learning management system, institutional email, videoconferencing platforms, or other approved technologies;
- during examinations, assessments, orientations, meetings, workshops, field trips, or institutional events;
- during practicums, co-operative placements, clinical placements, or other work experience;
- in communications with students, employees, instructors, placement representatives, contractors, or visitors;
- off campus or through social media where the conduct has a direct and substantial connection to the Institution, the learning environment, institutional operations, or the safety of members of the institutional community.

Students may also be held responsible for the conduct of guests they bring onto institutional premises or into institutional activities.

### GUIDING PRINCIPLES

Students are expected to conduct themselves in accordance with the following principles:

- **Respect -**Students must respect the dignity, privacy, safety, rights, perspectives, and property of others.
- **Integrity -** Students must act honestly in academic, financial, administrative, and professional matters.
- **Professionalism -** Students must communicate and behave in a manner appropriate to an educational and professional environment.
- **Accountability -** Students are responsible for their decisions, conduct, communications, academic work, and use of institutional resources.
- **Inclusion -** Students must contribute to an environment free from discrimination, harassment, bullying, retaliation, and exclusionary conduct.
- **Safety -** Students must follow health, safety, emergency, security, and facility requirements and must not create an unreasonable risk to themselves or others.

### Procedural Fairness

Concerns regarding student conduct will be reviewed objectively and in accordance with the Institution's disciplinary and dispute resolution procedures.

**STUDENT RESPONSIBILITIES**

Students are expected to:

- review and comply with this policy and all other applicable institutional policies;
- treat students, employees, instructors, contractors, guests, and placement representatives respectfully;
- communicate professionally in person, in writing, by telephone, through email, through online platforms, and through social media;
- maintain academic integrity and submit work that accurately represents their own knowledge and effort;
- use artificial intelligence and other technologies only as permitted by instructors and institutional policy;
- protect personal information, confidential information, login credentials, course materials, and institutional records;
- participate in learning activities without unreasonably disrupting the participation of others;
- follow reasonable directions given by authorized institutional personnel;
- accurately verify their identity when required for admissions, examinations, assessments, attendance, student funding, or other official purposes;
- use institutional property, equipment, systems, and technology responsibly;
- comply with attendance, active participation, academic standing, financial, work experience, and graduation requirements;
- immediately report emergencies, serious safety hazards, violence, threats, privacy breaches, or other urgent concerns to an appropriate institutional representative;
- cooperate honestly with authorized institutional reviews or investigations;
- comply with corrective measures, disciplinary conditions, or safety directions imposed by the Institution.

Compliance with this policy does not replace a student's obligation to comply with all other applicable institutional policies. Where conduct is addressed by more than one policy, the Institution may apply the most appropriate policy or multiple policies concurrently.

**EXPECTED STANDARDS OF CONDUCT**

**1. Respectful and Professional Behaviour**

Students must:

- communicate respectfully and professionally;
- allow others to learn, work, speak, and participate without unreasonable disruption;
- respect differences in background, identity, culture, experience, opinion, and perspective;
- maintain appropriate boundaries with students, employees, instructors, clients, placement representatives, and members of the public;
- avoid language or behaviour that a reasonable person would consider threatening, degrading, intimidating, discriminatory, harassing, or persistently disruptive;
- comply with the Respectful and Fair Treatment Policy.

Professional communication expectations apply to verbal, written, electronic, and digital communications, including personal online activity that has a direct and substantial connection to the institutional community.

**2. Academic Integrity**

Students must complete academic work honestly and in accordance with the Academic Integrity and Misconduct Policy.

Students must not:

- cheat, plagiarize, or submit work created by another person;
- engage in contract cheating or purchase academic work;
- assist another person in committing academic misconduct;
- use unauthorized materials, devices, assistance, or collaboration during assessments;
- use artificial intelligence contrary to course instructions or institutional policy;
- falsify research, references, attendance, practicum hours, assessments, or academic records;
- impersonate another person or permit another person to complete academic activities on their behalf;
- interfere with the academic work or assessments of another student.

Academic concerns will be addressed under the applicable academic integrity process and may also constitute a breach of this policy.

**3. Digital Conduct and Technology Use**
Students must use institutional technology, internet access, learning platforms, accounts, and equipment primarily for authorized educational or administrative purposes.
Students must not:

- share passwords or login credentials;
- access another person's account, files, communications, or records;
- attempt to bypass security, identity verification, examination controls, or access restrictions;
- introduce malicious software or interfere with institutional networks or systems;
- alter system settings, records, attendance information, grades, or institutional data without authorization;
- use institutional technology to harass, threaten, exploit, impersonate, or misrepresent another person;
- access, display, transmit, or distribute content that is unlawful, discriminatory, harassing, or inappropriate to the educational environment;
- use institutional systems for unauthorized commercial activity;
- copy, download, post, or distribute copyrighted or institution-owned materials without authorization.

The Institution may review its systems, equipment, accounts, or records where reasonably necessary to investigate suspected misconduct, protect system security, meet legal or regulatory obligations, or maintain institutional operations. Any review will be conducted in accordance with applicable privacy requirements.

**4. Privacy, Recording, and Confidentiality**
Students must protect personal and confidential information obtained through classes, work experience, institutional activities, or communications.
Students must not:

- photograph, record, livestream, screenshot, or screen-capture instructional activities, meetings, assessments, employees, students, clients, or institutional information without authorization;
- share authorized recordings with another person unless expressly permitted;
- publish identifying information, images, communications, or recordings of another person without appropriate authorization;
- disclose confidential client, student, employee, placement, or institutional information;
- misuse information obtained through an academic activity, student record, placement, or institutional process.

Recording and media use must comply with the Audio and Video Recording Policy, Photography and Media Consent Policy, Privacy and Student Records Policy, and applicable course or placement requirements.

**5. Health and Safety**
Students must comply with all health, safety, emergency, evacuation, security, facility, and work experience requirements.
Students must:

- follow directions from institutional personnel and emergency responders;
- evacuate promptly during emergencies or drills;
- report hazards, accidents, injuries, security concerns, and damaged safety equipment;
- conduct themselves in a manner that does not create an unreasonable risk to themselves or others;
- ensure they are fit to participate safely in learning or work experience activities;
- comply with applicable scent-aware, smoking, vaping, infection prevention, and building requirements;
- use equipment only as instructed or authorized.

Where a student's condition or behaviour raises an immediate and reasonable concern about safe participation, the Institution may require the student to temporarily leave an activity or premises while the concern is assessed. Any return requirements will be reasonable, documented, and connected to safety or participation needs.

**6. Institutional Property and Facilities**
Students must respect property belonging to the Institution, employees, students, contractors, placement sites, and visitors.

Students must not:

- steal, damage, vandalize, misuse, or destroy property;
- enter restricted areas without authorization;
- duplicate or misuse keys, access cards, credentials, or security information;
- tamper with alarms, extinguishers, exits, security systems, or emergency equipment;
- remove institutional equipment, records, instructional materials, or licensed software without authorization;
- leave facilities or equipment in an unsafe or unsanitary condition.

Students may be held financially responsible for loss or damage caused intentionally, recklessly, or through unauthorized use, subject to applicable institutional procedures.

**7. Work Experience and External Activities**
During a practicum, co-operative placement, clinical placement, field activity, or other work experience, students must:

- comply with institutional and placement-site policies;
- follow lawful and reasonable directions;
- protect client, patient, employer, and institutional confidentiality;
- remain within the duties and level of responsibility assigned to them;
- maintain professional boundaries;
- meet applicable safety, attendance, documentation, and performance requirements;
- avoid conduct that could compromise client welfare, public safety, placement relationships, or professional standards.

Conduct during work experience may be addressed under this policy, the Work Experience Policy, program requirements, or placement-site procedures. Students remain representatives of the Institution while participating in work experience and are expected to uphold the professional standards of both the Institution and the placement site.

**PROHIBITED CONDUCT**
The following conduct is prohibited. The examples are not exhaustive.

**1. Harassment, Discrimination, and Retaliation**
Prohibited conduct includes:

- discrimination contrary to applicable human rights legislation;
- harassment, including sexual harassment;
- bullying, intimidation, coercion, or stalking;
- degrading remarks, gestures, jokes, images, or communications;
- repeated unwanted contact;
- retaliation against a person who raises a concern, participates in an investigation, requests an accommodation, or exercises a right under institutional policy or law.

A student is not considered to have breached this policy merely because they respectfully express a different opinion. However, expression may be restricted where it becomes threatening, discriminatory, harassing, persistently disruptive, or otherwise inconsistent with institutional policy or law.

**2. Violence, Threats, and Dangerous Conduct**
Prohibited conduct includes:

- physical violence or attempted violence;
- threatening, intimidating, or coercive behaviour;
- conduct creating an immediate and serious safety risk;
- possession, use, or threatened use of a prohibited weapon or dangerous item;
- fighting, dangerous horseplay, or encouraging violence;
- making a false emergency report or threat;
- interfering with an emergency response or refusing to follow evacuation instructions.

The Institution may take immediate interim action where reasonably necessary to protect safety.

**3. Alcohol, Cannabis, and Other Substances**
Students must not attend or participate in institutional activities while impaired in a manner that compromises safety, learning, performance, or the rights of others.
Unless expressly authorized by law and institutional requirements, students must not:

- possess, use, distribute, sell, or provide illegal substances on institutional premises or during institutional activities;
- distribute or sell alcohol, cannabis, prescription medication, or controlled substances;
- use cannabis, alcohol, or other impairing substances during classes, assessments, work experience, or institutional activities;
- smoke or vape in prohibited areas.

Students requiring disability-related accommodation should follow the Institution's accommodation process. Accommodation does not permit unsafe conduct or remove essential program, placement, or safety requirements.

**4. Dishonesty and Misrepresentation**
Prohibited conduct includes:

- providing false, incomplete, altered, or misleading information in connection with admission, enrolment, attendance, funding, academic standing, work experience, graduation, or disciplinary matters;
- forging, altering, creating, or misusing institutional, financial, medical, academic, immigration, identity, or placement documents;
- impersonating another person;
- refusing to verify identity when reasonably required for official institutional purposes;
- knowingly making a false allegation or submitting fabricated evidence.

A complaint or report made honestly will not constitute misconduct merely because it is not substantiated.

**5. Disruption and Non-Compliance**
Prohibited conduct includes:

- substantially disrupting classes, assessments, meetings, work experience, events, or institutional operations;
- repeatedly using electronic devices contrary to instructor or assessment directions;
- refusing a lawful and reasonable direction from authorized institutional personnel;
- interfering with an investigation, meeting, hearing, or complaint process;
- withholding or destroying relevant information after being directed to preserve or provide it;
- failing to comply with an imposed sanction, safety measure, or condition of continued enrolment;
- assisting, encouraging, directing, or enabling another person to breach institutional policy.

**6. Guest Misconduct**
Students must obtain any required approval before bringing guests into classrooms, laboratories, restricted areas, work experience settings, or institutional activities.
Students may be held accountable where they:

- knowingly permit a guest to enter an unauthorized area;
- fail to accompany a guest where required;
- encourage, assist, or disregard reasonably foreseeable guest misconduct;
- refuse to cooperate with reasonable directions concerning their guest.

**7. Conduct Affecting the Institution**
The Institution may review off-campus or online conduct where there is a direct and substantial connection to:

- the safety of an identifiable member of the institutional community;
- the integrity of an academic, administrative, complaint, or disciplinary process;
- a work experience placement or professional relationship;
- the student's representation of the Institution;
- significant disruption of institutional operations or the learning environment.

The Institution will not normally regulate purely private conduct that has no meaningful connection to the Institution.

**REPORTING CONCERNS**
Students are encouraged to promptly report suspected:

- harassment, discrimination, bullying, or retaliation;
- violence, threats, or immediate safety risks;
- academic misconduct;
- privacy or confidentiality breaches;
- theft, fraud, property damage, or unauthorized system access;
- serious violations occurring during work experience;
- other conduct that may compromise the safety or integrity of the institutional community.

Reports should be submitted to an instructor, Campus Designate, or other appropriate institutional representative. Emergency situations should be reported immediately to emergency services and institutional personnel, as appropriate.
The Institution will handle reports as confidentially as reasonably possible. Information may be shared where necessary to assess the concern, conduct a fair review, protect safety, implement corrective action, comply with law, or meet regulatory obligations.
Anonymous reports may be reviewed; however, anonymity may limit the Institution's ability to investigate or take action.

**INTERIM MEASURES**
The Institution may implement temporary measures while a concern is being assessed.
Interim measures may include:

- changes to class, communication, attendance, or technology arrangements;
- temporary restrictions on contact, access, activities, or privileges;
- removal from a particular class, placement, activity, or premises;
- alternative academic arrangements where reasonably available;
- temporary suspension where necessary to address a significant safety, operational, or integrity concern.

Interim measures are precautionary and do not, by themselves, constitute a finding of misconduct. They will be proportionate to the circumstances and reviewed as appropriate. Interim measures will normally be lifted, modified, or confirmed once the review has been completed.

**REVIEW AND PROCEDURAL FAIRNESS**
Alleged breaches will be reviewed in accordance with the Institution's disciplinary procedures.
Except where immediate action is reasonably necessary to protect safety or institutional operations, the student will normally:

- receive notice of the concern or allegation;
- be given a reasonable opportunity to respond;
- have relevant information considered objectively;
- receive written notice of the decision and any resulting conditions or sanctions;
- be informed of any available appeal or dispute resolution process.

The standard used for an internal conduct decision is whether, based on the information available, it is more likely than not that the conduct occurred.

The Institution may adapt the process to the seriousness, complexity, urgency, and nature of the concern while continuing to provide procedural fairness.

**DISCIPLINARY AND CORRECTIVE ACTION**
Where misconduct is established, one or more of the following measures may be imposed:

1. **Educational or corrective direction** — coaching, training, reflection, apology, restorative action, or another appropriate corrective measure.
2. **Written warning** — formal notice identifying the breach and expected future conduct.
3. **Loss or restriction of privileges** — temporary or permanent restriction from specified facilities, systems, activities, services, events, or forms of communication.
4. **Behavioural conditions** — documented expectations or conditions required for continued participation or enrolment.
5. **Probation** — continued enrolment for a defined period subject to specified conditions and the possibility of further action if misconduct continues.
6. **Removal from an activity or placement** — removal from a class, work experience placement, event, or other activity where continued participation is inappropriate or unsafe.
7. **Suspension** — temporary separation from the Institution or specified institutional activities, with conditions for return where applicable.
8. **Dismissal** — termination of enrolment and loss of institutional privileges.
9. **Other action** — Other reasonable corrective or protective measures connected to the misconduct, including restitution, educational requirements, or referral to an external authority where appropriate.

Disciplinary measures are not required to follow a progressive sequence. The Institution will consider:

- the nature, seriousness, and impact of the conduct;
- actual or potential harm;
- whether the conduct was intentional, reckless, repeated, or retaliatory;
- the student's previous conduct;
- the student's response and willingness to correct the behaviour;
- relevant mitigating or aggravating circumstances;
- safety, legal, regulatory, academic, and professional requirements;
- consistency with decisions in reasonably comparable circumstances.

Where dismissal occurs, the Institution will issue written notice and process the student's academic, financial, funding, and recordkeeping matters in accordance with applicable legislation, regulatory requirements, the enrolment contract, and institutional policies.
Where required, changes to a student's enrolment status, attendance, academic standing, suspension, dismissal, or withdrawal may be reported to StudentAid BC or other funding agencies in accordance with applicable funding requirements.

**RECORDS AND CONFIDENTIALITY**

Records relating to reports, investigations, decisions, interim measures, and disciplinary action will be:

- maintained securely;
- accessed only by authorized individuals;
- retained in accordance with applicable legislation, PTIRU requirements, and the Privacy and Student Records Policy;
- disclosed only where authorized or required.

Disciplinary documentation may form part of the student's institutional record.

**ROLES AND RESPONSIBILITIES**

**Students**

Students are responsible for:

- understanding and complying with this policy;
- taking reasonable steps to prevent or correct misconduct;
- cooperating honestly with authorized processes;
- complying with resulting decisions and conditions.

**Campus Designate**

The Campus Designate is responsible for:

- communicating and implementing this policy;
- receiving or assigning reviews of reported concerns;
- implementing interim measures where appropriate;
- documenting decisions and ensuring required follow-up;
- coordinating reporting to internal or external parties where required.

**Instructors and Employees**

Instructors and employees are responsible for:

- communicating relevant conduct expectations;
- modelling respectful and professional behaviour;
- responding appropriately to concerns;
- documenting and reporting suspected misconduct through the applicable process;
- protecting privacy and avoiding conclusions before a fair review is completed.

**Compliance and Regulatory Affairs**

Compliance and Regulatory Affairs is responsible for:

- maintaining and periodically reviewing this policy;
- monitoring alignment with applicable legislation and regulatory requirements;
- providing guidance regarding policy interpretation and procedural fairness;
- supporting consistent documentation and implementation.
- recommending amendments arising from legislative, regulatory, or operational changes.

**Executive Leadership**

Executive Leadership is responsible for approving this policy and supporting institution-wide implementation.

**RELATIONSHIP TO OTHER POLICIES**
Conduct may fall under more than one institutional policy. The Institution may apply the policy or process that most directly addresses the concern or may coordinate related processes where necessary.

Related documents include:

- Academic Integrity and Misconduct Policy;
- Accessibility and Accommodation Policy;
- Active Participation and Satisfactory Academic Standing Policy;
- Artificial Intelligence Use Policy;
- Attendance Policy;
- Audio and Video Recording Policy;
- Disciplinary Process;
- Distance Education Expectations;
- Photography and Media Consent Policy;
- Privacy and Student Records Policy;
- Respectful and Fair Treatment Policy;
- Student Responsibilities Policy;
- Technology Requirements for Learning Policy;
- Work Experience Policy;
- applicable enrolment contracts, program requirements, and campus safety procedures.

Where there is any inconsistency between this policy and applicable legislation or regulatory requirements, the legislation or regulatory requirements will prevail.

## REINSTATEMENT POLICY

**PURPOSE**
The purpose of this policy is to establish a fair, transparent, and consistent process for the reinstatement of students who have previously withdrawn from or been dismissed from a program of study. The policy supports student success while maintaining academic integrity, program quality, regulatory compliance, and equitable treatment.
Reinstatement is not automatic and is considered on an individual basis, taking into account the student's previous academic standing, the circumstances surrounding their withdrawal or dismissal, current admission requirements, and the Institution's ability to support successful program completion.

**SCOPE**
This policy applies to former students requesting reinstatement into any approved program offered by the Institution following:

- voluntary withdrawal;
- administrative withdrawal;
- dismissal;
- interruption of studies.

This policy applies to all delivery methods, including classroom, blended, online, and programs containing practicum or work experience components.

**REGULATORY AUTHORITY AND REFERENCES**
This policy has been developed with consideration of applicable legislation and institutional requirements, including:

- Private Training Act and PTIRU Policy Manual
- StudentAid BC Policy Manual
- Enrolment Contract
- Credit for Prior Learning (CPL) Policy
- Student Admissions Policy
- Active Participation and Satisfactory Academic Standing Policy
- Dismissal Policy
- Privacy and Student Records Policy
- Dispute Resolution Policy

**DEFINITIONS**

- **Reinstatement** means approval for a former student to resume studies following withdrawal or dismissal.
- **Re-entry** means enrolment into a revised or current version of a program following approval of reinstatement.
- **Good Academic Standing** means meeting the Institution's academic progression requirements.
- **Essential Program Requirements** means the academic, practical, professional, and safety requirements necessary for successful program completion.
- **Substantial Curriculum Change** means revisions to program curriculum that materially affect learning outcomes or competencies.

**POLICY STATEMENT**

The Institution recognizes that students may experience circumstances that interrupt their education. Where appropriate, reinstatement may provide an opportunity for students to successfully complete their program while maintaining academic standards and institutional integrity.

Reinstatement is not guaranteed.

Each application will be assessed individually based upon:

- academic readiness;
- previous academic performance;
- compliance with institutional policies;
- program availability;
- curriculum currency;
- ability to successfully complete the program.

Approval of reinstatement does not exempt students from meeting current admission, graduation, academic progression, attendance, or regulatory requirements.

**GUIDING PRINCIPLES**

Reinstatement decisions are guided by the following principles:

- fairness and consistency;
- student success;
- academic integrity;
- regulatory compliance;
- transparency;
- individualized assessment;
- responsible stewardship of institutional resources.

**ELIGIBILITY FOR REINSTATEMENT**

Students may be eligible for reinstatement provided that:

- reinstatement is requested within one (1) calendar year of withdrawal unless otherwise approved by the Director of Academics or designate;
- space is available within the requested program;
- the student satisfies all current admission requirements;
- English language proficiency requirements continue to be met where applicable;
- required documentation is submitted;
- the student agrees to comply with current institutional policies and procedures;
- outstanding financial obligations have been resolved or satisfactory arrangements have been approved;
- the Director of Academics or designate determines the student is capable of successfully completing the program.

Where reinstatement is requested after one year, or where significant curriculum changes have occurred, additional review may be required.

**CURRICULUM CURRENCY**

Where curriculum has changed by less than approximately fifteen percent (15%) and previous coursework remains substantially equivalent, previously completed institutional coursework may be recognized without requiring a separate Credit for Prior Learning application.

Where curriculum changes exceed this threshold, or where coursework was completed at another institution, assessment under the Credit for Prior Learning Policy may be required.

The Institution reserves the right to require students to repeat courses necessary to demonstrate current competency or satisfy updated program requirements.

**REINSTATEMENT PROCEDURE**

**Step 1 – Application**

The student submits:

- Reinstatement Application Form;
- supporting documentation where required;
- any updated admission documentation requested.

**Step 2 – Review**

Student Services reviews the application for completeness.
The Director of Academics or designate evaluates:

- academic history;
- dismissal or withdrawal circumstances;
- curriculum changes;
- seat availability;
- financial standing;
- program readiness.

Where appropriate, additional information or an interview may be requested.

**Step 3 – Decision**

The Institution will normally acknowledge receipt of a completed application within five (5) business days and will endeavour to communicate a written decision within ten (10) business days after all required documentation has been received.

More complex applications may require additional review.

**Step 4 – Reinstatement Conditions**

Where reinstatement is approved, the Institution may require one or more of the following:

- completion of updated admission requirements;
- execution of a new Student Enrolment Contract;
- revised completion schedule;
- Academic Action Plan;
- Academic Probation;
- orientation to revised curriculum;
- repetition of specified courses;
- completion of updated prerequisites;
- payment of applicable tuition, administrative fees, or course re-sit fees.

**CONDITIONS OF REINSTATEMENT**
Students approved for reinstatement shall:

- comply with all institutional policies;
- maintain satisfactory academic standing;
- satisfy attendance and participation requirements;
- complete all remaining program requirements;
- meet any conditions outlined in their reinstatement approval.

Failure to comply with reinstatement conditions may result in withdrawal or dismissal in accordance with applicable institutional policies.

Reinstatement will normally be approved only once. Students who subsequently withdraw or are dismissed again may be required to apply as new applicants and satisfy all current admission requirements. Eligibility for recognition of previously completed coursework will be determined in accordance with the Credit for Prior Learning Policy.

**STUDENTAID BC CONSIDERATIONS**
Students receiving StudentAid BC funding remain responsible for satisfying all applicable StudentAid BC eligibility requirements.

Reinstatement does not automatically restore funding eligibility.

Where reinstatement may affect course load, attendance, satisfactory academic progress, or funding eligibility, students are responsible for consulting StudentAid BC or their funding agency.

The Institution will report enrolment status changes in accordance with applicable regulatory requirements.

**CONFIDENTIALITY AND RECORDS MANAGEMENT**
Applications for reinstatement and supporting documentation will be maintained in accordance with applicable privacy legislation and the Institution's Privacy and Student Records Policy.

Records will be retained in accordance with PTIRU record retention requirements.

**APPEALS**
Students whose reinstatement request is denied may submit additional supporting information for reconsideration. Where concerns remain unresolved, students may access the Institution's Dispute Resolution Policy.

**RELATED POLICIES**

- Student Admissions Policy
- Credit for Prior Learning Policy
- Attendance Policy
- Active Participation and Satisfactory Academic Standing Policy
- Dismissal Policy
- Privacy and Student Records Policy
- Dispute Resolution Policy
- Tuition Refund Policy

**ASSOCIATED FORMS**

- Reinstatement Application Form
- Student Enrolment Contract
- Academic Action Plan (where applicable)
- Credit for Prior Learning Application (where applicable)

**CONTINUOUS IMPROVEMENT**
The Institution will periodically review this policy to ensure continued compliance with legislative, regulatory, and operational requirements. Revisions may be implemented to reflect changes to PTIRU requirements, StudentAid BC policies, institutional practices, or educational best practices.

Student Services and Academic Leadership may periodically review reinstatement outcomes and trends to identify opportunities to improve student success, retention strategies, and institutional processes.

## DISMISSAL POLICY

The Institution is committed to maintaining a safe, respectful, inclusive, and academically focused learning environment. Students are expected to comply with all institutional policies, procedures, their enrolment contract, and the Code of Conduct throughout their program of study. Where a student fails to meet these expectations, the Institution may impose disciplinary measures up to and including dismissal in accordance with this policy.

### PURPOSE

This policy establishes the circumstances under which disciplinary action, including dismissal, may occur and outlines the principles of procedural fairness followed by the Institution. It supports compliance with the Private Training Act, PTIRU requirements, StudentAid BC requirements, and other applicable legislation.

### SCOPE

This policy applies to all students enrolled in any program delivered by the Institution, including classroom, blended, online, distance education, laboratory, practicum, clinical, and work experience components.

### DEFINITIONS

- **Dismissal** – The permanent removal of a student from their program of study as a result of disciplinary, academic, attendance, regulatory, or other policy-related reasons.
- **Progressive Discipline** – A series of documented corrective measures intended to address student conduct or performance concerns before dismissal is considered, where appropriate.
- **Immediate Interim Suspension** – A temporary restriction from attending classes or institutional activities while an investigation is being completed.

### GUIDING PRINCIPLES

Disciplinary decisions will be administered:

- Fairness
- Procedural fairness
- Consistency
- Proportionality
- Confidentiality
- Documentation
- Student safety
- Regulatory compliance

Students will normally be provided an opportunity to respond before a final decision is made unless immediate action is required to protect health, safety, or regulatory compliance.

### REGULATORY AUTHORITY

This policy is intended to align with applicable requirements of the Private Training Act and Regulation (British Columbia), PTIRU Policy Manual, StudentAid BC Policy Manual, Personal Information Protection Act (PIPA), and any applicable policies, directives, or guidance issued by PTIRU or StudentAid BC from time to time.

### GROUNDS FOR DISMISSAL

- Failure to comply with institutional policies, procedures, or the Student Enrolment Contract.
- Failure to maintain satisfactory academic standing or active participation.
- Failure to meet attendance requirements.
- Academic misconduct or repeated breaches of the Academic Integrity Policy.
- Misrepresentation, falsification of records, identity fraud, or fraudulent funding documentation.
- Harassment, discrimination, violence, threats, bullying, or conduct that compromises safety.
- Failure to comply with practicum, clinical, work experience, or professional conduct requirements.
- Breaches of confidentiality, privacy, or regulatory obligations.

- Any conduct that significantly disrupts the learning environment or brings the Institution into disrepute.

**PROGRESSIVE DISCIPLINE**
Whenever appropriate, concerns will normally be addressed through progressive intervention, which may include coaching, documented meetings, written warnings, academic action plans, probation, or other corrective measures before dismissal is considered. Immediate dismissal may occur where misconduct is sufficiently serious.

Progressive discipline may not be appropriate where the misconduct is serious, unlawful, fraudulent, poses a risk to health or safety, or where immediate dismissal is otherwise justified under institutional policy or applicable legislation.

**IMMEDIATE INTERIM SUSPENSION**
Where the Institution reasonably believes that a student's continued attendance presents an immediate risk to the safety of students, employees, clients, practicum partners, or institutional operations, the student may be temporarily suspended while an investigation is completed.

**DISMISSAL PROCEDURE**
1. Concerns shall be submitted in writing to the Campus Director or designate.
2. The student will normally be invited to meet within five (5) business days, or sooner where circumstances require.
3. The Campus Director or designate will review the available information, conduct any necessary investigation, and provide the student an opportunity to respond.
4. Investigations should normally be completed within five (5) business days where reasonably practicable.
5. A written decision outlining the findings, reasons for the decision, any disciplinary measures imposed, the effective date (where applicable), any refund information, and the student's right to access the Dispute Resolution Policy will be provided to the student.
6. Students may dispute the decision in accordance with the Dispute Resolution Policy.

**POSSIBLE DISCIPLINARY OUTCOMES**
- Written warning.
- Behavioural or academic action plan.
- Educational or remedial training.
- Restrictions on access to specific facilities or services.
- Conditions for future re-admission, where applicable.
- Probation with documented conditions.
- Temporary suspension.
- Relocation to another learning environment where appropriate.
- Dismissal from the program.
- Restitution for damage to institutional property.
- Any additional action permitted under institutional policy or applicable legislation.

**REGULATORY REPORTING**
Where required, the Institution will report enrolment, attendance, active participation, academic standing, study period changes, leaves of absence, withdrawals, dismissals, completions, or suspected fraudulent activity to StudentAid BC, PTIRU, Indigenous funding organizations, WorkBC, employer sponsors, other third-party funding agencies, government authorities, or other regulatory bodies in accordance with applicable requirements.

**TUITION REFUNDS FOLLOWING DISMISSAL**
Any applicable refund following dismissal will be calculated in accordance with the Tuition Refund Policy and applicable regulatory requirements. Refunds, where applicable, will normally be processed within the timelines required by legislation.

**DOCUMENTATION AND RECORDS**

All investigations, meetings, evidence, correspondence, decisions, and disciplinary actions shall be documented and maintained within the student's official record in accordance with the Privacy and Student Records Policy and applicable record retention requirements.

Documentation shall be retained in accordance with the Institution's Student Records and Privacy Policy and applicable PTIRU record retention requirements.

**RELATED POLICIES**

- Admissions Policy
- Artificial Intelligence (AI) Use Policy
- Code of Conduct
- Respectful and Fair Treatment Policy
- Attendance Policy
- Active Participation and Academic Standing Policy
- Academic Integrity Policy
- Privacy and Student Records Policy
- Dispute Resolution Policy
- Tuition Refund Policy
- Work Experience Policy
- Student Responsibilities Policy

## DISPUTE RESOLUTION POLICY

The Institution is committed to providing a fair, transparent, accessible, and timely process for resolving student concerns and complaints. Students are encouraged to raise concerns without fear of retaliation. Complaints will be reviewed in accordance with the principles of procedural fairness and applicable regulatory requirements.

### PURPOSE

This policy establishes the process for resolving student complaints and appeals while supporting compliance with the Private Training Act, the Private Training Regulation, PTIRU requirements, StudentAid BC requirements where applicable, and other applicable legislation.

### SCOPE

This policy applies to all current students and former students who submit a complaint within the applicable timelines established by this policy or applicable regulatory requirements.

### DEFINITIONS

- **Complaint** – A written concern regarding an institutional decision, service, process, policy, or conduct.
- **Complainant** – The individual submitting the complaint.
- **Respondent** – The individual or department that is the subject of the complaint.
- **Business Day** – A day the Institution is open for normal business operations.
- **Designate** – An individual formally authorized to act on behalf of the Campus Director or Senior Educational Administrator.

### GUIDING PRINCIPLES

- Fairness
- Procedural Fairness
- Accessibility
- Respect
- Confidentiality
- Impartiality
- Timeliness
- Documentation
- Regulatory Compliance

Students will normally be provided an opportunity to present relevant information before a decision is made. Complaints will be handled confidentially to the extent reasonably possible.

### REGULATORY AUTHORITY

This policy aligns with the Private Training Act (British Columbia), Private Training Regulation, PTIRU Policy Manual, StudentAid BC Policy Manual (where applicable), the Personal Information Protection Act (PIPA), and applicable directives or guidance issued by PTIRU or StudentAid BC.

### INFORMAL RESOLUTION

Where appropriate, students are encouraged to first attempt to resolve concerns informally with the individual or department most directly involved. Complaints involving harassment, discrimination, safety, fraud, or other serious matters may proceed directly to the formal complaint process.

**FORMAL COMPLAINT PROCESS**

1. Formal complaints must be submitted in writing to the Campus Director or designate using the Institution's complaint form or another approved written format.
2. The complaint should include a description of the concern, relevant dates, individuals involved, supporting documentation, and the resolution sought.
3. The Institution will normally acknowledge receipt within five (5) business days.
4. The Campus Director or designate will conduct or coordinate an impartial review, which may include interviews, review of documentation, and consultation with relevant parties.
5. Where the individual responsible for reviewing a complaint has an actual or perceived conflict of interest, the complaint will be assigned to another appropriate decision-maker.
6. A written decision outlining the findings, reasons for the decision, and any proposed resolution will normally be issued within fifteen (15) business days of receipt of the complaint. Where additional information or consultation is required, the student will be advised of the status of the review. **In all cases, the Institution will be required to complete the dispute resolution process, including any appeal, within thirty (30) calendar days of receipt of the complaint.**

**APPEAL PROCESS**

If the student is dissatisfied with the decision, they may submit a written appeal to the Senior Educational Administrator (SEA) or designate within five (5) business days of receiving the decision. Where the SEA participated in the original decision, the appeal will be assigned to Executive Leadership or designate. A final written decision will normally be issued within five (5) business days.

The decision issued following the appeal is final under the Institution's internal dispute resolution process.

**EXTERNAL COMPLAINT PROCESS**

Students who remain dissatisfied after exhausting the Institution's internal dispute resolution process may submit a complaint to PTIRU regarding matters within PTIRU's jurisdiction and within the applicable timelines established by PTIRU. Students may obtain information regarding the PTIRU complaint process through the Institution or directly from PTIRU via its official website (https://www.privatetraininginstitutions.gov.bc.ca/).

**PROTECTION FROM RETALIATION**

The Institution prohibits retaliation against any individual who raises a concern or participates in a complaint investigation in good faith.

**DOCUMENTATION AND RECORDS**

All complaints, evidence, correspondence, investigation records, meeting notes, decisions, and appeals will be maintained in accordance with the Privacy and Student Records Policy and applicable PTIRU record retention requirements.

Documentation will be retained in accordance with the Institution's records retention schedule and applicable PTIRU requirements.

**CAMPUS CONTACT INFORMATION**

Campus-specific contact information for submitting formal complaints is maintained in a separate institutional contact directory or appendix. This information may be updated administratively without requiring revision of this policy.

**RELATED POLICIES**

- Code of Conduct
- Respectful and Fair Treatment Policy
- Dismissal Policy
- Academic Integrity Policy
- Attendance Policy
- Active Participation and Academic Standing Policy
- Privacy and Student Records Policy
- Student Responsibilities Policy
- Admissions Policy
- Tuition Refund Policy

## GRADE APPEAL POLICY

The institution is committed to ensuring that all students are assessed fairly, consistently, and in accordance with the approved learning outcomes, grading criteria, and evaluation methods for their program of study.
Students have the right to request a review of an academic grade where they believe that:

- an error occurred in the calculation or recording of the grade;
- the published grading criteria were not applied appropriately or consistently;
- relevant information submitted for assessment was overlooked; or
- procedural fairness was not followed during the assessment process.

Grade appeals are intended to address concerns regarding the academic evaluation process and are not intended to challenge academic judgment solely because a student disagrees with the outcome.

This policy applies to all students currently enrolled, or who were enrolled within thirty (30) calendar days of submitting a grade appeal.

### PRINCIPLES

The institution will ensure that all grade appeals are:

- conducted fairly and impartially;
- free from discrimination, intimidation, or retaliation;
- resolved within reasonable timelines;
- supported by appropriate documentation; and
- maintained as part of the student's official academic record where applicable.

All information related to a grade appeal will be handled confidentially and disclosed only to individuals who require the information to administer the appeal or where disclosure is authorized or required by law.

### GROUNDS FOR APPEAL

A grade appeal may be submitted where a student believes that one or more of the following occurred:

- an administrative or mathematical error;
- incorrect application of published grading criteria;
- inconsistency in marking when compared with established assessment standards;
- failure to consider submitted work;
- procedural error affecting the evaluation.

The student is responsible for providing sufficient information and supporting documentation to demonstrate that grounds for an appeal exist.

Grade appeals will not normally be accepted for:

- disagreement with the instructor's academic judgment alone;
- requests based solely on compassionate circumstances;
- penalties resulting from academic misconduct;
- missed assessments resulting from unapproved absences.

Requests relating to extenuating circumstances should instead be addressed through the institution's applicable Academic Standing, Attendance, or Student Support processes where appropriate.

**GRADE APPEAL PROCEDURE**

**Step 1 – Informal Review with Instructor**
Students are encouraged to first discuss their concerns with the instructor as soon as reasonably possible.

Where the concern is not resolved, the student must submit a written Grade Appeal Request to the instructor within **five (5) business days** of receiving the grade.

The request should include:
- the assessment being appealed;
- the reason for the appeal;
- supporting documentation, where applicable; and
- the remedy being requested.

**Step 2 – Instructor Review**
The instructor will review:
- the original assessment;
- the grading rubric or marking criteria;
- the student's written submission; and
- any supporting documentation.

The instructor may:
- uphold the original grade;
- amend the grade where an error is identified; or
- provide additional clarification regarding the evaluation.

A written decision, including the reasons for the decision, will normally be provided within **three (3) business days**.

**Step 3 – Formal Grade Appeal**
If the student remains dissatisfied, they may submit a formal written appeal within **three (3) business days** of receiving the instructor's decision.

The appeal shall be submitted to the designated Campus Administrator, Campus Director, Academic Manager, or other designated institutional representative.

The appeal should include:
- the original appeal;
- the instructor's written response;
- supporting documentation; and
- the reason the student believes the matter remains unresolved.

**Step 4 – Institutional Review**
The designated institutional representative will conduct an independent review of the appeal.
The review may include:
- reviewing the assessment and grading rubric;
- reviewing course outlines and evaluation criteria;
- consulting with the instructor;
- requesting clarification from the student;
- arranging an independent review or re-evaluation by another qualified instructor or academic representative where appropriate.

Where necessary, the institution may appoint another qualified instructor or academic representative to complete an independent review to ensure fairness and consistency.

**Step 5 – Decision**
A written decision will normally be issued within **five (5) business days** after all relevant information has been received.

Where additional time is required due to the complexity of the appeal or the availability of relevant parties, the student will be advised in writing of the reason for the delay and provided with an updated anticipated decision date.

The written decision will include:

- the outcome of the appeal;
- the reasons supporting the decision;
- any changes to the student's grade, if applicable; and
- any resulting impact on academic standing or program progression.

The decision under this policy is final.

**ACADEMIC RECORDS**
Where a grade appeal results in a grade change, the institution will promptly update the student's official academic record and any associated internal records.

Where required by legislation, funding agreements, or regulatory requirements, the institution may also update information reported to StudentAid BC, PTIRU, or other applicable government agencies or third-party funding organizations.

**STUDENTAID BC CONSIDERATIONS**
Students receiving StudentAid BC funding should be aware that changes resulting from a successful grade appeal may affect:

- satisfactory scholastic standing;
- program progression;
- course completion status;
- funding eligibility; or
- future financial assistance.

Where required, the institution will report revised academic information in accordance with StudentAid BC reporting requirements.

**RECORD KEEPING**
All grade appeal documentation, supporting evidence, correspondence, and decisions will be retained in accordance with the institution's Student Records and Privacy Policy and applicable legislative retention requirements.

**CONTINUOUS IMPROVEMENT**
The institution periodically reviews grade appeal outcomes to identify trends, promote consistency in academic assessment practices, and support continuous improvement of teaching and evaluation processes.

**RELATED POLICIES**
This policy should be read together with:

- Academic Integrity and Misconduct Policy
- Active Participation and Satisfactory Academic Standing Policy
- Student Complaints and Dispute Resolution Policy
- Student Records and Privacy Policy
- Attendance Policy
- Code of Conduct

## GRADUATION POLICY

### PURPOSE

This policy establishes the requirements and process for the successful completion of a program of study and the issuance of graduation credentials. It ensures that graduation decisions are applied consistently, fairly, and in accordance with applicable regulatory requirements.

### SCOPE

This policy applies to all students enrolled in approved programs.

### POLICY

A student will be eligible to graduate when all academic, financial, and administrative requirements of their Enrolment Contract and approved program of study have been successfully completed.

Graduation requirements are based solely on approved program completion requirements and are applied consistently to all students.

Successful completion of a program does not exempt a student from meeting any regulatory, licensing, or employer-specific requirements that may exist outside the institution.

### GRADUATION REQUIREMENTS

To qualify for graduation, students must:

1. Successfully complete all required courses within the approved program of study by achieving the minimum passing grade identified in the applicable Program and Course Outlines.
2. Successfully complete all required practicum, work experience, clinical, or other experiential learning components, where applicable.
3. Meet any attendance, academic standing, or active participation requirements established for the program.
4. Fulfil all academic requirements within the maximum period permitted by the Enrolment Contract, where applicable.
5. Pay all tuition, fees, and other financial obligations owing under the Enrolment Contract.
6. Return all institutional property, including library materials, equipment, technology, identification cards, or other borrowed resources.
7. Pay any outstanding charges associated with unreturned or damaged institutional property.
8. Maintain current contact information to support the delivery of graduation documentation and future regulatory or graduate communications.

### GRADUATION REVIEW

Upon completion of a student's program, the institution will verify that all graduation requirements have been satisfied.

The graduation review includes verification by a designated academic officer of:

- admission eligibility
- successful completion of all required courses;
- successful completion of practicum or work experience requirements, where applicable;
- confirmation of satisfactory academic standing;
- completion of all program requirements;
- confirmation that all financial obligations have been satisfied; and
- confirmation that the student's official academic record accurately reflects program completion.

### ISSUANCE OF CREDENTIALS

Once graduation eligibility has been confirmed, the institution will:

- issue the appropriate credential for the approved program;
- prepare the student's final official transcript;
- update institutional student records;

- report student completion to applicable regulatory bodies or government agencies, where required by legislation or funding agreements.

Graduation documentation will normally be issued within **30 calendar days** after all graduation requirements have been verified.

Where circumstances beyond the institution's control delay issuance, students will be advised accordingly.

Requests for replacement credentials or transcripts are governed by the Administrative Services and Student Records Request Policy.

**AWARD OF CREDENTIAL**
Graduation is officially conferred once the institution has verified that all graduation requirements have been met and the appropriate credential has been authorized for issuance. The institution reserves the right to withhold or revoke a credential where it is subsequently determined that it was issued in error, based on administrative error, fraud, or academic misconduct, in accordance with applicable institutional policies.

**OUTSTANDING FINANCIAL OBLIGATIONS**
Students remain responsible for all financial obligations under their Enrolment Contract.

Outstanding financial obligations may delay the release of official transcripts or other administrative documents where permitted by law and institutional policy.

Where legislation requires credentials to be released regardless of outstanding balances, the institution will comply with those legislative requirements.

**STUDENTAID BC STUDENTS**
For students receiving StudentAid BC funding, the institution will report program completion, withdrawals, or other changes in accordance with StudentAid BC reporting requirements.

Graduation does not alter a student's obligations under any StudentAid BC funding agreement or repayment requirements.

**RECORDS RETENTION**
Graduation records form part of the student's official academic record and will be maintained in accordance with the institution's Student Records Policy and applicable legislative retention requirements.

**RELATED POLICIES**
- Student Admissions Policy
- Active Participation and Satisfactory Academic Standing Policy
- Attendance Policy
- Administrative Services and Student Records Request Policy
- Work Experience Policy
- Withdrawal and Refund Policy
- Privacy and Student Records Policy

## AUDIO AND VIDEO RECORDING POLICY

### PURPOSE

The Institution is committed to providing a respectful, inclusive, and academically secure learning environment while protecting the privacy, intellectual property, and personal information of students, instructors, staff, guest speakers, and other participants.

This policy establishes the requirements governing audio and video recording of instructional activities, meetings, examinations, presentations, and institutional events.

### SCOPE

This policy applies to:

- all students;
- employees;
- instructors;
- contractors;
- guest speakers;
- visitors participating in institutional activities;
- all delivery methods, including:
    - in-person
    - online
    - blended
    - synchronous
    - asynchronous learning environments.

### GUIDING PRINCIPLES

The Institution recognizes that:

- instructional materials are intellectual property;
- students and employees have a reasonable expectation of privacy;
- recording may be necessary to support approved accessibility accommodations;
- Identity verification and academic integrity requirements must be maintained for online learning.

### GENERAL POLICY

Students shall not create audio recordings, video recordings, screenshots, screen captures, livestreams, photographs, or other recordings of instructional activities without prior written approval obtained from the Instructor and the Campus Designate (or designate) before any recording occurs.

All approved recording requests and related approvals shall be retained in accordance with the Institution's Privacy and Student Records Policy.

This prohibition applies to:

- lectures;
- classroom discussions;
- tutorials;
- laboratory activities;
- work experience orientations;
- examinations;
- assessments;
- meetings;
- advising appointments;
- counselling sessions;
- disciplinary meetings.

### AUTHORIZED RECORDING

Recording may only occur where one or more of the following apply:

- instructor authorization;
- institutional approval;
- approved accessibility accommodation;
- course requirement;
- institutional quality assurance purposes;
- regulatory or legal requirement.

Approval may include conditions regarding:

- method of recording;
- storage;
- confidentiality;
- retention period;
- deletion requirements;
- permitted use.

**ACCESSIBILITY ACCOMMODATIONS**

Students with approved accessibility accommodations may be approved to record instructional activities solely for their personal educational use.

Accommodation requests shall be reviewed in accordance with the Institution's Accessibility and Accommodation Policy.

Where recording may negatively impact the privacy of others, the Institution may implement reasonable alternative accommodations.

**STUDENT RESPONSIBILITIES**

Students receiving authorization to record must:

- use recordings solely for personal educational purposes;
- maintain confidentiality;
- securely store recordings;
- prevent unauthorized access;
- permanently delete recordings when no longer required or at the conclusion of the course, unless otherwise directed.

Students shall not:

- upload recordings to websites or social media;
- distribute recordings;
- share recordings with other students;
- use recordings to create AI-generated content without authorization;
- edit recordings in a misleading manner;
- use recordings for commercial purposes.

**INSTRUCTOR RESPONSIBILITIES**

**Instructors are responsible for:**

- considering recording requests fairly;
- protecting privacy;
- communicating recording expectations;
- notifying participants where recording has been approved.

**INSTITUTIONAL RECORDING**

The Institution may record instructional activities for approved educational purposes including:

- course delivery;
- instructor development;
- quality assurance;
- regulatory compliance;
- business continuity.

Where practical, participants will be advised in advance that recording will occur.

**IDENTITY VERIFICATION AND ONLINE LEARNING**

Where online learning platforms are used, recordings may be created as part of:

- attendance verification;
- identity verification;
- examination monitoring;
- academic misconduct investigations;
- StudentAid BC reporting requirements.

Such recordings shall be managed in accordance with applicable privacy legislation and institutional records management requirements.

**PRIVACY AND CONFIDENTIALITY**

All recordings containing personal information shall be:

- securely maintained;
- accessed only by authorized personnel;
- retained only as long as necessary;
- disposed of securely.

Collection, use, retention, and disclosure of recordings shall comply with:

- PIPA;
- applicable legislation;
- institutional Privacy and Student Records Policy.

**NON-COMPLIANCE**

Failure to comply with this policy may result in:

- removal from class;
- disciplinary action;
- academic misconduct proceedings;
- suspension;
- dismissal;
- legal action where applicable.

## PHOTOGRAPHY AND MEDIA CONSENT POLICY

### PURPOSE

The Institution may collect photographs, audio recordings, video recordings, or other media for educational, operational, promotional, regulatory, and institutional purposes.

This policy establishes the collection, use, retention, and protection of photographs and media while respecting individual privacy rights.

### SCOPE

This policy applies to:

- students;
- employees;
- contractors;
- volunteers;
- visitors;
- guest speakers.

It applies to all institutional activities, including:

- classrooms;
- practicums;
- laboratories;
- orientations;
- graduation ceremonies;
- student events;
- institutional marketing;
- online learning environments.

### TYPES OF MEDIA COLLECTION

The Institution may create:

- photographs;
- video recordings;
- audio recordings;
- livestream recordings;
- promotional media;
- educational recordings.

Media may be used for:

- institutional publications;
- websites;
- social media;
- recruitment;
- student information materials;
- instructional purposes;
- internal communications;
- quality assurance;
- regulatory compliance.

### CONSENT

Where required by applicable legislation, consent shall be obtained before using identifiable images or recordings for promotional or marketing purposes.

Consent may be obtained through:

- enrolment documentation;
- event registration;
- written consent forms;
- electronic consent.

### EDUCATIONAL AND OPERATIONAL RECORDINGS

The Institution may collect recordings without separate promotional consent where necessary for:

- instruction;
- online learning delivery;
- attendance verification;
- academic integrity investigations;
- identity verification;
- regulatory compliance;
- safety and security;
- quality assurance.

These recordings shall not automatically be used for promotional purposes.

**OPT-OUT REQUESTS**
Students or employees who do not wish to appear in promotional materials may submit a written request to the Campus Designate prior to the event or activity.

Reasonable efforts will be made to accommodate the request where operationally feasible.
The Institution cannot guarantee exclusion where individuals appear incidentally in large public events or group photographs.

Opt-out requests do not apply where recording is required for academic delivery, regulatory compliance, health and safety, or legal purposes.

**STUDENT RESPONSIBILITIES**
Students shall not:

- photograph other students without consent;
- photograph employees without consent;
- record institutional activities contrary to institutional policies;
- post identifiable images of others in connection with institutional activities without appropriate authorization.

**MARKETING RESPONSIBILITIES**
The Marketing Department or designated representative is responsible for ensuring promotional media is collected and used in accordance with this policy.

**PRIVACY PROTECTION**
Media containing personal information shall:

- be securely maintained;
- only be accessed by authorized personnel;
- retained only as long as necessary for the purpose for which it was collected and disposed of securely in accordance with the Privacy and Student Records Policy;
- comply with PIPA.

**WITHDRAWAL OF CONSENT**
Where promotional consent has been provided, individuals may withdraw consent at any time by submitting a written request.

The Institution will make reasonable efforts to discontinue future use; however, previously published or distributed materials may not be capable of complete removal.

**NON-COMPLIANCE**
Unauthorized photography, recording, publication, or misuse of institutional media may result in:

- disciplinary action;
- removal of published content;
- suspension;
- dismissal;
- legal action where appropriate.

## PRIVACY AND STUDENT RECORDS POLICY

The College is committed to protecting the privacy, confidentiality, accuracy, and security of students' personal information and educational records. Personal information is collected, used, retained, disclosed, and disposed of in accordance with the Personal Information Protection Act (British Columbia) (PIPA), the Private Training Act, the Private Training Regulation, and other applicable provincial and federal legislation.

### COLLECTION OF PERSONAL INFORMATION

The College collects only the personal information necessary to:

- Process applications for admission.
- Confirm student identity and eligibility for admission.
- Administer academic programs and student services.
- Maintain academic, financial, and administrative records.
- Meet legal, regulatory, accreditation, and funding requirements.
- Communicate with students regarding their enrolment, academic progress, and institutional matters.

Personal information may include, but is not limited to:

- Contact information.
- Government-issued identification.
- Educational records and transcripts.
- English language proficiency documentation.
- Attendance and participation records.
- Academic assessments and grades.
- Financial records.
- Emergency contact information.

### USE OF PERSONAL INFORMATION

Personal information is used only for purposes directly related to the operation of the College and the administration of a student's education, including:

- Admissions and enrolment.
- Academic instruction and assessment.
- Student advising and support services.
- Practicum or work experience administration, where applicable.
- Financial administration and collections.
- Graduation and credential issuance.
- Compliance with legislative and regulatory requirements.

The College may also use aggregated or de-identified information for institutional planning, reporting, quality assurance, research, and statistical purposes.

### DISCLOSURE OF PERSONAL INFORMATION

The College treats all student information as confidential and will not disclose personal information without the student's consent unless authorized or required by law.

Personal information may be disclosed:

1. With the student's written consent.
2. Where disclosure is required or authorized by applicable legislation.
3. To regulatory bodies, government ministries, funding agencies, or designated authorities where reporting is required by law or as a condition of designation, approval, or student funding.
4. To Immigration, Refugees and Citizenship Canada (IRCC) or other government authorities, where required for immigration or study permit administration.
5. To practicum or work experience placement organizations where information is necessary to facilitate the student's placement.
6. During medical or safety emergencies where disclosure is necessary to protect the health or safety of the student or others.
7. To service providers acting on behalf of the College who require access to information to perform authorized institutional functions and who are contractually required to protect the confidentiality of the information.

The College will disclose only the minimum amount of personal information necessary for the intended purpose.

**CONFIDENTIALITY AND SECURITY OF STUDENT RECORDS**
The College maintains appropriate administrative, physical, and technical safeguards to protect student records against unauthorized access, use, disclosure, alteration, loss, or destruction.

Access to student records is limited to authorized employees who require the information to perform their job responsibilities and only to the extent necessary to fulfill those responsibilities.

Employees, contractors, and authorized representatives of the College are expected to maintain the confidentiality of all student information obtained during the course of their duties.

**STUDENT RECORDS**
The College maintains official student records that may include:

- Admission documentation.
- Enrolment contracts.
- Academic transcripts and grades.
- Attendance and participation records.
- Practicum documentation, where applicable.
- Financial records.
- Correspondence relating to the student's enrolment.
- Disciplinary or academic integrity records, where applicable.

Student records are maintained in accordance with applicable legislation, regulatory requirements, and the College's established administrative procedures.

**STUDENT ACCESS TO RECORDS**
Students may request access to their own student records and personal information by submitting a written request to the College. The College will provide access to or copies of the requested records within the timeframes required by applicable legislation. Where permitted by law, the College may charge a reasonable administrative fee for providing copies of student records.

Students may request correction of inaccurate or incomplete personal information maintained by the College. Requests related to academic evaluations or grades are subject to the College's Academic Appeal or Grade Appeal procedures, as applicable.

The College may refuse access to records where permitted or required by law, including circumstances involving the privacy rights of another individual, solicitor-client privilege, or other legislative restrictions.

**RECORD RETENTION AND STORAGE**
The College maintains complete, accurate, and current student records for each student enrolled in an approved program in accordance with the **Private Training Act**, the **Private Training Regulation**, and the requirements established by the **Private Training Institutions Regulatory Unit (PTIRU)**.

Student records are retained for the minimum periods required by PTIRU, including:

- **Class A programs:** Student records are retained for a minimum of **eight (8) years** after the student's completion, withdrawal, or dismissal, as applicable.
- **Class B and Class C programs (where applicable):** Student records are retained for a minimum of **three (3) years** after the student's completion, withdrawal, or dismissal, as applicable.

Student records may be maintained electronically or in paper format. Electronic records are securely stored, regularly backed up, and maintained in a format that permits the College to reproduce records when required by students or regulatory authorities. Paper records are stored securely with access limited to authorized personnel.

Where required under the Private Training Act, the Private Training Regulation, or PTIRU requirements, the College will archive student records with PTIRU within the prescribed timelines and in the format required by the regulator.

Before archiving, the College will ensure that records containing sensitive personal information not required by PTIRU are either excluded or appropriately protected.

When the applicable retention period has expired, and records are no longer required to be maintained, they will be securely destroyed in a manner that protects the confidentiality of personal information.

**QUESTIONS REGARDING PRIVACY**
Questions regarding the collection, use, disclosure, retention, or correction of personal information should be directed to the College's Privacy Officer or delegate.

## WITHDRAWAL POLICY

**PURPOSE**
This policy establishes the process and requirements for students who voluntarily withdraw from a program of study. It outlines the responsibilities of both students and the institution regarding withdrawal requests, effective dates of withdrawal, refunds, student records, and regulatory reporting.

The institution is committed to ensuring that withdrawals are processed fairly, consistently, and in accordance with applicable legislation, regulatory requirements, and institutional policies.

**REGULATORY AUTHORITY**
This policy is administered in accordance with applicable legislation and institutional requirements, including but not limited to:

- Private Training Act (British Columbia)
- Private Training Regulation
- PTIRU Policy Manual
- StudentAid BC Policy Manual
- Personal Information Protection Act (PIPA)
- Applicable federal and provincial legislation

**SCOPE**
This policy applies to all students enrolled in approved programs offered by the institution, regardless of the method of delivery.

This policy applies to voluntary withdrawals initiated by the student. Students who are dismissed from a program are subject to the Dismissal Policy.

**DEFINITIONS**

- **Effective Date of Withdrawal:** The official date used by the institution to determine tuition refunds, regulatory reporting, student funding reporting, and the student's academic record.
- **Last Date of Attendance (LDA):** The last date on which the student actively attended scheduled instruction or otherwise demonstrated academic participation as determined by institutional records.
- **StudentAid BC Funded Student:** A student receiving financial assistance through StudentAid BC or another government funding program.
- **Withdrawal:** The voluntary discontinuation of a student's enrolment in a program before completion.
- **Written Notice of Withdrawal:** A written communication submitted by the student confirming their intention to withdraw from their program.

**WITHDRAWAL PROCESS**
Students wishing to withdraw from a program must submit written notice of withdrawal to the institution. Written notice may be submitted in person, by email, or by another approved method identified by the institution.

The written notice must clearly indicate the student's intention to withdraw and should include any supporting documentation where applicable.

International students who provide documentation confirming the refusal of a study permit application will be considered to have voluntarily withdrawn for the purposes of this policy.

Upon receipt of a withdrawal request, the institution will:

- acknowledge receipt of the withdrawal request;
- determine the effective date of withdrawal;
- review the student's enrolment status;
- determine the student's Last Date of Attendance where applicable;
- calculate any applicable tuition refund in accordance with the Tuition Refund Policy;

- complete all required regulatory and funding agency reporting;
- update the student's official record; and
- issue written confirmation of the withdrawal where appropriate.

**STUDENT RESPONSIBILITIES**
Students withdrawing from a program are responsible for:
- submitting written notice of withdrawal as soon as reasonably possible;
- providing supporting documentation where applicable;
- returning any institutional property, equipment, or learning materials that remain the property of the institution;
- paying any outstanding tuition, fees, or other financial obligations not covered through refund calculations;
- maintaining current contact information until the withdrawal process has been completed.

**INSTITUTIONAL RESPONSIBILITIES**
The institution is responsible for:
- processing withdrawal requests in a timely and consistent manner;
- determining the effective date of withdrawal;
- calculating refunds in accordance with the Tuition Refund Policy and applicable legislation;
- maintaining accurate student records;
- completing required reporting to StudentAid BC, PTIRU, and other funding agencies where applicable;
- retaining withdrawal documentation in accordance with institutional record retention requirements.

**TUITION REFUNDS**
Tuition refunds will be calculated in accordance with the Tuition Refund Policy, the student's Enrolment Contract, and applicable legislation.

Fees paid for course materials that have not been provided to the student will be refunded where applicable.

**RETURN OF INSTITUTIONAL PROPERTY**
Students must promptly return all institutional property issued for use during their program, including equipment, textbooks, learning materials, identification cards, or other resources that remain the property of the institution. Items should be returned in reasonable condition, allowing for normal wear and use.

Where institutional property is not returned or is returned in a condition beyond reasonable wear, the institution may deduct reasonable replacement costs from any refund owing or invoice the student for outstanding replacement costs.

**STUDENTAID BC AND THIRD-PARTY FUNDING**
Students receiving funding through StudentAid BC or another funding agency may be subject to additional reporting requirements.

Withdrawal may affect:
- continued funding eligibility;
- future funding entitlement;
- grant eligibility;
- interest-free status;
- repayment obligations;
- reassessment of funding; or
- grant conversion or overpayment recovery.

Students are encouraged to consult StudentAid BC or their funding provider before withdrawing where financial assistance has been received.

**EFFECTIVE DATE OF WITHDRAWAL**
The effective date of withdrawal will be determined by the institution and may be based upon:
- the date written notice of withdrawal is received;
- the student's Last Date of Attendance or academic participation;
- another date determined in accordance with the Enrolment Contract; or
- any other date required by applicable legislation or regulatory requirements.

The effective date of withdrawal may be used for:

- tuition refund calculations;
- StudentAid BC reporting;
- PTIRU reporting;
- academic records; and
- statistical or regulatory reporting.

**DISMISSAL**

Students who fail to meet attendance, academic progress, participation, conduct, financial, or other institutional requirements may be dismissed in accordance with the Dismissal Policy rather than withdrawn under this policy.

**RE-ENROLMENT**

Students who have withdrawn and subsequently wish to return must:

- meet all current admission requirements;
- satisfy any outstanding financial obligations;
- meet current English language proficiency requirements, where applicable;
- comply with current program requirements; and
- complete any required admissions documentation.

Re-enrolment is not guaranteed and will be subject to program availability and institutional approval.

**RELATED POLICIES**

- Admissions Policy
- Administrative Services and Student Records Request Policy
- Attendance Policy
- Active Participation and Academic Standing Policy
- Dismissal Policy
- Privacy and Student Records Policy
- Student Responsibilities Policy
- Tuition Refund Policy

**CONTINUOUS IMPROVEMENT**

This policy will be reviewed at least annually, or sooner where required, to ensure continued alignment with:

- legislative requirements;
- PTIRU requirements;
- StudentAid BC requirements;
- institutional practices; and
- continuous quality improvement initiatives.

## WORK EXPERIENCE POLICY

### PURPOSE

Where a work experience placement forms part of a program of study, successful completion of the placement is a mandatory graduation requirement. The purpose of the work experience component is to provide students with supervised practical experience that supports the learning outcomes of the program and assists students in developing industry-specific knowledge, skills, and professional behaviours.

Depending on the program, the work experience component may consist of a practicum or a co-operative placement.

### SCOPE

This policy applies to all students enrolled in programs that include a mandatory work experience component, including practicums, clinical placements, internships, field placements, or co-operative education, as applicable.

### REGULATORY AUTHORITY

This policy is administered in accordance with applicable legislation and institutional requirements, including but not limited to:

- Private Training Act (British Columbia)
- Private Training Regulation
- PTIRU Policy Manual
- StudentAid BC Policy Manual (where applicable)
- Workers Compensation Act (where applicable)
- Occupational Health and Safety Regulation
- Applicable federal and provincial legislation

### DEFINITIONS

- **Work Experience**: A supervised learning activity that forms part of an approved program of study and provides students with practical, workplace-based experience that supports the achievement of program learning outcomes. Work experience may include a practicum, clinical placement, internship, field placement, or co-operative placement, depending on the program.
- **Practicum:** A structured and supervised work experience component that enables students to apply classroom knowledge and develop occupational competencies in a workplace setting. Practicums are intended to support the achievement of specific program learning outcomes.
- **Co-operative Placement (Co-op)**: A structured work experience component that integrates academic learning with supervised workplace experience. Co-operative placements are designed to provide students with practical industry experience that complements their program of study.
- **Host Organization:** An employer, business, organization, agency, or other approved placement site that provides supervised work experience opportunities for students and agrees to support the learning objectives established by the institution.
- **Placement Supervisor:** The individual designated by the host organization to supervise, mentor, and evaluate the student's performance during the work experience placement, provide guidance and feedback, verify attendance where required, and communicate with the institution regarding the student's progress.
- **Work Experience Agreement:** A written agreement between the institution, the student, and the host organization that outlines the terms and conditions of the work experience placement, including learning objectives, placement dates, required hours, responsibilities of each party, supervision, evaluation requirements, confidentiality expectations, and procedures for addressing concerns or terminating the placement.
- **Learning Objectives:** The knowledge, skills, competencies, and professional behaviours that students are expected to demonstrate and achieve during the work experience component, as identified in the applicable Program Outline and Work Experience Agreement.

**ELIGIBILITY REQUIREMENTS**
Before commencing a work experience placement, students must meet all applicable academic and administrative requirements, including:

- Successfully complete all prerequisite courses or modules with the minimum passing grade established by the program.
- Successfully complete all required assignments, quizzes, examinations, practical assessments, and other academic requirements scheduled prior to the placement.
- Be in good academic standing and remain eligible to continue in the program.
- Return any borrowed institutional property, where applicable.
- Complete any required placement orientation, interview, or employability preparation activities.
- Submit all required placement documentation by the specified deadlines.
- Meet any additional placement requirements established by the host organization or required by legislation, regulation, or industry standards (for example, criminal record checks, immunizations, certifications, confidentiality agreements, or other site-specific requirements).

Failure to meet these requirements may delay the student's placement and graduation.

**PLACEMENT PROCESS**
The institution coordinates work experience placements in collaboration with students and approved host organizations.

The placement process generally includes:

- Preparing students for placement through orientation and workplace readiness activities.
- Assisting students with resume, cover letter, interview preparation, and other employability supports where applicable.
- Identifying suitable placement opportunities that align with the program learning outcomes and, where reasonably possible, the student's geographic location.
- Referring eligible students to prospective host organizations.
- Confirming placement acceptance with the host organization.
- Establishing a written Work Experience Agreement before the placement begins.
- Providing students with placement details, expectations, and reporting requirements before the first day of placement.
- Maintaining communication with the student and host organization throughout the placement.
- Reviewing evaluations and confirming successful completion of the work experience component.

While reasonable efforts will be made to assist students in obtaining a placement, placement opportunities are subject to host organization availability and the student's successful completion of all placement requirements.

**WORK EXPERIENCE AGREEMENT**
Prior to the commencement of the placement, a written agreement will be completed between the institution, the student, and the host organization.
The agreement may include:

- Placement dates;
- Learning objectives;
- Student responsibilities;
- Host organization responsibilities;
- Supervisor responsibilities;
- Evaluation requirements;
- Confidentiality expectations; and
- Procedures for reporting concerns or terminating the placement.

Students will receive a copy of the signed agreement before the placement begins.

**STUDENT RESPONSIBILITIES**

Students participating in a work experience placement are expected to:

- Conduct themselves professionally at all times.
- Attend the placement as scheduled and complete all required placement hours.
- Notify both the institution and the placement supervisor promptly of any absence or lateness.
- Follow all workplace policies, procedures, safety requirements, and professional standards.
- Maintain confidentiality regarding clients, patients, customers, staff, and organizational information.
- Demonstrate ethical behaviour, professionalism, respect, and integrity.
- Complete assigned duties to the best of their ability.
- Accept feedback professionally and demonstrate continuous improvement.
- Maintain accurate records, logs, journals, or timesheets as required.
- Participate in scheduled meetings, evaluations, and progress reviews.
- Immediately report any safety concerns, incidents, workplace injuries, harassment, discrimination, or other significant concerns to both the placement supervisor and the institution.

**HOST ORGANIZATION RESPONSIBILITIES**

The host organization is expected to:

- Provide a safe, respectful, and professional learning environment.
- Orient the student to workplace policies, procedures, and safety requirements.
- Assign meaningful duties that support the learning objectives of the program.
- Provide appropriate supervision throughout the placement.
- Offer guidance, coaching, and constructive feedback.
- Notify the institution promptly of any concerns regarding student performance, attendance, professionalism, or safety.
- Complete required evaluations within the required timelines.
- Verify student attendance and placement hours where applicable.

**PLACEMENT SUPERVISOR RESPONSIBILITIES**

The designated placement supervisor is expected to:

- Supervise and mentor the student throughout the placement.
- Explain workplace expectations and responsibilities.
- Monitor the student's progress toward achieving the learning objectives.
- Provide ongoing coaching and feedback.
- Complete required evaluations honestly and objectively. (Mid & Final Evaluation)
- Verify attendance and placement hours where required. (Timesheet)
- Communicate any concerns to the institution as early as possible to allow timely intervention.

**INSTITUTIONAL RESPONSIBILITIES**

The institution is responsible for:

- Preparing students for work experience.
- Coordinating placements where applicable.
- Executing Work Experience Agreements.
- Monitoring student progress throughout the placement.
- Maintaining communication with both students and host organizations.
- Addressing concerns or performance issues promptly.
- Maintaining placement records, evaluations, and supporting documentation.
- Confirming successful completion of the placement requirements.

**STUDENT EVALUATION**
Student performance during the work experience will be evaluated using the following:

- Mid-Placement Evaluation;
- Final Placement Evaluation;
- Work Experience Timesheet;

Students must successfully complete all required evaluations and placement requirements to successfully complete the work experience component.

**MONITORING DURING WORK EXPERIENCE**
The institution will monitor student progress throughout the placement by:

- Maintaining regular communication with the student and placement supervisor;
- Reviewing attendance, completed hours, and placement documentation;
- Reviewing mid-placement and final evaluations;
- Providing support where concerns arise; and
- Documenting communications, interventions, and outcomes where necessary.

**PLACEMENT CONCERNS**
Where concerns arise regarding attendance, professionalism, performance, conduct, safety, or suitability for placement, the institution may:

- Meet with the student and placement supervisor;
- Develop a learning or improvement plan;
- Implement a documented corrective action or learning plan, where appropriate;
- Suspend or terminate the placement where appropriate; or
- Require the student to repeat all or part of the work experience component in accordance with institutional policies.

Students who do not successfully complete the work experience component will not be eligible to graduate until all program requirements have been successfully met.

**RELATED POLICIES**

- Admissions Policy
- Attendance Policy
- Active Participation and Academic Standing Policy
- Code of Conduct
- Student Responsibilities Policy
- Privacy and Student Records Policy
- Safety Policy
- Incident Reporting and Investigation Policy
- Learning Accommodation Policy
- Dismissal Policy

**CONTINUOUS IMPROVEMENT**
This policy will be reviewed at least annually, or sooner where required, to ensure continued alignment with:

- legislative requirements;
- PTIRU requirements;
- StudentAid BC requirements;
- workplace health and safety requirements;
- industry best practices; and
- institutional quality assurance initiatives.

**WORK EXPERIENCE MONITORING AND VERIFICATION**

Granville College is responsible for arranging, approving, monitoring and evaluating work experience placements required under its approved programs. Before the commencement of a placement, the College will verify the host

organization's identity, suitability, location, designated supervisor and capacity to provide the required learning experience. A written agreement identifying the responsibilities of the College, student and host organization must be completed before placement begins.

- The College will maintain documented communication with the student and host supervisor at the commencement of the placement, conduct monitoring at least weekly, and complete formal mid-placement and final evaluations where applicable.
- Student attendance and placement hours will be verified against records maintained or confirmed by the host organization
- Any discrepancy, missing evaluation, unverified placement, or concern regarding authenticity will be referred to Academic Administration and Compliance for review before the placement is recorded as successfully completed.
- Work experience documentation will be periodically reviewed by Compliance to confirm validity and operational standards.
- Students will not be required to independently secure their own work experience placements.

## ADMINISTRATIVE SERVICES AND STUDENT RECORDS REQUEST POLICY

**Purpose**
This policy establishes the administrative fees, processing timelines, and procedures for student requests relating to transcripts, credentials, letters, program changes, examinations, and other administrative services. The policy is intended to ensure consistent, fair, and timely processing of requests while supporting institutional record management requirements.

**Scope**
This policy applies to all current students, former students, and graduates requesting administrative services or official documentation.

**Policy**
The institution is committed to maintaining accurate student records and providing students with reasonable access to their educational records in accordance with applicable legislation, regulatory requirements, and institutional policies.
Student records are maintained in accordance with the institution's Privacy and Student Records Policy, as well as applicable provincial privacy legislation and regulatory requirements. Requests for transcripts, official documents, and other administrative services will be processed in accordance with this policy and any applicable fee schedule.

**Transcript Requests**
Official Transcripts

- The first official transcript requested by a student or graduate is provided at no charge.
- Each additional official transcript is subject to a fee of $20 per copy.
- Official transcripts will be issued in sealed paper format or secure electronic format, where available.

Unofficial Transcripts

- Unofficial transcripts are available upon request for $20 per copy.
- Students may request unofficial transcripts as needed.
- Requests requiring expedited processing are subject to the applicable express processing fee.

**Administrative Service Fees**
The following administrative fees apply:

| Service | Fee |
|---|---|
| Official Transcript (additional copies) | $20 |
| Unofficial Transcript | $20 |
| Graduation Credential Reprint | $20 |
| Program Change Request | $100 |
| Confirmation of Enrolment or Status Letter | $10 |
| Examination or Test Rewrite | $200 per examination |

Administrative fees are non-refundable once processing has commenced.

**Processing Times**
Unless otherwise specified:

- Standard transcript and administrative requests will normally be processed within five (5) business days following receipt of a completed request and any applicable payment.
- Express processing requests will normally be completed within two (2) business days, subject to operational capacity and payment of the applicable express processing fee.

Where exceptional circumstances prevent processing within these timelines, students will be advised of the anticipated completion date.

**Outstanding Financial Obligations**
Where permitted by applicable legislation or institutional policy, the institution may withhold the release of official transcripts, graduation credentials, or other official documents until outstanding financial obligations have been satisfied.

Nothing in this policy limits a student's right to access their own educational records where disclosure is required under applicable legislation or regulatory requirements.

**Request Procedure**
Students and graduates must submit requests using the institution's designated request process.

Requests should include:

- Student name;
- Student identification number (if applicable);
- Program of study;
- Type of document or service requested;
- Recipient information (for official transcripts, where applicable); and
- Payment of any applicable fees.

The institution reserves the right to request government-issued photo identification or other appropriate documentation to verify the identity of the requester before releasing educational records or official documentation.

**Payment**
Applicable fees must be paid before processing begins unless otherwise approved by the institution.

**Regulatory Compliance**
The institution maintains student records in accordance with applicable provincial legislation, institutional policies, and the requirements of relevant regulatory bodies.

Students may request access to their educational records in accordance with the Privacy and Student Records Policy. Copies of student records will be provided upon request within a reasonable period and may be subject to a reasonable administrative fee, where permitted by applicable legislation or regulatory requirements.

**Policy Review**
This policy will be reviewed periodically and may be amended to reflect changes in legislation, regulatory requirements, institutional practices, or administrative fees.

## HUMAN RIGHTS AND HARASSMENT REPORTING AND COMPLAINT POLICY

### PURPOSE

The Institution is committed to fostering a learning and working environment that is safe, respectful, inclusive, and free from discrimination, harassment, bullying, intimidation, and retaliation. Every member of the institutional community has the right to be treated with dignity and respect while participating in academic, administrative, employment, practicum, work experience, and institutional activities.

This policy establishes the principles and procedures for reporting, investigating, and resolving concerns related to discrimination and harassment in a manner that is fair, timely, impartial, and consistent with applicable legislation and regulatory expectations.

The Institution is committed to:

- Promoting a culture of respect, equity, diversity, and inclusion.
- Providing accessible processes for reporting concerns.
- Responding promptly and fairly to complaints.
- Protecting individuals from retaliation.
- Applying procedural fairness throughout all complaint processes.
- Maintaining appropriate confidentiality while fulfilling legal and regulatory obligations.

### SCOPE

This policy applies to all:

- students;
- employees;
- instructors;
- administrators;
- contractors;
- volunteers;
- practicum and work experience participants; and
- visitors participating in Institution-related activities.

This policy applies to conduct occurring:

- on campus;
- during online or distance education;
- within the Learning Management System (LMS);
- during work experience placements, practicums, field education, and clinical placements;
- during Institution-sponsored activities;
- during institutional travel; and
- through electronic communications or social media where the conduct has a reasonable connection to the Institution or adversely affects the learning or working environment.

This policy complements, and should be read together with, the:

- Respectful and Fair Treatment Policy;
- Code of Conduct;
- Student Complaint Resolution Policy;
- Sexual Misconduct Policy;
- Privacy and Student Records Policy; and
- Dismissal Policy.

**GUIDING PRINCIPLES**

The Institution will administer this policy in accordance with the following principles:

- **Respect:** Every individual will be treated with dignity, courtesy, and respect throughout the complaint process.
- **Procedural Fairness:** All parties will be provided with a fair opportunity to present relevant information before decisions are made.
- **Impartiality:** Complaints will be assessed objectively by individuals who do not have an actual or perceived conflict of interest.
- **Timeliness:** Complaints will be addressed as promptly as reasonably possible while ensuring a thorough review.
- **Confidentiality:** Information will only be shared with those who require it to investigate, resolve, or manage the matter, or where disclosure is required by law.
- **Protection from Retaliation:** Individuals who raise concerns or participate in a complaint process in good faith will be protected from retaliation.
- **Continuous Improvement:** The Institution will periodically review complaint trends to identify opportunities to improve institutional practices, education, and prevention initiatives.

**DEFINITIONS**

- **Discrimination:** Unequal or adverse treatment based on a protected characteristic identified under the *British Columbia Human Rights Code*.
- **Harassment:** Unwelcome conduct, comments, actions, or behaviours that a reasonable person would know are inappropriate, offensive, humiliating, intimidating, or degrading, and that negatively affect an individual's dignity or participation in the learning or working environment.
- **Bullying:** Repeated or serious inappropriate conduct directed toward another person that a reasonable person would consider intimidating, threatening, degrading, or offensive.
- **Protected Characteristics:** Characteristics protected under the *British Columbia Human Rights Code*, including, but not limited to, race, ancestry, place of origin, colour, religion, family status, marital status, physical or mental disability, sex, gender identity or expression, sexual orientation, and age.
- **Complainant:** An individual who reports or submits a complaint under this policy.
- **Respondent:** The individual whose conduct is the subject of a complaint.
- **Retaliation:** Any adverse action taken against an individual because they made a complaint, reported a concern, participated in an investigation, or supported another person exercising their rights under this policy.
- **Good Faith Complaint:** A complaint made honestly, based on a genuine belief that inappropriate conduct has occurred, regardless of whether the allegation is ultimately substantiated.

**POLICY STATEMENT**

The Institution will not tolerate discrimination, harassment, bullying, intimidation, or retaliation in any form.
All members of the institutional community share responsibility for contributing to a respectful, inclusive, and safe learning environment.

Individuals who experience, witness, or become aware of behaviour that may contravene this policy are encouraged to report their concerns as soon as reasonably possible.

Reports made in good faith will be addressed fairly and without retaliation.

A complaint that is not substantiated following investigation does not, by itself, indicate that it was made in bad faith.
Knowingly false, malicious, or frivolous complaints may result in corrective or disciplinary action in accordance with applicable institutional policies.

## ROLES AND RESPONSIBILITIES

### The Institution

The Institution is responsible for:

- fostering a respectful, inclusive, and discrimination-free learning and working environment;
- ensuring this policy is communicated to students and employees;
- responding promptly and fairly to reported concerns;
- implementing appropriate interim measures where necessary;
- maintaining confidential records of complaints and investigations;
- ensuring investigations are conducted by impartial individuals; and
- reviewing this policy regularly to support continuous improvement and regulatory compliance.

### STUDENTS

Students are expected to:

- treat others with dignity and respect;
- contribute to a safe and inclusive learning environment;
- refrain from engaging in discrimination, harassment, bullying, or retaliation;
- cooperate honestly during investigations; and
- report concerns promptly where it is safe and appropriate to do so.

### EMPLOYEES, FACULTY, AND CONTRACTORS

Employees, instructors, administrators, and contractors are expected to:

- model respectful behaviour;
- take reasonable steps to prevent and address inappropriate conduct;
- report concerns that may affect the safety or wellbeing of the learning environment;
- maintain confidentiality throughout complaint processes; and
- cooperate fully with investigations.

### REPORTING CONCERNS

Individuals who experience, witness, or become aware of conduct that may violate this policy are encouraged to report their concerns as soon as reasonably possible.
Concerns may be reported to:

- the designated institutional representative;
- a Campus Director or appropriate manager;
- Human Resources (where applicable); or
- another designated institutional official where the complaint involves the individual's direct supervisor or usual reporting contact.

The Institution recognizes that some individuals may not be comfortable reporting concerns immediately. Delays in reporting will not automatically prevent the Institution from reviewing or responding to a complaint.
Where immediate safety is at risk, individuals should contact emergency services before notifying the Institution.

### INFORMAL RESOLUTION

Where appropriate, and where all parties voluntarily agree, concerns may be resolved through informal resolution.
Informal resolution may include:

- facilitated discussions;
- coaching or educational conversations;
- mediation conducted by a mutually acceptable facilitator; or
- other appropriate restorative approaches.

Informal resolution will not normally be used where:

- there are significant safety concerns;
- allegations involve violence or sexual misconduct;
- allegations involve serious discrimination under the **British Columbia Human Rights Code**;
- previous informal attempts have been unsuccessful; or
- the Institution determines that a formal investigation is required to meet its legal or regulatory obligations.

Participation in informal resolution is voluntary and does not prevent an individual from requesting a formal complaint process where appropriate.

**FORMAL COMPLAINT PROCESS**

Individuals wishing to pursue a formal complaint should submit their concerns in writing whenever reasonably possible.

A complaint should include, where available:

- a description of the incident(s);
- the names of the individuals involved;
- relevant dates, times, and locations;
- any available supporting documentation or evidence; and
- the outcome or resolution being sought.

Anonymous complaints may be considered where sufficient information exists to assess potential risks to the learning or working environment. Anonymous complaints may limit the Institution's ability to investigate or respond fully.

The Institution will normally acknowledge receipt of a formal complaint within **five (5) business days** and advise the complainant of the next steps, anticipated timelines, and available support resources.

**INTERIM MEASURES**

Where appropriate, the Institution may implement interim measures while a complaint is being reviewed or investigated.

Interim measures are precautionary, do not represent findings of wrongdoing, and are intended to protect the safety, wellbeing, and integrity of the investigation.

Depending on the circumstances, interim measures may include:

- adjustments to class schedules or learning environments;
- temporary changes to work assignments or reporting relationships;
- academic accommodations;
- temporary restrictions on contact between individuals;
- access restrictions to specific institutional facilities; or
- other reasonable measures necessary to reduce risk.

Interim measures will be proportionate to the circumstances and reviewed as the matter progresses.

All members of the institutional community are expected to cooperate honestly and in good faith during reviews and investigations conducted under this policy. Providing false or misleading information, withholding relevant information, or interfering with an investigation may result in corrective or disciplinary action in accordance with applicable institutional policies.

**INVESTIGATION PROCESS**
Where a formal investigation is warranted, the Institution will ensure that the investigation is conducted fairly, objectively, and without unreasonable delay.

Investigations will generally include:

1. reviewing the complaint and available evidence;
2. notifying the respondent of the allegations;
3. providing both parties with an opportunity to present relevant information;
4. interviewing witnesses where appropriate;
5. reviewing relevant documentation or electronic records; and
6. assessing the information using the **balance of probabilities standard**.

Individuals participating in an investigation may be accompanied by a support person, provided that the support person's presence does not interfere with the investigation process.

Where an actual or perceived conflict of interest exists, the Institution may appoint an alternate investigator or external investigator.

Both the complainant and respondent will be treated respectfully throughout the investigation and kept reasonably informed regarding the progress of the matter, where appropriate.

**FINDINGS AND OUTCOMES**
Following completion of an investigation, the Institution will determine whether, on a balance of probabilities, this policy has been violated.

Where appropriate, both the complainant and respondent will be advised in writing that the investigation has concluded and will receive information regarding the outcome to the extent permitted by privacy legislation.

Where a policy violation is substantiated, the Institution may implement one or more corrective measures appropriate to the nature and severity of the conduct. Corrective measures may include, but are not limited to:

- educational or restorative interventions;
- verbal or written warnings;
- behavioural or performance expectations;
- mandatory training or coaching;
- restrictions on participation in certain activities;
- suspension;
- dismissal or expulsion; or
- any other action considered appropriate under applicable institutional policies.

Where no policy violation is substantiated, the Institution may still implement reasonable measures to restore or maintain a respectful learning or working environment.

**PROTECTION FROM RETALIATION**
The Institution prohibits retaliation against any individual who, in good faith:

- reports a concern;
- submits a complaint;
- participates in an investigation;
- provides information or evidence; or
- supports another individual exercising their rights under this policy.

Any act of retaliation will be treated as a separate violation of this policy and may result in disciplinary action.

**CONFIDENTIALITY**
The Institution will make reasonable efforts to protect the privacy and confidentiality of all individuals involved in a complaint.

Information collected under this policy will only be disclosed where necessary to:

- investigate or resolve a complaint;
- implement interim or corrective measures;
- protect the health, safety, or security of individuals;
- comply with legal or regulatory obligations; or
- support procedural fairness.

Absolute confidentiality cannot be guaranteed where disclosure is required by law or where necessary to ensure a fair investigation.

**RECORDS MANAGEMENT**
All complaints, investigations, findings, and related documentation will be managed in accordance with the Institution's Privacy and Student Records Policy, applicable privacy legislation, and institutional record retention requirements.

Access to complaint records will be restricted to individuals with a legitimate educational, operational, legal, or regulatory need to know.

Complaint records will be maintained securely and retained in accordance with applicable legislative and institutional requirements.

**CONTINUOUS IMPROVEMENT**
The Institution is committed to fostering a respectful and inclusive learning environment through ongoing education, awareness, and continuous improvement.

Without identifying individuals, complaint trends may be reviewed periodically to:

- identify emerging risks;
- review complaint trends;
- improve institutional practices;
- enhance education and prevention initiatives;
- strengthen employee education and training;
- review internal audit findings;
- consider legislative and regulatory changes; and
- promote institutional best practices.

**MONITORING AND COMPLIANCE**
The Institution may periodically review compliance with this policy through internal audits, complaint trend analysis, policy reviews, employee education, and corrective action monitoring to support continuous improvement and ongoing regulatory compliance.

**RELATED POLICIES**
This policy should be read in conjunction with the Institution's:

- Attendance Policy
- Active Participation and Satisfactory Academic Standing Policy
- Dismissal Policy
- Code of Conduct
- Privacy and Student Records Policy
- Respectful and Fair Treatment Policy
- Sexual Misconduct Policy
- Student Complaint Resolution Policy

## SEXUAL MISCONDUCT POLICY

### PURPOSE

The Institution is committed to providing a safe, respectful, and inclusive learning and working environment where all individuals are treated with dignity and respect. Sexual misconduct will not be tolerated under any circumstances.

This policy establishes the Institution's commitment to preventing sexual misconduct, supporting individuals who are affected, and responding to disclosures, complaints, and reports in a manner that is fair, trauma-informed, and consistent with applicable legislation and regulatory requirements.

The Institution is committed to:

- promoting awareness and prevention through education;
- responding promptly and appropriately to disclosures, complaints, and reports;
- supporting individuals affected by sexual misconduct;
- applying procedural fairness throughout all formal processes;
- protecting individuals from retaliation; and
- maintaining confidentiality to the greatest extent reasonably possible.

### SCOPE

This policy applies to:

- all students;
- employees;
- instructors;
- administrators;
- contractors;
- volunteers;
- practicum and work experience participants; and
- visitors participating in Institution-related activities.

This policy applies to conduct occurring:

- on campus;
- during online or distance education;
- within the Learning Management System (LMS);
- during practicum, clinical, work experience, or field placements;
- during Institution-sponsored activities;
- during institutional travel; and
- through electronic communications or social media where the conduct has a reasonable connection to the Institution or adversely affects the learning or working environment.

This policy should be read together with the:

- Human Rights and Harassment Reporting and Complaint Policy;
- Code of Conduct;
- Student Complaint Resolution Policy;
- Respectful and Fair Treatment Policy;
- Privacy and Student Records Policy; and
- Dismissal Policy.

### GUIDING PRINCIPLES

The Institution will administer this policy in accordance with the following principles:

- **Safety:** The safety and well-being of members of the institutional community will remain a primary consideration.
- **Respect:** All individuals involved will be treated with dignity, compassion, and respect.
- **Trauma-Informed Response:** The Institution recognizes that individuals may respond differently to experiences of sexual misconduct. Processes will be conducted with sensitivity while maintaining fairness for all parties.
- **Procedural Fairness:** Individuals involved in formal investigations will be provided with a fair opportunity to respond before decisions are made.

- **Confidentiality:** Information will be shared only where necessary to investigate, respond to, or resolve a matter, or where required by law.
- **Protection from Retaliation:** The Institution prohibits retaliation against any individual who, in good faith, seeks assistance, makes a disclosure, files a complaint, or participates in an investigation.

**DEFINITIONS**

- **Sexual Misconduct:** Sexual misconduct includes any unwelcome conduct of a sexual nature that violates an individual's dignity, safety, or security. Sexual misconduct may include, but is not limited to:
    - sexual assault;
    - sexual harassment;
    - sexual exploitation;
    - stalking of a sexual nature;
    - indecent exposure;
    - voyeurism;
    - distribution of intimate images without consent;
    - attempts or threats to commit acts of sexual misconduct; and
    - retaliation related to a disclosure, complaint, or report.
- **Disclosure:** Sharing information about an experience of sexual misconduct for the purpose of obtaining support, advice, accommodations, or information, without necessarily requesting an investigation.
- **Complaint:** A request for the Institution to review concerns and seek an appropriate institutional resolution.
- **Report:** A formal notification requesting that the Institution initiate an investigation or take institutional action.
- **Consent:** The voluntary, informed, and ongoing agreement to engage in sexual activity. Consent cannot be obtained through force, threats, coercion, fraud, or where an individual lacks the capacity to consent. Consent may be withdrawn at any time.
- **Support Person:** A person selected by a complainant or respondent to provide personal support during meetings held under this policy. A support person does not participate in decision-making or the investigation.

**POLICY STATEMENT**

The Institution is committed to preventing sexual misconduct through education, awareness, professional conduct, and timely intervention.

Individuals who experience, witness, or become aware of possible sexual misconduct are encouraged to seek assistance and report their concerns as soon as reasonably possible.

The Institution recognizes that individuals may choose whether to make a disclosure, submit a complaint, or file a formal report, except where the Institution has a legal obligation to take action to protect the safety of the learning community.

The Institution will respond to all concerns respectfully, fairly, and in accordance with this policy and applicable legislation.

**PREVENTION AND EDUCATION**

The Institution is committed to preventing sexual misconduct through ongoing education, awareness, and the promotion of respectful relationships and professional conduct.

The Institution will:

- provide students and employees with information regarding this policy and available support resources;
- promote awareness of consent, respectful conduct, and bystander responsibility;
- provide training to employees responsible for receiving disclosures or responding to complaints and reports;
- encourage early reporting of concerns; and
- periodically review prevention initiatives to support continuous improvement.

- periodically review education initiatives to ensure they remain current with legislative requirements and emerging best practices.

**SUPPORT AND ACCOMMODATIONS**
Any individual who experiences or discloses sexual misconduct will be treated with dignity, compassion, and respect. Individuals seeking support are not required to submit a formal complaint or report in order to receive information regarding available institutional supports or reasonable accommodations.

Where appropriate, the Institution may provide reasonable accommodations, including:
- academic accommodations;
- changes to class schedules;
- alternative learning arrangements;
- adjustments to practicum or work experience placements;
- temporary restrictions on contact between individuals; or
- other reasonable measures intended to support safety and continued participation in studies or employment.

The Institution will also provide information regarding available community resources, counselling services, medical care, victim support services, and law enforcement where appropriate.

**DISCLOSURE, COMPLAINT, AND REPORTING OPTIONS**
Individuals may choose one or more of the following options:
- **Disclosure:** A disclosure allows an individual to seek support, information, or accommodations without requesting a formal investigation.
- **Complaint:** A complaint requests that the Institution review the matter and determine an appropriate institutional response.
- **Formal Report:** A report requests that the Institution initiate a formal investigation or other institutional action.

The Institution recognizes that an individual may choose not to proceed with a formal complaint or report. However, the Institution may initiate an investigation where required to:
- protect the safety of the learning community;
- comply with legal obligations;
- address ongoing risks; or
- satisfy regulatory requirements.

**EMERGENCY RESPONSE**
Where there is an immediate risk to the safety of any individual, emergency services should be contacted without delay.

Individuals who have experienced sexual assault are encouraged to seek immediate medical attention and preserve evidence where they choose to pursue criminal or legal proceedings.

The Institution will cooperate with law enforcement where required while continuing to provide reasonable institutional supports.

Institutional processes may proceed independently of any criminal investigation where appropriate.

**INTERIM MEASURES**
Where appropriate, the Institution may implement interim measures while reviewing or investigating a complaint or report.

Interim measures are precautionary and do not represent findings of responsibility.
Depending on the circumstances, interim measures may include:
- schedule adjustments;
- alternative learning arrangements;
- temporary changes to work assignments;

- no-contact directions;
- restricted access to institutional facilities;
- temporary suspension where necessary to address significant safety concerns; or
- other reasonable measures intended to reduce risk and support the integrity of the investigation.

Interim measures will be proportionate to the circumstances and reviewed as additional information becomes available.

**INVESTIGATION PROCESS**

Where a formal investigation is initiated, the Institution will ensure the process is conducted fairly, objectively, and without unreasonable delay.

Investigations will generally include:

1. reviewing the complaint or report;
2. notifying the respondent of the allegations;
3. providing both parties with an opportunity to present relevant information;
4. interviewing witnesses where appropriate;
5. reviewing relevant documentation or electronic evidence; and
6. assessing all available information using the balance of probabilities standard.

The Institution may appoint an internal or external investigator where appropriate, particularly where there may be an actual or perceived conflict of interest or where specialized expertise is required.

Both the complainant and respondent may be accompanied by a support person during meetings related to the investigation, provided the support person's participation does not interfere with the process.

The Institution will make reasonable efforts to keep the parties informed regarding the progress of the investigation while respecting privacy and confidentiality obligations.

**FINDINGS AND OUTCOMES**

Following completion of an investigation, the Institution will determine, on a balance of probabilities, whether this policy has been violated.

Where appropriate, both the complainant and respondent will be advised in writing that the investigation has concluded and will receive information regarding the outcome to the extent permitted by applicable privacy legislation.

Where a violation of this policy is substantiated, the Institution may implement one or more corrective measures appropriate to the circumstances. Corrective measures may include:

- educational or restorative interventions;
- verbal or written warnings;
- mandatory education or training;
- behavioural or performance expectations;
- restrictions on participation in institutional activities;
- suspension;
- dismissal or expulsion;
- termination of employment or contractual relationship; or
- referral to law enforcement where appropriate.

Where an investigation does not substantiate a policy violation, the Institution may nevertheless implement reasonable measures to restore or maintain a safe and respectful learning or working environment.

**PROTECTION FROM REPRISAL**

The Institution prohibits retaliation against any individual who, in good faith:

- makes a disclosure;
- submits a complaint or report;
- requests support or accommodations;
- participates in an investigation; or
- provides information or evidence during a review.

Retaliation, intimidation, or interference with any person participating in a process under this policy may result in disciplinary action under applicable institutional policies.

A complaint or report that is not substantiated does not, by itself, mean that it was made in bad faith.
Knowingly false or malicious complaints may result in corrective or disciplinary action.

**CONFIDENTIALITY**
The Institution will make reasonable efforts to protect the privacy and confidentiality of all individuals involved in a disclosure, complaint, report, or investigation.
Information will only be shared where necessary to:

- respond to a disclosure or report;
- investigate or resolve a complaint;
- implement appropriate safety or accommodation measures;
- comply with legal or regulatory obligations; or
- ensure procedural fairness.

Absolute confidentiality cannot be guaranteed where disclosure is required by law or is necessary to protect the safety of individuals or the broader learning community.

**RECORDS MANAGEMENT**
Records created under this policy will be maintained in accordance with the Institution's Privacy and Student Records Policy, applicable privacy legislation, and institutional record retention requirements.

Access to records will be limited to authorized individuals who require the information to fulfill their educational, operational, legal, or regulatory responsibilities.

**CONTINUOUS IMPROVEMENT**
The Institution is committed to continuously improving its response to sexual misconduct through education, policy review, and ongoing assessment of institutional practices.

Without identifying individuals, complaint trends may be reviewed periodically to:

- improve prevention and awareness initiatives;
- enhance employee education and training;
- strengthen institutional supports;
- identify emerging risks; and
- support ongoing compliance with legislative and regulatory requirements.

**MONITORING AND COMPLIANCE**
The Institution may periodically review compliance with this policy through internal audits, policy reviews, education initiatives, complaint trend analysis, and corrective action monitoring to support continuous improvement and legislative compliance.

**RELATED POLICIES**
This policy should be read together with the Institution's:

- Human Rights and Harassment Reporting and Complaint Policy
- Respectful and Fair Treatment Policy
- Code of Conduct
- Student Complaint Resolution Policy
- Privacy and Student Records Policy
- Dismissal Policy
- Attendance Policy
- Active Participation and Satisfactory Academic Standing Policy

**POLICY REVIEW**
This policy will be reviewed at least annually, or more frequently where required by legislative, regulatory, or operational changes, to ensure continued effectiveness, regulatory compliance, and alignment with institutional best practices.

## PART 3 – FINANCIAL

### TUITION REFUND POLICY

| **Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery** | **Refund Due** |
|---|---|
| Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal: | |
| • No later than seven days after student signed the enrolment contract, and<br>• Before the program start date. | 100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and unused aircraft utilization fees. |
| • More than seven days after student signed the enrolment contract, and<br>• Before the program start date. | Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract. |
| After the program start date, the institution provides a notice of dismissal or receive a notice of withdrawal (applies to all programs): | |
| • No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal | Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract. |
| After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs): | |
| • After the program start date, and up to and including 10% of instruction hours have been provided. | Institution may retain up to 10% of tuition paid or payable under a contract. |
| • After the program start date, and after more than 10% but before 30% of instruction hours have been provided. | Institution may retain up to 30% of tuition paid or payable under a contract. |
| • After the program start date, and after more than 30% but before 50% of instruction hours have been provided. | Institution may retain up to 50% of tuition paid or payable under a contract. |
| • After the program start date, and after more than 50% of instruction hours have been provided. | No refund due |
| Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education): | |
| • A student does not attend the first 30% of the program. | Institution may retain up to 50% of the tuition paid under a contract. |

| **Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery** | **Refund Due** |
|---|---|
| Institution receives a refusal of study permit (applies to international students requiring a study permit): | |
| • Before 30% of instruction hours would have been provided, had the student started the program on the later of the following:<br>a) The program start date in the most recent Letter of Acceptance<br>b) The program start date in the enrolment contract<br>• Student has not requested additional Letter(s) of Acceptance. | 100% tuition and all related fees, other than application fee. |
| **Approved Programs – Solely Asynchronous Distance Delivery** | **Refund Due** |
| Before program start date, institution receives a notice of withdrawal: | |
| • No later than seven days after student signed the enrolment contract, and<br>• Before the program start date. | 100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and aircraft utilization fees. |
| • More than seven days after student signed the enrolment contract, and<br>• Before the program start date. | Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract. |
| After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely-asynchronous distance-education-only programs): | |
| • No later than seven days after the program start date | Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract. |
| • Student has **completed** no more than 10% of the program | Institution may retain up to 10% of tuition paid or payable under a contract. |
| • Student has **completed** no more than 10% but less than 30% of the program | Institution may retain up to 30% of the tuition paid or payable under a contract. |
| • Student has **completed** more than 30% but less than 50% of the program | Institution may retain up to 50% of tuition paid or payable under a contract. |
| • Student has **completed** 50% or more of the program | No refund due |

**Completed** means the student has received an evaluation of their performance for the specified percentage of hours of instruction. Only hours of instruction for which the student received an evaluation should be included in the calculation of a tuition refund. If a student completed a portion of a program for which they did not receive an evaluation, that portion should not be included in the calculation of the percentage of the program completed.

| **Approved Programs – All Delivery Methods** | **Refund Due** |
|---|---|
| Student enrolled in a program without having met the admission requirements for the program | |
| • If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. | 100% tuition and all related fees, including application fees |
| Institution does not provide a work experience | |
| • The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control. | 100% tuition and all related fees, other than application fees |

The institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

## STUDENTAID BC FUNDING

Students who choose to finance their education through StudentAid BC are responsible for understanding and complying with all StudentAid BC eligibility requirements throughout their studies. While the College assists with confirming enrolment and reporting required information, the approval, continuation, reassessment, or cancellation of funding is determined solely by StudentAid BC.

Students are encouraged to review the current StudentAid BC policies, eligibility requirements, and important deadlines before starting their program and throughout their studies, as funding requirements may change.

### YOUR RESPONSIBILITIES

If you are receiving StudentAid BC funding, you are responsible for:

- Providing complete, accurate, and truthful information to both the College and StudentAid BC.
- Remaining enrolled in your approved program and maintaining the required course load.
- Meeting the College's attendance, participation, academic progress, and satisfactory scholastic standing requirements.
- Monitoring your StudentAid BC account and responding promptly to requests for additional information or documentation.
- Advising both the College and StudentAid BC immediately if your circumstances change, including:
    - Withdrawal from your program;
    - A leave of absence;
    - A reduction in course load;
    - Changes to your study period or program;
    - Changes to your personal, financial, or contact information that may affect funding eligibility.
- Understanding that you remain responsible for repayment of any loans, grant overpayments, or other financial obligations assessed by StudentAid BC.

### HOW THE COLLEGE SUPPORTS YOU

As a designated post-secondary institution, the College works with StudentAid BC by:

- Confirming enrolment and registration.
- Verifying attendance, participation, and academic activity where required.
- Reporting enrolment changes that may affect funding eligibility.
- Confirming withdrawals, dismissals, leaves of absence, study period changes, course load changes, and early program completions.
- Providing information requested by StudentAid BC in accordance with applicable legislation and funding requirements.

### MAINTAINING YOUR FUNDING

To remain eligible for StudentAid BC funding, students should:

- Attend scheduled classes and required learning activities.
- Actively participate in their program.
- Maintain satisfactory academic progress and scholastic standing.
- Comply with College policies and StudentAid BC requirements.
- Complete their program within the approved study period unless otherwise authorized.

Failure to maintain these requirements may result in StudentAid BC reassessing your funding. Depending on the circumstances, this may include:

- Loss of future funding eligibility.
- Repayment of grants or loans.
- Conversion of grants to repayable loans.
- Loss of interest-free status.
- Funding overpayments.
- Other actions determined by StudentAid BC.

**CHANGES THAT MAY AFFECT YOUR FUNDING**

Your StudentAid BC funding may be affected if you:

- Withdraw from your program.
- Take a leave of absence.
- Reduce your course load.
- Stop attending classes or actively participating in your studies.
- Change programs or study periods.
- Complete your program earlier than expected.
- Experience other changes that may affect your eligibility.

Students are strongly encouraged to speak with Student Financial Services before making any changes to their enrolment, as these changes may affect both current and future funding eligibility.

**VERIFICATION OF INFORMATION**

The College may request additional documentation to verify your identity, enrolment status, attendance, participation, academic progress, or other information required to administer StudentAid BC funding.

Failure to provide requested documentation may delay Confirmation of Enrolment, affect funding eligibility, or result in StudentAid BC reassessing your financial assistance.

**INTEGRITY AND FRAUD PREVENTION**

Students must provide truthful and accurate information when applying for or receiving financial assistance. Knowingly providing false, misleading, altered, or fraudulent information to the College, StudentAid BC, or any other funding agency may result in disciplinary action under College policies and may also be reported to StudentAid BC, regulatory authorities, law enforcement, or other appropriate agencies.

**PRIVACY**

Personal information may be collected, used, and disclosed by the College for the purposes of administering student financial assistance, verifying eligibility, confirming enrolment, and meeting reporting obligations to StudentAid BC and other authorized agencies, in accordance with applicable privacy legislation.

**FREQUENTLY ASKED QUESTIONS**

**Will missing classes affect my funding?**

Yes. Attendance, participation, and satisfactory academic progress are important factors in maintaining StudentAid BC eligibility. Students who stop attending or fail to actively participate may be reported to StudentAid BC, which may result in a reassessment of funding.

**What happens if I withdraw from my program?**

Withdrawing may affect your eligibility for current and future StudentAid BC funding and may result in grants being converted to loans, funding overpayments, or repayment obligations.

**Can I take a leave of absence?**

Possibly. However, approved leaves of absence may affect your StudentAid BC funding. Students should speak with Student Financial Services before requesting a leave.

**What if I change my course load or program?**

Changes to your enrolment may affect your eligibility for funding and should be discussed with Student Financial Services before the change is made.

**Who should I contact if I have questions?**

Students are encouraged to contact the College's Student Financial Services team before making any changes to their enrolment that could affect StudentAid BC funding.

**Important Reminder**

Before withdrawing, reducing your course load, taking a leave of absence, changing programs, or making other significant changes to your studies, contact Student Financial Services. These changes may affect your current funding, future funding eligibility, or repayment obligations.

**Disclaimer**

This section provides a general overview of StudentAid BC funding requirements and institutional responsibilities. StudentAid BC policies, legislation, procedures, and eligibility requirements may change without notice. Students are responsible for complying with the current requirements published by StudentAid BC. Where there is any difference between this handbook and StudentAid BC requirements, the official StudentAid BC legislation, policies, and guidelines will prevail.

# PART 4 – FORMS & SUPPORT GUIDES

## ACADEMIC PROGRESSION & LEARNING SUPPORTS GUIDE

### PURPOSE

The institution is committed to supporting student success through clear progression standards, early intervention, and accessible learning supports. This guide outlines the resources, expectations, and procedures that assist students in maintaining satisfactory academic progress and successfully completing their program. These supports apply to all students enrolled in institutional programs, including those with practicum or work experience components.

### REGULATORY FRAMEWORK

This guide supports the institution's Academic Standing, Attendance, Active Participation, Student Records, Admissions, Graduation, and Student Support policies. It is intended to promote student success while supporting compliance with applicable provincial legislation and regulatory requirements, including PTIRU requirements and StudentAid BC administrative policies, where applicable.

### ACADEMIC PROGRESSION

Students are expected to maintain satisfactory academic progress by attending classes, actively participating in learning activities, successfully completing course requirements, and progressing through their program according to their approved schedule.

#### Academic Advising & Program Planning

- The Senior Education Administrator provides guidance on academic progression, course expectations, and strategies to address academic difficulties.
- The Education Coordinator assists with program planning, course sequencing, and graduation requirements.

#### Attendance Monitoring & Early Intervention

- Attendance and active participation are monitored in accordance with the Attendance and Active Participation Policy.
- Early Intervention Notices may be issued when concerns are identified.
- Follow-up meetings and support plans may be implemented.

#### Progress Reviews & Academic Probation

Students may be placed on Academic Progression Probation if they fail or repeat a course, fall behind program timelines, demonstrate ongoing attendance or participation concerns, or are at risk of not meeting practicum or graduation requirements.

#### Practicum / Work Experience Support

- Readiness preparation before placement.
- Ongoing monitoring throughout placement.
- Regular feedback from instructors and coordinators.

### LEARNING SUPPORTS

- Weekly academic support sessions.
- Instructor office hours and email support.
- Learning Management System (LMS) and educational technology assistance.
- Students requesting academic accommodations should contact Student Services as early as possible. Reasonable accommodations will be considered in accordance with institutional policy and applicable legislation.

**STUDENT SERVICES SUPPORT**

- Attendance guidance.
- Scheduling assistance.
- Assistance navigating academic and administrative processes.

**International Student Supports**

- Referrals to settlement services.
- Cultural supports.
- Housing and transportation resources.
- Mental health services.
- Banking and financial literacy resources.

**Financial Assistance Support**

- Guidance regarding StudentAid BC documentation.
- Assistance understanding funding requirements.
- Information regarding the impact of enrolment changes or withdrawals on funding eligibility.
- Referral to appropriate financial aid resources.

**Career Development**

- Resume and cover letter assistance.
- Interview preparation.
- Job search strategies.
- Transition to employment.

**STUDENT RESPONSIBILITIES**

- Students are expected to:
- Attend all scheduled classes and learning activities.
- Complete coursework on time.
- Maintain regular communication with instructors.
- Monitor institutional email and LMS announcements.
- Seek assistance promptly when experiencing academic or personal challenges.
- Participate in recommended academic supports.
- Comply with Academic Action Plans or Probation requirements where applicable.
- Follow their approved program plan.

**RELATED POLICIES**

Students may refer to the Attendance Policy, Active Participation & Academic Standing Policy, Grade Appeal Policy, Student Dispute Resolution Policy, Graduation Policy, and Student Records Policy for additional information.

# INTERNATIONAL STUDENT WAIVER

**STUDENT FIRST NAME: _____ STUDENT LAST NAME: _____**

**YOUR CONDITIONS AS A STUDY PERMIT HOLDER IN CANADA**
As a study permit holder, there are a few conditions you need to meet. If you don't meet these conditions, you may lose your student status and study permit. You may also have to leave Canada.

**A study permit holder is allowed to work off-campus up to 20 hours a week when enrolled in a full-time program and if they meet the other eligibility requirements. If the program is part-time, or you have concluded your attendance, you are not permitted to work off-campus.** Study Permit holders are not permitted to attend online-only programs (also known as distance learning) as their primary activity in Canada.

**You cannot leave your studies unless you're taking an authorized leave approved by the College.** The College is obligated to report your unauthorized absence to IRCC immediately.

**On the IRCC website, you can see more information about these conditions:**
https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/prepare-arrival/study-permit-conditions.html

**POST-GRADUATION WORK PERMIT (PGWP) ELIGIBILITY**
Granville College, as a private institution, is **NOT** eligible for the Post-Graduation Work Permit (PGWP).

**WORK OPPORTUNITIES AND IMMIGRATION**
The College does not **guarantee employment or matters related to immigration**.

**VISITORS AND WORK PERMIT HOLDERS ELIGIBILITY**
**Only valid study permit holders can enrol and complete programs that are more than 6 months in length**. If you are a visitor or a work permit holder, you must apply and receive your new study permit before you can commence your program of study at our schools across Canada.

**LEGAL ADVICE**
Any legal advice with respect to study or work permit applications as well as the immigration process must be addressed with IRCC directly or an immigration consultant and/or lawyer registered with The College of Immigration and Citizenship Consultants (CICC).

**ACKNOWLEDGMENT**
By my signature below, I understand and acknowledge that I have been duly informed of the above and I am obliged to act in accordance with these policies.

---

Student: _____ Date: _____

Admissions Representative: _____ Date: _____

*If under the age of 18:*
Parent/Guardian Name: _____

Parent/Guardian Signature: _____ Date: _____

# STUDENT EMERGENCY & MEDICAL INFORMATION

**Student Name**: _____ **Student Program**: _____

**Student Phone Number:** _____ **Student Email Address:** _____

**Student Mailing Address:** _____

**EMERGENCY CONTACT**

Name _____

Phone Number _____

Relationship _____

**EMERGENCY CONTACT**

Name _____

Phone Number _____

Relationship _____

**MEDICAL CONDITIONS**

Do you have any medical conditions? (I.E., should the College be aware of allergies)?

☐Yes

☐No

Please specify:

Are you currently taking any medications?

☐Yes

☐No

Please specify:

# STUDENT ACKNOWLEDGMENT OF HANDBOOK POLICIES

As a student of Granville College, it is your responsibility to review and understand all policies, procedures, and expectations outlined in the Student Handbook. These policies are in place to ensure a respectful, professional, and supportive environment for all students and staff.

The policies, procedures, rules and regulations outlined in this Student Handbook are currently in effect at the College at the time of this publication. The College reserves the right to revise and/or change these policies, procedures, rules and regulations, either individually or collectively, at any time when it deems such revision to be in the best interest of the College and its students.

Students will be notified of changes via postings on campus. All such revisions and/or changes to policies, procedures, rules and regulations, either individually or collectively, supersede those outlined in this handbook.

By signing this agreement, you acknowledge that:

- You have received, read, and reviewed the Granville College Student Handbook in full.
- You understand and agree to comply with all policies, guidelines, and expectations contained in the Handbook.
- You understand that failure to follow these policies outlined in the Handbook may result in disciplinary action, up to and including suspension or dismissal from the program.
- You agree to seek clarification from a Granville College staff member if you have any questions regarding these policies.

## STUDENT ACKNOWLEDGMENT

I hereby confirm that I have read and understand the contents of the Granville College Student Handbook. I agree to abide by all policies and procedures outlined and understand the importance of always maintaining a professional and respectful learning environment.

**Student Name (Printed):**_____

**Student Signature:**_____ **Date:** _____

**College Staff Name (Printed):**_____

**College Staff Signature:**_____ **Date:**_____