



VISUAL COLLEGE
OF ART AND DESIGN
OF VANCOUVER

Student Handbook

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Replaced all previous versions.
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Welcome!

From our admission process right through to our employment support after graduation, we strive to provide our students with a meaningful educational experience. It is this dedication that gives our graduates the competitive edge in the workplace.

Once you begin your studies, you will become aware of how our learning process will stimulate engage, and challenge you to succeed. You will build an impressive skill set in your area of study and gain the interpersonal expertise that will help make you successful.

Our programs are designed to reflect the requirements of the employers in your chosen career field. Throughout your studies, you will work in ways that will mirror what you will find in the workplace. When you complete your program, you will be ready to begin your career.

At VCAD, you have access to a strong support team that is dedicated to helping you every step of the way.

Your fellow students are also an important part of this team as they are just as serious about their success as you are. Do not hesitate to speak to any of these people if you need help. We are all here for one reason – your success!

We congratulate you on making the commitment to further your education and achieve your career goals. We wish you success throughout your program and beyond!

Mission Statement

Visual College of Art and Design of Vancouver

VCAD provides accessible, innovative and industry driven education and training that serves the needs of our local communities, by preparing graduates for rewarding careers in the areas of art and design.

STATEMENT OF STUDENT RIGHTS

VCAD is certified with the Private Training Institutions Branch (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

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:

- amount of tuition and any additional fee 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 PTIB 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 PTIB 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 PTIB and how to be an informed student, go to:

<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

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About This Handbook

This Handbook contains important information about the academic policies of the College as well as the services provided to you while you are a student at the College. It is an excellent source for information about what is expected of you while you are attending school and the steps that can be followed to ensure your success.

Every effort has been made to ensure the Handbook is accurate as of the date of publication. The Handbook is periodically reviewed and updated as necessary to reflect current academic and operational policies and procedures. Changes are effective when made.

Please take time to read this Handbook and ensure that you have signed the last page of this document and returned a copy to the College.

ACADEMIC POLICIES AND PROCEDURES

Admissions

Admissions Policy

All applicants are required to follow a formal application procedure. The application process includes an interview with an Assistant Director of Admission; meeting with a financial administrator, validation that the applicant meets the program admission requirements, and signing of a formal enrolment agreement.

At all times the College is responsible for providing prospective students with accurate information about the programs it offers so that the student can make informed decisions. Admission is based upon the applicant's meeting the prescribed program admissions requirements.

The Campus Director approves admissions to programs

Students are required to provide all of the required documentation to confirm that the student meets the specific program admissions requirements, including proof of age, high school completion, etc.

Admissions Process

1. **Interview with Assistant Director of Admission:** It is important that the applicants interview and have the opportunity to explore their education and career expectations. Therefore, applicants are interviewed by an Assistant Director of Admission as part of the application process.
2. **Meeting Financial Administrator:** The student must meet with the Financial Administrator. Financial Administrators are trained to assess the students understanding of the financial challenges that face adult learners and to ensure that the student understands the responsibilities that arise from funding study by way of student loan.
3. **Admissions Requirements:** To ensure students have the basic knowledge, skills, and abilities to be successful, each program has established minimum admissions/entrance requirements that must be met in order for the student to be approved for admission. The minimum admission/entrance requirements cannot be waived by either the student or the institution. Specific programs may have additional admission requirements. Admissions/entrance requirements must be met by all students in order to gain admission to any program. The College does not represent or imply that students are guaranteed a job or in the case of international students a work permit on graduation.
4. **Student Enrolment Agreement:** A written Enrolment Agreement conforming to regulatory requirements must be signed by the student and/or by a parent or guardian if the applicant is a minor (not reached the age of 19 in British Columbia and 18 in Ontario, Alberta, Manitoba and Quebec). The student must receive a copy of the Enrolment Agreement with the Campus Director's signature once the student has been accepted into the program.

English Language Assessment Policy

All applicants to the College must demonstrate that they are proficient in the English language in order to be successful in their training. If English was not the applicant's first language (where he/she were educated in another language) and a specific requirement of English proficiency is specified in the individual program, the applicant will need to meet the minimum English Language Proficiency standard as outlined for that individual program admissions requirements.

Learning Accommodation

The College has an institutional commitment to provide equal educational opportunities for qualified students with disabilities in accordance with provincial and federal laws and regulations, including the Human Rights legislation enacted federally and in each Province.

This process begins when a Student identifies a need for accommodation due to a disability, includes the student's request for accommodation and ends with the Director's acceptance or rejection of the student's request for accommodation.

To provide equality of access for students with disabilities, the College will provide accommodations and auxiliary aids and services to the extent necessary to comply with provincial and federal laws. For each student, these accommodations and services will specifically address the functional limitations of the disability that adversely affect equal educational opportunity.

The Campus Director shall be responsible for assisting qualified students with disabilities in securing appropriate accommodations, auxiliary aids and services, with the guidance and support of Student Relations.

The student bears the responsibility of notifying the Campus Director of a disability upon admission. Once the student identifies the specific academic accommodations, auxiliary aids and/or services and discusses them with the Campus Director, the student will be asked to provide the Director with appropriate documentation to support the request. This documentation from an appropriate professional, should reflect the student's present level of disability and how the disability reflects the student's needs in the school's setting.

The Director has discretion to determine what type of professional documentation is necessary, and this may vary depending on the nature and extent of the disability and the accommodation, auxiliary aid and/or services requested. In the event the Director or designee thinks it is appropriate to obtain a second professional opinion concerning the nature and extent of the disability, the College will bear the cost of obtaining that second opinion not covered by the third party payer.

The Director will promptly evaluate the request for accommodation once the documentation is received. Appropriate accommodations, auxiliary aids and/or services are determined following an individualized assessment of each request and discussion between the student and the Campus Director.

The Director, in consultation with regional leadership, will consider the following factors in determining appropriate accommodations, auxiliary aids and/or services:

- The nature of the student's disability.
- Accommodations, auxiliary aids and/or services that have worked for that student in the past.
- Whether the requested accommodations, auxiliary aid and/or services will allow the student effectively to access and participate in the course or program.
- Whether the requested accommodation, auxiliary aids and/or services will alter the essential requirements of the course or program.
- The College is not required to alter or modify a course or program to the extent that it changes the fundamental nature of that course or program.

The Campus Director receiving the request for an accommodation, auxiliary aid or service shall provide the student who made the request with written notification of the determination of the request (along with the effective date of any accommodation, auxiliary aid and/or service) within a reasonable time period.

If a situation should arise where the Campus Director needs additional time to assess a request or in providing accommodation, auxiliary aid and/or service, he or she will provide the student with written notification of the status of the request and the proposed date of determination.

Attendance

The College expects regular and punctual class attendance. Punctuality is as important as good attendance. Students are expected to attend every class session, in accordance with their contractual agreement. Student

absences will be recorded from the first day the class meets. In case of an absence, it is the student's responsibility to notify the college before the start of classes on the day of absence. The student is also responsible for notifying the third party funder, if applicable, of the absence.

Online students are required to sign into the MyCampus LMS for at least 30 minutes on the first scheduled day of each course to fully activate your access to the course content and confirm your presence. In addition, online students must complete the hours of work per week as outlined in your program outline and complete courses as scheduled. Online Students that are unable to complete the required hours per week must contact your student services immediately. If a student is going to be delayed in their academic progress or (if applicable) absent from the required amount of attendance, they must inform Student Services via email; this email can be found in your course session, and is provided to you at orientation. Supporting documents (doctor's note, travel documents, etc.) may be required.

When a student is unable to attend class, they must demonstrate that there have been unanticipated, extenuating, and mitigating circumstances, which prevented their attendance. These circumstances generally involve illness, personal emergencies, and death in the immediate family. Absences based on illness must be accompanied by a doctor's note, without exception. All absences are recorded regardless of the reason for the absence.

ATTENDANCE POLICY

If a student is going to be absent for any class, they must inform the instructor and Student Services via email. Supporting documents (doctor's note travel documents, etc.) will be required.

Any student who misses four (4) classes (16 hours) of any course will be dismissed from the course and must obtain permission from the College to resume studies.

Students are reminded to pay attention to their myVCAD email accounts for any warnings.

As a student, you will be withdrawn/dismissed from studies and, or Student Loan funding based on one of the following external and internal policies:

- Miss two consecutive calendar weeks of study (with the exception of the year-end break when schools are permitted to close for up to 3 weeks at the end of the calendar year).
- Drop below 60% attendance for 3 consecutive calendar weeks of study.
- Have missed sufficient days/hours that they can no longer successfully complete the program within the ministry-approved study period.

Note: Students are required to attend all scheduled classes regularly, including make-up sessions. From time to time, class or work experience schedules may be adjusted to address changing or unexpected circumstances including the temporary interruption of service. In order to ensure students have achieved the required hours of instruction, outcomes, and/or to address an unexpected interruption of studies, the end date of a program may be adjusted accordingly or other schedule accommodation may be made to ensure students receive the required program and contact hours.

Attendance Warnings

Students whose absences exceed 10% of the total hours of the program of study (including the hours allocated to job search and work experience will be warned in writing.

Students whose absences exceed 15% of the total hours of the program of study (including the hours allocated to job search and work experience will be placed on probation and will be subject to conditions if they wish to continue study.

Students whose absences exceed 20% of the total hours of the program of study (including the hours

allocated to job search and work experience) will be dismissed from the College.

The College will place a student on probation should there be a regular routine of poor attendance, particularly where poor attendance is coupled with poor academic performance and/or failure to maintain course completion dates.

Student Loans and Third-Party funding

The College may be required to report any attendance irregularities to funding agencies. These agencies include the provincial Student Loan Office, Worker's Compensation Board, Human Resources Skills Development Canada (EI), and private insurers. Students funded by any of these agencies may be subject to further attendance requirements imposed by the funder. Poor attendance may affect a student's eligibility for funding. Each province has specific attendance percentages and/or time frames. It is the student's responsibility to be aware of the regulations in their province.

A progress report must be completed and submitted monthly for those student funded by HRSDC. The Student Services/Financial Aid Coordinator or delegate is responsible for completing this report and faxing it to the appropriate case manager on or just before the due date. A copy is to be put into each student's Administrative File.

Students who are funded by student loans and who fail to comply with student loan attendance requirements shall be withdrawn from eligibility for continued student loan funding. For students receiving HRSDC/LMDA, WCB/WSIB, Private Insurers, or other benefits, or who are funded by an agency that requires the reporting of attendance, attendance warnings, and probation shall be reported to the funding agency and may result in the termination of benefits.

Interruption of Studies

If for any reason a student interrupts their studies by being absent from scheduled classes for more than five (5) consecutive days or by missing a scheduled examination, they must meet with the Campus Director or Designee. Non-attendance does not constitute notice of withdrawal. The College will consider only two reasons as valid for interruption of studies:

1. Medical Reasons - The student must provide a physician's note attesting to the illness and stating the dates that the student was required to be away from College.
2. Compassionate Reasons - The student must provide a letter explaining the circumstances surrounding the absence. A compassionate reason for absence must meet the definition "a suddenly-arising situation beyond the control of the student."

Re-admission will be considered on a case-by-case basis. Students must submit a written letter to the Campus Director or designee requesting re-admission. The student will be responsible for payment of all fees relating to the College up to and including the date of termination in accordance with the Refund Policy. Students may not be able to resume their program where they left. The student's scheduling and/or completion dates may also be changed as a result.

Re-admittance to the College

Students should make an appointment for a formal interview with the Campus Director or designee to initiate the re-admittance process. Students must be in good financial standing in addition to the below in order to be re-admitted to the College.

Re-admission following an interruption of Studies

Students who have interrupted their studies must re-apply for admission and meet the current admission

requirements in place for that program

Re-admission following an academic dismissal

- *First Re-admittance:* Students who have been academically withdrawn from their studies must re-apply for admission in accordance with re-admission policies and meet the current admission requirements in place for that program. Students readmitted will be placed on academic probation for the term of their return. Students who fail to meet the terms of the academic probation in the term of their return will be subsequently academically withdrawn from the college for a minimum of 12 months from the date of the academic withdrawal.
- *Second Re-admittance:* After the second academic withdrawal and minimum 12 month waiting period, the student must re-apply for admission in accordance with re-admission policies and meet the current admission requirements in place for that program. Students readmitted will be placed on academic probation for the term of their return. Students who fail to meet the terms of the academic probation in the term of their return will be subsequently academically withdrawn from the college and will not be eligible to return to the college.

Maximum Time Frame

The maximum time frame for all instructor lead programs is defined in terms of the scheduled length of time to complete each program. The maximum time allowed to complete the required number of credit hours is equal to that of 150% of the regular class schedule.

- A program running 48 weeks, a student may complete the program in 72 weeks.
- A program running 60 weeks, a student may complete the program in 90 weeks.
- A program running 72 weeks a student may complete the program in 108 weeks.

Determining the percentage of the total units attempted that were successfully completed monitors incremental progress. Students must demonstrate at least 100% completion rate in order to graduate without exceeding the maximum permissible number of attempts. The time lapsed during an authorized leave of absence is not considered when calculating the maximum time frame. Funding agencies will be notified of any extensions that go beyond expected end dates.

Cheating and Plagiarism

Cheating is the purposeful, willful, and concealed use of unauthorized sources for a test, exam, or other forms of academic work. The College enforces a zero-tolerance cheating and plagiarism policy. Any student who cheats or plagiarizes material for academic grading will be penalized. This generally means that they will be expelled from the College.

Cheating is any act of academic dishonesty.

Plagiarism is the act of representing someone else's work as your own.

Acts or behaviors, which constitute cheating, include, but are not limited to, the definitions listed below:

1. Submitting the same work or part of the same work, for credit in two different courses without the prior agreement of the instructors involved;
2. Bringing (and using) unauthorized and/or concealed materials/aids into a test or exam situation. (Aids include, but are not limited to, calculators, electronic organizers, cell phones, cameras, crib notes, notes, books, electronic recording devices, photocopied materials, etc.).
3. Presenting oneself as another student for a class, test, or exam;
4. Unauthorized sharing of material (copying, or allowing others to copy) during a test or exam.
5. Unauthorized communication with another student in a test or exam;

6. Submitting another person's work as your own, or providing work for another person to submit as his/her own;
7. Falsifying or misrepresenting academic records;
8. Gaining, or attempting to gain access to an examination or test, or a part thereof, without permission from the instructor;
9. Deliberately preventing, or attempting to prevent, the fair access by other students to all types of learning resources;
10. The act of copying for the purpose of providing advantage to yourself or another student will not be tolerated. (Copying is defined as any act of duplicating or reproducing information from another student by any means to obtain advantage for you. The methods used could be visual, oral, notes, printed matter or electronic means.)
11. Plagiarism includes using another person's essential style and manner of expression. Any act of representing others' work as your own is a dishonest act. This includes, but is not limited to, homework, written papers, exams, lab assignments, published work, circuit design, software, etc. This includes copyrighted materials. Students should give credit explicitly and clearly, as well as appropriate reference, to ideas, thoughts, and writings of another, whether the source is oral, from a written source such as books or journal articles, or from the Internet. By not placing direct quotes in quotation marks and footnoting the source, and by not footnoting indirect reference to another's ideas, a student has disguised the fact that the ideas and thoughts, or even exact words, come from another source first. (When in doubt, consult with the Instructor for the course.);
12. Collaboration is the act of two or more students working jointly on any assignment when the Instructor has not permitted this act. This may include, but is not limited to, homework, papers completed outside of class hours, in-class assignments, lab exercises or reports. Collaboration also includes writing an assignment or paper for another student;
13. Theft or solicitation of another student's assignment or paper, grade books, unadministered tests or other academic work/material will result in immediate expulsion; and
14. Intentionally helping or attempting to help another student to commit any act of academic dishonesty.

Violations that threaten the academic integrity of the College may be subject to disciplinary action as described in the Disciplinary Process. Sanctions may include but are not limited to:

- Award of zero marks for the piece of work or examination;
- Award of a fail grade for the whole course;
- Academic Probation;
- Suspension;
- Expulsion.

Student appeals can be made in writing, in accordance with the Dispute Resolution Policy.

Student Services

Students can also seek assistance from Student Services Coordinators. The Student Services Coordinator plays an important role in keeping the student body positive, informed and engaged. They deliver new student orientation, plan campus life activities and other non-academic issues that may arise. For any concerns or suggestions relating to your classes, schedules, school events, and general academic inquiries, students are encouraged to reach out to Student Services.

Tutoring

Student Tutoring drop-in sessions are free to any VCAD student. Tutors can help students enhance their study skills, improve their grades and deepen their understanding of course material.

Guest Speakers

Each term, VCAD invites several Guest Speakers from various industries who conduct workshops for our students. These are free lectures, and information about upcoming guest speakers will be included in the weekly student newsletter

Accessibility Services

VCAD provides accommodations to qualified students requiring accessibility services. The Student Services Department assists qualified students requiring accessibility services in acquiring reasonable and appropriate accommodations and in supporting equal access to services, programs, and activities at VCAD. Students who seek reasonable accommodations should notify the Academic Advisor of their specific limitations and, if known, their specific requested accommodations. Students will be asked to supply medical documentation of the need for accommodation. Classroom accommodations are not retroactive, but are effective only upon the student sharing approved accommodations with the instructor. Therefore, students are encouraged to request accommodations as early as feasible with the Academic Advisor to allow for time to gather necessary documentation.

Student Support Program

As of April 16, 2020, all students currently registered in a B.C. post-secondary institution have access to free, confidential counselling and community referral service, conveniently available 24/7 via app, by phone (1-877-857-3397) and online at Here2Talk.ca.

Here2Talk is a Government of B.C. initiative that connects post-secondary students in B.C. with mental health support when you need it. No appointment needed..

Here2Talk aims to support overall wellbeing and mental health by providing students with the following:

- **24/7 support.** Confidential emotional support, including crisis intervention, available night and day via phone and chat.
- **Experienced professionals.** Access to counsellors who have experience dealing with the common challenges faced by students.
- **No appointment needed.** Call in or start a chat via app or web.
- **Free to students.** Access to professional mental health and wellbeing support at no additional charge for students currently registered with a B.C post-secondary institution.

Here2Talk can help address common student concerns such as:

- Tensions with family members, friends, or instructors
- Feelings of isolation, loneliness or depression
- Stress, anxiety, frustration, or uncertainty related to studies or post-grad plans
- Creating balance between competing personal and academic priorities
- Building better communication and time management skills
- Adapting to a new campus culture, learning style or city
- Referrals to more specialized resources within your community

BC 211

BC211 is a British Columbia, non-profit organization that provides a free, confidential, multilingual service that links people to resources for help, where and when they need it. 211 is available 24/7 by phone, text and chat. The service is free, confidential and available in over 150 languages over the phone.

On a national level, 211 connects people to the right information and services, strengthens Canada's health and human services, and helps Canadians to become more engaged with their communities.

211 is operated by the Distress Centre and has an updated list of all funding given to non-profits. E.g. Utility bill help, one-time assistance payments, free counselling resources, suicidal family support, learning resources, etc..

For more information, please visit <https://bc211.ca>.

Student Association

VCAD encourages and supports student leadership through the Student Association. The purpose of the Student Association is to: provide a forum to discuss student issues, facilitate the exchange of ideas and information among students, act as a liaison between students, faculty, and administration; support school clubs and work collaboratively with these organizations, provide leadership opportunities for students within the school, promote school spirit among the student body, and create a sense of connectedness with the school that will result in student success.

Student Clubs, Organizations, and Activities

VCAD encourages students to get involved by contributing to the development of the school culture. There are clubs to join and opportunities to suggest ideas for new clubs or to become a club leader.

Career Services

The Career Services Program is available to students who graduate from their program of study for a period of up to **six months** from their program completion date. In order to be eligible for this assistance, students must have fully participated in the Graduation Exhibition. To remain compliant with the Regulator the College cannot guarantee any student employment after completion.

The College may assist graduates in finding employment by:

1. Presenting Career and Employment Strategies workshops. Completion of this workshop may be a graduation requirement;
2. Assisting with the preparation of personal marketing tools such as resumes, cover letters, business cards, thank you letters and Internet profiles;
3. Coaching in interview skills and self-directed employer contact;
4. Photocopying and printing of personal marketing tools subject to College policy;
5. Providing access to computer equipment for job readiness and job search activities.

The College expects that graduates who are seeking employment with the assistance of the Employment Specialist will:

1. Maintain regular contact with the Employment Specialist at pre-arranged intervals;
2. Have current and approved personal marketing tools on file with the Career Services Department;
3. Be actively marketing themselves and not relying solely on the College;
4. Be striving to develop employer contacts;
5. Be regularly attending group sessions arranged by the College.

Note: Career Services for online students may be conducted remotely.

Copyright

Campuses comply with the copyright laws as applied to educational institutions. The use of and/or photocopying of copyrighted material in violation of the copyright laws by instructors, students, alumni and staff is prohibited. This standard applies to printed, software, audio, video materials and web-based information.

Canadian copyright legislation states that only the creator or rights-holder has the right to reproduce his or her own work. Copyrighted works include but are not limited to: documents, graphics, sounds, video, and software on company computer systems or from the Internet.

Course Drops/Withdrawals

The College's policy on withdrawals and refunds adheres to the guidelines provided by the regulatory bodies governing within that province. Students wishing to withdraw from study must meet with a Student Services Representative, and submit a letter of withdrawal delivered personally or by registered mail to the Campus

Director stating the reason for withdrawal and withdrawal date. A copy of the letter will be retained in the student's administrative file.

If a student ceases to attend the College without providing written notice of withdrawal, the College will consider the student absent. In accordance with Student Loans and funding agency requirements, the student's absence will be reported as "withdrawn".

Course Repeat Procedure

It is important to note that each course/module within a program of study must be successfully completed in order to achieve graduation. For some students it may be necessary to repeat a course during their program. Not all programs allow students to repeat a course and some externally regulated programs have specific repeat policies. Students are allowed to repeat a failed course twice to a maximum of three (3) attempts per course. Externally regulated programs may have different requirements. Should the student fail a course they may receive the first repeat at no cost. Subsequent attempt will be charged the full cost of the course, as well as any other incidental cost. The Campus Director will make a determination based on the circumstances.

Students may only repeat a course if class space is available (courses requiring an outside examination are excluded). All repeated courses will appear on the student's academic transcript; however, only the most recent attempt will count toward their grade point averages. Please remember that repeating a course is a privilege that the student must earn. The repeating of a course is permitted if a student meets the conditions outlined below. All conditions must be met:

1. Complete an interview with the Campus Director, Student Services Representative, or designee;
2. The student has demonstrated good attendance;
3. The student has been punctual for class;
4. The student has demonstrated significant effort;
5. The student has completed all the requirements for the course and simply was unable to achieve a passing score on the first attempt;
6. The student has met all other graduation requirements.

E-Resources and Materials

Students will be granted an access license to e-resources, which includes e-books that may be subject to an expiration date. Once any course has been attended all e-books related to that course become non-refundable.

The course materials, e-books and resources for students are accessible through the College's Learning Management System (LMS). Students are required to bring their own web enabled device (laptop or tablet) in order to access the course materials and resources. Students are responsible for ensuring that their devices are in proper working order and that they are fully charged before the start of each school day.

Students' programs may include the use of hard copy or e-copy textbooks and learning guides, as needed. The College reserves the right to make changes to the adopted text or to the text edition or version used at any time. As with any material, errors may occur in textbooks and learning guides used by the College. The College makes every effort to identify errors and provide errata to students. In the event that errors are discovered in internally generated textbooks or learning guides, the College has a protocol for correction. If errors are discovered, the instructor should be advised.

All students and instructors receive an organizational email address as well as access to the Learning Management System (LMS) and all related course e-resources. When communicating with other students or staff, all students are required to use only the email address provided.

Note: For online student technical assistance please contact your Student Services Administrator. The Student Services Administrator will assist with e-textbook access, LMS MyCampus login, and other online course resource assistance.

The Student Service Administrator does not provide assistance for issues relating to student devices or internet connection.

Grading

The College uses a letter grade or percentage to indicate academic performance. Students are given a letter grade for each course and work experience completed or attempted. Grading may be based on classroom/online performance assignments, projects, and examinations. All grades are available for student review by request; however, we strongly encourage students to keep track of the grades they receive in order to resolve any discrepancies that may arise. Individual courses may have different passing requirements. Students should ensure that they understand what is required for each course.

Descriptor	Percentage	Letter Grade	Grade Point Value
Excellent	90-100%	A+	4.0
	85-89%	A	4.0
	80-84%	A-	3.7
Good	76-79%	B+	3.3
	72-75%	B	3.0
	68-71%	B-	2.7
Satisfactory	64-67%	C+	2.3
	60-63%	C	2.0
	55-59%	C-	1.7
	50-54%	D	1.0
Failure	0-49%	F	0
Non-Grade Point Designations *			
P – Pass			
W – Withdrawal			
I – Incomplete			
IP - In progress			
<i>* Not calculated in grade point average, unless specified otherwise.</i>			

Pass (P)

A “Pass” grade is given for students who successfully complete a course that is designated by only a pass or fail mark (i.e. Practicum). A “Pass” grade is given for students who successfully completed an accredited course that is transferrable to their program upon entry into the college. A “P” grade counts toward graduation but is not factored into the cumulative GPA.

Withdrawal (W)

Students who withdraw before 33% of the course has elapsed will receive a grade of “W” (Withdrawal), which will not be factored into the cumulative grade point average.

Fail (F)

Students who do not complete all required components of a course, or who receive an average of less than 50% in a course will receive a fail. Students who withdraw beyond 33% of a course or who do not complete all of the required assignments in any course will be given an “F” or an “I” at the discretion of the Campus Director or designate.

Incomplete (I)

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

In Progress (IP)

An “In Progress” notation is given for students who are in the process of completing a course or program component at the time of the transcript issue.

Late Assignment Policy

All course work (including, but not limited to: assignments, labs, quizzes, exams, and final projects) must be submitted no later than the due date unless prior arrangements are made with the Instructor and a new due date is established. If a student submits an assignment after the due date without having made arrangements with the Instructor, the following penalty will be applied:

- 1 week late: 10% deduction
- 2 weeks late: 20% deduction
- 3 weeks late: 30% deduction
- 4 weeks late: at discretion of Instructor only with documented extenuating circumstances

*Note: No assignments may be accepted after the last day of the course; no exceptions. Instructors are required to enter final grades within 72 hours of the course end date.

Grade Disputes

Students who feel they have received an erroneous grade must appeal that grade to their instructor a maximum of three (3) business days after the start of the following term. If the student and instructor do not reach a resolution, the student may appeal to the Campus Director or his/her designate. The Campus Director or his/her designate, after consultation with the instructor and student, will make a determination.

The student, if still dissatisfied may then follow the steps outlined in the Dispute Resolution Policy in the Student Handbook, beginning with a written appeal to the Campus Director.

Appealing Academic Termination

Any student wishing to appeal an academic termination may do so in writing to the Campus Director. The student must submit a letter to the Campus Director within ten (10) business days of the dismissal letter. The written appeal must state the mitigating circumstances that contributed to the termination. The written appeal must be supported with appropriate documentation of the mitigating circumstances and an explanation on how the circumstances have been remedied or changed. The Campus Director will review a student’s appeal and determine whether the student’s circumstance(s) and academic status warrant consideration for reinstatement or some other determination. The Campus Director will report to the student by letter up to ten (10) days of receipt of the student’s letter of appeal. The time necessary may be longer if the appeal is of a complex nature. Where the Campus Director upholds the decision to academically terminate a student, the student may request the Coordinator of Student Relations & Regulatory Affairs review the matter. The outcome of this appeal process is considered final.

Examples of mitigating circumstances include death in the immediate family, hospitalization of a student, documented medical problems, and other special circumstances such as independently documented work-related transfers, natural disasters, and family emergencies. Mitigating circumstances are generally events that are outside the student’s control and are unavoidable.

A student who is granted an appeal may be reinstated and, if otherwise eligible, receive financial aid; however, the student will be placed on probation for that term.

Re-entry after Academic Termination

A student terminated for violating the policies must appeal in writing to the Campus Director for re-entry before the start of the term in which s/he wishes to return. In addition, any student who ceased attendance and whose grades in the last semester of attendance caused him or her to meet the minimum standards must go through the same appeal process. The appeal procedure described in the preceding section applies.

If the appeal is granted, the re-entering student will be placed on probation during the term of return. The student must meet the minimum standards required to continue in the program. The student must successfully retake courses previously failed so that the recalculated GPA and successful completion percentage meets or exceeds the minimum requirements. Some form of academic evaluation must be conducted by the Campus Director to determine that the student has the desire and the academic ability to progress satisfactorily in the program. A student is allowed one and only one re-entry appeal after being academically terminated.

Honors

The College wishes to acknowledge those students who achieve excellence in their schooling. Recognition of academic excellence is by way of an Honors diploma. Graduating students achieving a program overall average of 90% will earn an Honors distinction.

Graduation

Graduation ceremonies are held at least annually and semi-annually in some locations. In order to receive an invitation to participate in the Graduation Ceremony, students must:

- Complete all requirements of the academic program as set out in the program outline by the graduation cut-off date;
- Ensure that all borrowed resources have been returned in good condition or that payment has been made to the College for the replacement of the borrowed resources; and
- Ensure that all tuition and other fees have been paid in full.

VCAD Graduation Requirements

- Successful completion of all program courses with a CGPA of 2.0
- Successful submission of an industry standard professional portfolio to be presented at the quarterly Graduation Exhibition.

Homework

It is understandable that students will have other responsibilities, obligations and commitments while in school. It is important, however, that students do not lose sight of their academic goals.

In addition to attending school as scheduled, students are required to complete additional hours of personal study time.

As in any business environment, effective performance requires planning and consistent execution. Students are expected to make effective use of their time by preparing for their “workday” in advance. Homework may consist of reviewing course material completed that day, making notes, completing assignments and preparing for the next day by reading ahead.

Excellent study habits lead to excellent work habits. We encourage students to continually improve their study habits while at the College.

Projects and Course Assignments

Most courses require completion of one or more projects or other assignments. While the requirements for assignments vary widely, all students are expected to present projects and course assignments for marking in a format that would be acceptable in the workplace. The instructor will provide all course requirements.

Participation

The College fosters an environment that closely resembles the work place. We believe that it is important to teach not only academics, but also the attitudes that are required for a successful career.

On campus students should be prepared to participate in the following ways.

1. Attend all class hours scheduled for each course within the program of study.
2. Complete all projects, homework, tests, quizzes and exams as assigned and on time.
3. Participate actively in classes, labs and placements.
4. Contribute to all discussions, debates and question periods.
5. Be punctual and remain in class for the full scheduled class time.
6. Be pro-active and responsible for their success and to seek help when it is required (i.e., academic, financial, budgeting, guidance, etc.).
7. Demonstrate a commitment to their studies.
8. Progress at a satisfactory rate throughout the program.

Online students should be prepared to participate in the following ways:

1. Sign into the MyCampus LMS for at least 30 minutes on the first scheduled day of each course.
2. Complete all projects, homework, tests, quizzes and exams as assigned and on time.
3. Participate in and contribute to online discussions and live sessions.
4. Be pro-active and responsible for their success and seek help when it is required (i.e. academic, financial, budgeting, guidance, etc.).
5. Demonstrate a commitment to their studies.
6. Progress at a satisfactory rate throughout the program.

Recording in the Classroom

Students need the instructor's permission to record the lesson/lecture. Recording may be permitted solely if the student wishes to record the lesson and use it privately, i.e. not upload or share the recording.

If the student has a disability and needs to record the lesson because of the said disability, he or she has the right to do so according to the regulations agreed upon regarding the disability.

Any form of recording cannot take place until the student has completed the Permission to Record Agreement available from the Campus Director or Student Services Coordinator.

Note: All online live sessions are recorded by the instructor and may posted to the MyCampus LMS.

Prior Learning and Advanced Standing Assessment Policy

DEFINITIONS

Advanced Standing

Advanced Standing is based on credit received for the completion of an equivalent course at another institution (transfer credit). High school courses are not eligible. Course credit for up to 50% of a program of study can be credited by way of advanced standing. Some programs may have a different maximum course credit. See below for program specific exceptions.

Prior Learning

Prior Learning is based on skills acquired through self-study or work experience. High school work experience programs are not eligible. Advanced courses cannot be challenged. Course credit for up to 50% of a program of study can be credited by way of Prior Learning. Some programs may have a different maximum course credit. See below for program specific exceptions.

RESPONSIBILITIES

Admissions Representative:

Assesses whether the applicant can apply for prior learning or advanced standing unless indicated otherwise in the program outlines.

Instructor/ Internal Subject Matter Expert:

- Assesses transcripts for advance standing credit and records assessment outcomes.
- Administers and assesses challenge exams for prior learning credit.
- Communicates challenge outcome to applicant or student.
- Reviews supporting evidence and confirms Advance Standing course equivalency.
- Communicates results with Admissions Representative and Campus Director.

Campus Director:

- Ensures that prior learning or advance standing policies and procedures are followed.
- Signs off on successful challenges.
- Signs off on changes to Enrolment Agreement (including pricing or schedule changes).

ASSESSMENT

Advanced Standing: Students who believe they have taken a course with at least the equivalent course competencies, may be awarded credit transfer by meeting the following:

- Advanced Standing must be transcript based (original institution or university transcripts or certified copy) and supporting documentation must be provided (course description, course outlines, etc.). See 2.a under Procedure for exceptions.
- The transcript submitted must be no more than 12 months old.
- Course equivalency must have been authenticated and signed off by an Instructor/ Internal Subject Matter Expert who has taught the course at the college and who has reviewed the submitted course description. An interview with the applicant may be required.
- Prior Learning: Course challenges based on prior learning can only occur for those courses that have a comprehensive final exam. Students may be awarded credit by meeting the following guidelines:
- Students must submit all challenge requests pertaining to their program before the first day of class.
- Advanced courses cannot be challenged, unless otherwise approved by the Campus Director after consultation with the Program Coordinator or Program Head (if applicable).
- A student may only attempt a challenge examination once per course per program.
- Current industry certifications may be acceptable as credit for prior learning.
- The student must receive a passing grade for a successful challenge.
- Challenge exams must be administered by a College employee and the results returned to the student within two (2) business days of receiving the application.

PROCEDURE:

1. The student must apply for advanced standing/prior learning as part of the application process. Credit must be approved before the program/module start date.
2. To receive advanced standing, the student must provide an official (original) post- secondary transcript of marks, showing successful completion of an equivalent course, and have been awarded a passing grade, unless otherwise stated in the program outline. It is the student's responsibility to submit the appropriate supporting documents.

- a. If the student has previously taken modules with the College into which they are enrolling and they wish to be exempt from re-taking these modules, please refer to and follow Number 2 above. No fee assessment fee should be collected.
 - b. If, due to extenuating circumstances, a student is not able to provide the supporting evidence required for the academic standing assessment review, they will be referred to the Campus Director or designate, who will determine a method of assessment.
3. To receive prior learning credit a student must have successfully completed the challenge exam for the course or courses being challenged and have been awarded a passing grade on each challenge exam. It is the student's responsibility to submit the appropriate documents.
 - a. If a student requests credit for prior learning for more than one course, the exams must be written in the order that the courses are presented in the program of study.
 - b. If a student does not meet the required grade on the challenge exam for a course, no prior learning for subsequent courses may be claimed.
 - c. If a student does not meet the required grade on the challenge exam on the first attempt, the student cannot rewrite the exam.
 4. Any course for which a student is given prior learning credit will show as a CR on the student's transcripts.
 5. The Credit by Challenge Form (previously, Credit for Prior Learning) must be completed and signed by the student before the Prior Learning or Advanced Standing assessments is made.
 - a. There is a \$50 (\$100 for courses requiring a practical assessment) assessment fee for each course for which prior learning is requested. Payment must be made before the assessment will be administered.
 6. All Prior Learning must be approved by the Campus Director (except for the regulated programs. Please see below). Only non-senior courses can be challenged unless otherwise approved by the Campus Director upon consultation with the Program Coordinator or Program Head (if applicable).
 - a. For externally regulated programs, other policies and/or conditions may apply.

The administration reserves the right to deny any request that does not meet the

Standards of Academic Progress

Students are expected to maintain satisfactory academic progress throughout their program. Programs and courses have minimum passing requirements. Course outlines indicate minimum passing requirements. Be sure you review your course outlines thoroughly.

VCAD students must maintain a minimum 2.0 CGPA each term in order to be in good academic standing. In the event that a student is not meeting academic or other program requirements, the College uses a process of increased engagement:

1. Meeting with the Instructor or other staff member – At this step, the staff member will discuss his or her concerns. The outcome of this discussion will be recorded and the notes placed in the student's file. It is expected that the student will implement agreed upon changes, necessary to ensure that all academic and other program requirements are met. If no change is seen, the staff member will proceed to the next step.
2. **Academic Warning** – Students whose CGPA falls below 2.0 or "C", or students who have failed more than two (2) courses within a term, will be placed on Academic Warning. This standing does not appear on the official transcript. Students on Academic Warning will have the following conditions imposed:

- a. The student will be required to meet with a designated Academic staff member to review their performance and initiate the College's intervention process.
 - b. Once a student has successfully achieved a GPA of 2.0 or "C" in the subsequent term, they will be returned to Good Standing.
3. **Academic Probation** – Students who are on Academic Warning and who either a) do not achieve a GPA of 2.0 or "C" while on Academic Warning, or b) have failed another course, will be placed on Academic Probation. This standing does not appear on the official transcript. Students on Academic Probation will have the following conditions imposed:
- a. The student will be required to meet with a designated Academic staff member to review their performance and initiate the College's Commit to Success Plan.
 - b. Once a student has successfully achieved a GPA of 2.0 or "C" at the end of their semester on Academic Probation, they will be returned to Good Standing.
4. **Academic Suspension** – Students who do not achieve a GPA of 2.0 or "C" while on Academic Probation will be placed on Academic Suspension. This standing appears on the official transcript. Students on Academic Suspension will have the following conditions imposed:
- a. A student cannot enroll in any VCAD courses for a period of at least one (1) term.
 - b. During this time, the student is encouraged to seek remediation not only within the College but also outside of the College.
 - c. Students may apply for readmittance at the end of their Suspension period.

Student Records

Student records will be maintained on campus. Besides "hard" paper copies, the colleges retain electronic information containing student enrolment and account information. Student records must include the Enrolment Agreement, enrolment application, proof of meeting admission requirements, the students' transcripts and credential awarded if applicable, and financial records including payment records, student loan documents and any refund, student dispute, and/or dismissal information. A record management system is in place and includes a secure off-site back up.

The College maintains complete student records allowing students legislated and reasonable access to these records. Copies of student records are made available to current and former students at a reasonable cost. Full student records are kept for years 8 years. After 8 years, these records are reduced to include only the Enrolment Agreement, transcript, and a copy of the Diploma/Certificate if issued, and retained for a period of 25 years. Only authorized individuals have access to the files in each department on a "need-to-know" basis.

The College applies and complies with privacy policies and student record management, use, and retention policies that are consistent with the applicable provincial and federal protection of privacy legislation as well as registration and/or accreditation obligations. These policies apply to the collection, storage and disclosure of students' private information, as well as to ongoing business and operational record keeping and analytics. Colleges maintain student records and provide for their safe storage, with final records accessible for future reference.

Official Transcripts

Students will receive one official copy of their Diploma &/or Certificate upon graduation mailed to their home address. This official copy is at no charge to the student. Additional copies of official College Diplomas and/or Certificates will be provided upon request at a cost of **\$25 per transcript**. Diplomas & Certificates required for admission to other institutions will be sent directly to the admitting institution at a cost of **\$25 per transcript**. International Diplomas & Certificates will be sent via courier. The student is responsible for courier charges.

Test and Exam Rewrites

1. Upon appeal to the instructor a student may rewrite a test, exam, or project when they have received a mark below the mark required on an exam or project, unless specifically barred from doing so by the curriculum.
2. The instructor meets with the student and reviews the material, the student's study habits, motivation, time management, and sets a date to rewrite the evaluation.
3. The student must wait a minimum of 24 hours and no more than 3 school days before rewriting an exam or project.
4. If the student successfully passes the re-write exam, the highest grade will be recorded as the rewrite mark. If the exam is provided by an external certifying agency, the exam rewrite policy of the external certifying agency will apply. If the student scores below the minimum passing mark, the higher grade will be kept.
5. Only one rewrite attempt will be permitted.
6. In the event that a student is unsuccessful on the rewrite, s/he must meet with the Campus Director or designee to discuss the options available for continuing in the program of study.
7. If the student fails the rewrite, no other rewrites are allowed. There may be an exam cost associated with rewrites in some programs.

Work Experience Policy

Please refer to Appendix 1

CAMPUS REGULATIONS

Hours of Operation

Campus hours of operation are as follows:

- Monday through Friday: 8:00 am – 10:00 pm
- Saturday: 8:00 am – 6:00 pm

Instructional Hours

Classes are scheduled in three four hour blocks, morning, afternoon and evening, with an hour for lunch at 12:30 P.M.

- Morning: 8:30 am - 12:30 pm
- Afternoon: 1:30 pm - 5:30 pm
- Evening: 6:00 pm – 10:00 pm.

Morning classes begin at 8:30 A.M., Afternoon classes at 1:30 PM and Evening classes at 6:00PM. Students are expected to be ready in the classroom in time for a punctual start.

Students arriving late should not be admitted to class until after the morning break, unless Student Services or the Instructor has given permission.

Breaks should last no longer than 15 minutes. Under no circumstances should a class be ended prior to its official ending time. This includes examination days. We are required by our Regulators to provide all of the instructional hours indicated in a course or program outline. These are compliance issues, which are taken very seriously.

Non-Instructional Hours

The college has several labs available for independent learning, scheduled lab sessions, and independent study. Lab sessions are used by students to do their class assignments and to practice their skill sets. They are not instructor led.

Food and Beverages

Students shall not take food and beverages into the classroom. In some instances approved containers may be permitted.

Computer keyboards and electronic equipment are extremely sensitive to moisture and are destroyed by spills. Some locations have a student lounge with vending machines that has been provided for the students' convenience. Please note that change is not available through the administrative offices.

Parking

The College does not provide student parking. Students are responsible for making their own arrangements for transportation and parking for classes.

Personal Appearance

As a career college, we expect students to behave and dress as they would in a professional work environment, following accepted norms of appropriateness.

Some examples of inappropriate attire for both men and women include torn or soiled clothing, see-through, bare-midriff shirts/blouses, low-cut, open-back clothing and extremely short dresses, skirts, or shorts. Students enrolled in business programs are asked to wear proper business attire. We encourage students to dress for their professional success.

Security

The College takes every step possible to provide a secure learning environment. Students must also take steps to ensure the security of their work and property. Please follow these simple guidelines:

- Always carry your Student Identification;
- Never give out your password or other personal information that would allow someone to log into the College network using your identity;
- Never leave a "logged in" computer unattended;
- Always keep personal belongings with you;
- Report any suspicious or unsafe activity to a staff member;
- During an emergency, follow the instructions of a staff member.

Smoking

Smoking (including e-cigarette use) is prohibited in all buildings. Please ensure the grounds outside the Campus are kept neat and tidy. Smokers shall not congregate at the front of the Campus building and smoke, or leave any cigarette butts in front of the building.

Statutory Holidays

The College observes statutory holidays as noted below. Colleges are closed on these days. Please be aware that some statutory holidays fall on weekends, which means that the following working day is taken as the holiday.

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

Student Identification

The College's Student Identification Card contains a student number and program information. It is important that it is carried so that it is visible, at all times when onsite at the campus.

A requirement to produce it, as identification will occur for the following:

- Obtaining student loan documents
- Signing out resource materials
- Proof of identification while onsite
- Obtaining tuition receipts, transcripts, and other College documents
- Access to the Campus

There is a \$25.00 replacement fee for lost or stolen Student Identification Cards.

Student Printing and Photocopying

Administration office photocopiers are not available for student use. There are printers/copiers on Campus for Student use. Students are given \$500.00 in print credit. Should they need to add credit, they are to see the Financial Administrator. It should be noted that all usage is recorded (user and content).

Telephones

Administration office phones are not available for student use. Any student carrying a cell phone must turn it off when entering a classroom, lab, or study area. As a consideration to fellow students, no cell phone calls (either incoming, outgoing, or text messages) are permitted in the learning areas.

BACKING UP WORK

Students are reminded to back up their assignments and projects at all times: USB, external hard drive, iCloud, Drop box, Sky Drive, etc. **WORK MUST NOT BE SAVED ON THE DESKTOP.** The College is not responsible for any data loss. An Onsite IT service is available for additional assistance.

LOGGING OFF

Students are reminded to always log out when leaving a computer. This is to protect the Students account from being used by other classmates. If rendering, log out is by selecting "switch user." Otherwise, the computers will be re-started and the work will be lost.

DROPPING OFF ASSIGNMENTS

If a Student needs to drop off an assignment to an Instructor outside of class time, prior arrangements need to be made. This allows for the work to be submitted in a timely manner and prevent any work from being lost.

CHILDREN ON CAMPUS

From time to time, children accompany parents to campus. If students are conducting a short visit when they are not attending class, they may bring children as long as they are supervising them at all times. Please be mindful, however, that children are not permitted in the classrooms or labs at any time, and are not permitted to use the computer resources.

VCAD AFTER HOURS

If a Student requires access to the Campus during the weekend or after 5pm on weekdays, they must buzz in to get access. Dial #500 on the keypad to be let in.

It is important that the front door is closed immediately behind the Student- propping open the front and stairwell doors is not permitted.

COLLEGE POLICIES

Disciplinary Process

One or more of the following sanctions may be imposed on any student found to have violated the Student Code of Conduct or any of the policies, rules or regulations of the College.

5. Warning – a notice in writing to the student that the student is violating or has violated the College regulations.
6. Probation – a written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the College. Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation.
7. Suspension – Separation of the student from the College for a designated period of time, after which the student is eligible to return. Conditions for re-admission may be specified.
8. College or Campus Expulsion – Termination of the enrolment and expulsion from the campus or from any campus within the College.

The above list is not meant to be progressive or exhaustive and the College reserves the right to impose the sanction it deems appropriate.

Other than expulsion, disciplinary sanctions will not form part of the student's permanent academic file. Documentation of disciplinary sanctions will, however, form part of the student's confidential administrative file. If deemed appropriate, depending on the sanction, sponsoring agencies and the Student Loans Branch will be notified of the sanctions. During a suspension, a student shall be denied access to all areas of the College premises and any campus that falls under the College's jurisdiction.

Dispute Resolution Policy

Due to the size of the organization and diversity of individuals operating in close proximity to one another, the College realizes there may be disputes and conflicts that arise from time to time. The College is committed to ensuring a safe, comfortable, equal, and responsive learning environment for everyone. The College is committed to the prompt and equitable resolution of student concerns to the satisfaction of both the student and the College.

Complaints should be filed within 90 calendar days of the occurrence of the incident or from the date upon which the student should reasonably have known about the matter(s) they are complaining about. Complaints submitted beyond one calendar year from date of graduation or withdrawal will not be accepted.

- Anonymous complaints will not be accepted.
- Formal Student complaints must be made in writing.
- The student making a complaint may be represented by an agent or lawyer.
- The dispute resolution process, including written reasons for the determination and any reconsideration (if any), must be completed no later than **30 calendar days** of the date on which the student submitted the complaint.
- A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the College at any time for making the complaint.
- The submitted Complaint, related documentation and College response(s) must be retained in the student file.

Students are strongly encouraged to discuss any conflicts, disputes, or concerns via informal discussion at the earliest opportunity.

Procedure:

Campus Director Resolution:

1. In the event that the attempt to resolve issues via informal discussion has not been successful, the student shall provide their concerns or complaint in writing (e-mail or letter) to the **Campus Director**. The student must provide their full name and student ID number, set out the areas of concerns or complaint, their suggested remedy, what steps they have taken to date to address or resolve the issue.

2. The Campus Director must investigate the student's concerns or complaint and whenever necessary meet with the student as soon as is practicable and normally within **5 days** to seek resolution and/or seek additional information around the concerns or complaint from the student or any other parties involved.
 - If the Campus Director is not available, or named in the complaint, the dispute must be submitted to the Education Manager or Program Coordinator.
 - Students will be provided with the contact information of the Education Manager, Program Coordinator and Campus Director during their orientation before the start of their first class.
 - If a formal complaint is sent to a staff member other than the Campus Director, that staff member must redirect the complaint within 1 business day of receipt to the Campus Director.
3. After careful consideration, the Campus Director will provide a written decision to the student, no later than **10 calendar days** after the receipt of the concerns, or complaint.

Campus Support Resolution:

1. If a resolution cannot be found through the Campus Director, the student may pursue the matter further by sending an email to the Regional Director of Operations. The name and contact information will be provided in the Campus Director's decision letter.
 - The email must include the student's concern, actions taken to date and the desired outcome or resolution.
 - Must be sent within **5 calendar days** of the Campus Director decision
2. The Regional Director of Operations will contact all relevant parties to gather information regarding the concern.
3. The Regional Director of Operations will conduct an investigation with the support of the Regional Compliance Manager and review of the complaint/concern and inform all parties of the progress of the investigation and review.
4. Once the investigation is complete, the Regional Director of Operations will respond to the student in writing, no later than **15 calendar days** after the receipt of the concerns, or complaint.

If a student is dissatisfied with the determination and feels they have been misled by the institution regarding any significant aspect of their program, they may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca). The time limit for filing the claim is one year after the student completes, is dismissed from, or withdraws from the program

Harassment and Non-Discrimination

The College is committed to providing a positive learning environment where the individual differences of all students and staff are valued and respected. The College neither condones nor tolerates any discrimination or harassing behaviour that undermines the dignity, self-esteem, and productivity of any student or staff member.

The College considers harassment and/or discrimination by any student or staff member to be a serious breach of human rights, which requires immediate resolution. Such resolution may include disciplinary measures up to and including dismissal or expulsion.

Discrimination and Intimidation

Discrimination and intimidation as it applies to the College is defined as refusing to participate in classroom and/or other activities because of the race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age or criminal conviction of any person.

Harassment

Harassment for the purposes of this policy is defined as any unwelcome remarks, behaviours or communications based on race, colour, ancestry, place of origin, political belief, religion, marital status, family status, sexual orientation, physical or mental disability, gender, age or criminal conviction which causes offence or humiliation to any person.

Sexual Misconduct

Please refer to Appendix 3 - Sexual Misconduct Policy

Personal Harassment

Personal harassment is defined as unwelcome remarks, behaviours or communications directed toward an individual or group of individuals which misuses authority or abuses the power one individual or a group of individuals has over another individual or group of individuals and has the effect or purpose of seriously abusing, threatening, demeaning or intimidating the individual or group of individuals.

Unwelcome Conduct

Harassment and/or discrimination is unwelcome conduct where:

1. Submission to such conduct becomes explicitly or implicitly a term or condition of the learning environment; or
2. Submission or rejection of such conduct is used as a basis for educational decisions; or
3. Such conduct has the purpose or effect of interfering with educational performance; or
4. Such conduct creates an intimidating, hostile or offending educational environment.

Health and Safety Policy

The College provides a clean, hazard free, healthy, safe environment and facility, operating in accordance with the Worker's Compensation Board guidelines.

Any problems with, or defects in equipment should be reported immediately to the school administration.

The facility is kept neat, clean and orderly. Students and employees have a duty to comply with the safety rules, assist in maintaining the hazard free environment, report any accidents, or injuries, including any breaches of safety, and report any unsafe equipment, working conditions, process or procedure at once to a supervisor.

Privacy and Access to Information

Students have a right to have their private information protected. All staff shall take steps to protect the privacy of students' personal information that may be provided to colleges in the course of our business. It is everyone's responsibility to ensure the confidentiality and security of students' personal information under our custody and control. This commitment applies to current, past and prospective students.

Disclosure of Records

All information, ideas, or documents disclosed or submitted by the student as part of his/her education program at the College is disclosed or submitted upon the understanding that the only obligation that the recipient has with respect to such information, ideas, or documents and any use of the same, is limited solely to claims for infringement of valid patents or failure to comply with copyright laws.

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

In the case of international students, the College will disclose to Citizenship and Immigration Canada information related to the student's withdrawal/dismissal and attendance. Colleges use student information for research analyses, employment assistance, student satisfaction reports, institutional effectiveness and student follow-up, account payment, and/or contacting students to inform them about additional educational or alumni opportunities. In addition, students' names and personal identification information, the name of their program and the tuition paid may be forwarded to accrediting bodies such as the Private Training Institutions Branch (PTIB) for the purposes of administering the Training Completion Fund etc. This information has to be collected by accrediting and regulatory bodies in compliance with, and in the manner authorized under relevant *Freedom of Information and Protection of Privacy Legislation*. Colleges may disclose information from the student's academic file on a need-to-know basis. Any disclosure of information to third parties can only be made with the written consent of the student or as authorized by provincial or federal law.

Inspection of Records

The College respects the privacy and protection of personal information and do not disclose personally identifiable information about students or employees to unauthorized third parties without consent consistent with Provincial personal information protection legislation. Student records may also be reviewed on a confidential basis by authorized third party authorities such as accreditation, student assistance or authorized government officials, and/or part of compliance or operational requirements.

Students who wish to inspect and review their education records should submit a written request to the Campus Director. The request should identify as precisely as possible the records s/he wishes to inspect. If the requested records are subject to inspection and review by the student, the Campus Director will make the necessary arrangements for access within a reasonable period of time, but in no case more than ten (10) business days after the request was made, and will notify the student of the time and place where the records may be inspected. The Campus Director will ensure the presence of a college official during the inspection and review of a student's records.

When a record contains personally identifiable information about more than one student, the student may inspect and review only those records that relate to them personally.

Correction of Records

Students have the right to correct their record when they believe it is inaccurate, misleading or constitutes a violation of their privacy rights. Students who wish to correct or modify their records must confer with their Campus Director. As part of the request, the student should identify the specific part to be changed, and indicate why it is inaccurate, misleading or constitutes a violation of his/her privacy rights. The Campus Director will determine if the claim to change the information is legitimate and notify the student in writing that the record has been amended, with a summary of the specified modifications.

Responsible Use of Technology

Information technology facilities include computers and associated peripherals, communications (namely the Internet) and related equipment, facsimile machines, scanners, copiers, telephones, video and other multimedia devices, and all forms of software. Such resources and tools are made available to students in support of their training objectives and academic requirements. Their use is covered by codes such as the Criminal Code of Canada.

Every user of this technology assumes the primary responsibility for the material he or she chooses to access, send, receive or display. The facilities may not be used in any manner to create, send, or display material, which contravenes the College's policies and/or any federal or provincial statute governing the use of information technology. Where the devices, such as personal computers, are the personal property of the user, the appropriate use expectations still apply when the devices are used on College property.

Failure to adhere to these guidelines above may result in the suspension of access privileges as well as other action as deemed appropriate by the Instructor and/or Campus Director. Inappropriate use of information technology includes, but is not limited to the following:

1. Unauthorized access, alteration, destruction, removal and/or disclosure of data, information, equipment, software, or systems;
2. Deliberate interference with the processing of a system or deliberate vandalism of the equipment and software;
3. Use of College facilities and resources for commercial or non-academic related purposes;
4. Propagation of hate literature;
5. Harassment, including sexual harassment (includes accessing, displaying, downloading, and installing pornographic materials from the Internet and/or personal media);
6. Theft of resources;
7. Use the Internet to slander or disparage the College or their instructors or classmates.
8. Malicious or unethical use, and
9. Use that violates provincial or federal laws.

After-class use of classroom facilities and equipment is at the discretion of the College. The student will be held responsible for both the hardware and software in their possession during this period.

The College reserves the right to inspect at any time the computer display, hard drives, and removable media students bring into the facility. Such inspections take place only if there is reason to suspect an infraction of the rules.

The appropriate officials of the College will investigate the matter and, if circumstances warrant, proceed to investigate all work and files of the student.

Student Code of Conduct

The College community is composed of individuals with varied interests and diverse opinions. A student, by voluntarily joining the College, assumes responsibility for abiding by the standards that have been instituted pursuant to our mission, processes, functions, goals, and as expressed in this policy. To function properly, members must exhibit a respect for the individual and collective rights of all those within the community. Students who violate these principles or the rights of others are subject to disciplinary action in accordance with the Disciplinary Process. The College reserves the right to discipline any student it deems necessary to protect the safety and/or the integrity of the learning environment of the College.

Respectful and Fair Treatment - Student Conduct Policy

The College recognizes its students as responsible and dedicated men and women who are preparing for career employment. An integral part of their career and professional development is the expectation that they conduct themselves during the education process in the same manner as will be expected in all employment situations. As members of the College, students have responsibilities and duties commensurate with their rights and privileges. Any student who is found to have violated the Student Conduct Policy is subject to disciplinary sanctions up to and including suspension or permanent dismissal, as described in the Disciplinary Process. The College applies the principles of procedural fairness in the application of these policies.

Elements/Violations

Violations that threaten the health, safety or educational environment of the College will result in immediate dismissal. Such dismissal will forgo the formal disciplinary process as outlined in this handbook. Behaviors that violate the Student Code of Conduct include, but are not limited to:

- 1 Persistent or gross acts of willful disobedience or defiance toward college personnel;
- 2 Assault, battery, or any other form of physical abuse of a student or college employee;
- 3 Fighting;
- 4 Verbal abuse of a student or college employee;

- 5 Conveyance of threats by any means of communication including, but not limited to, threats of physical abuse and threats to damage or destroy college property or the property of other students or college employees;
- 6 Any conduct that threatens the health or safety of one's own self or another individual. Threats to commit self-harm and/ or actual incidents of self-harm by any student are a violation of this code;
- 7 Harassment by any means of any individual, including coercion and personal abuse. Harassment includes but is not limited to, written or verbal acts or uses of technology, which have the effect of harassing or intimidating a person;
- 8 Any form of unwanted sexual attention or unwanted sexual contact;
- 9 Violations by guest of a student on college property. Students are responsible for the actions of their guests;
- 10 Theft, attempted theft, vandalism/damage, or defacing of college property or the property of another student, faculty or staff member;
- 11 Interference with the normal operations of the college (i.e., disruption of teaching and administrative functions, disciplinary procedures, pedestrian or vehicular traffic, or other college activities);
- 12 Use of cell phones and pagers during scheduled classroom times;
- 13 Unauthorized entry into, or use of, college facilities;
- 14 Forgery, falsification, alteration or misuse of college documents, records or identification;
- 15 Dishonesty, including but not limited to cheating, plagiarism, or knowingly supplying false information or deceiving the college and/or its officials;
- 16 Disorderly, lewd, indecent, or obscene conduct. This would include but is not limited to any type of clothing or materials worn or brought onto the premises by any student or guest deemed to be lewd, indecent or obscene as determined by college officials;
- 17 Extortion;
- 18 Violation of College safety regulations, including but not limited to setting fires, tampering with fire safety and/or firefighting equipment, failure to exit during fire drill, turning in false fire alarms and bomb threats;
- 19 Breach of peace on College property or at any college sponsored or supervised program;
- 20 Use, sale, possession or distribution of illegal or controlled substances, drug or drug paraphernalia on college property, or at any function sponsored or supervised by the college. Being under the influence of illegal or controlled substances on college property, or at any college function is also prohibited. Although it is legal to consume alcohol or cannabis based products, possession and/or use is not allowed on campus. Anyone under the influence of alcohol or cannabis products, will be subject to immediate probation and/or termination. In the case of cannabis consumption for medical purposes, students will be required to provide official medical documentation prior to usage, to the Campus Director. In some cases, where student safety is a concern, the Campus Director, can deny the use of medical cannabis on campus.
- 21 Use, sale, possession or distribution of alcoholic beverages on college property or at any function sponsored or supervised by the college. Being under the influence of alcohol on college property or at any college function is also prohibited;
- 22 Possession or use of firearms, explosives, dangerous chemicals, or other weapons on college property or at college sponsored functions;
- 23 Smoking in classrooms or other college buildings or areas unless designated as a smoking area;
- 24 Failure to satisfy college financial obligations;
- 25 Failure to comply with direction of college officials, faculty, staff or security officers who are acting in the performance of their duties;
- 26 Failure to identify oneself when on college property or at a college-sponsored or supervised functions, upon request of college official acting in the performance of his/her duties;
- 27 Violation of federal, provincial or local laws and college rules and regulations on college property or at college sanctioned or college sponsored functions;
- 28 Any form of "hazing" and any act that endangers the safety of a student, or that destroys or removes public or private property, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in a group or organization. "Hazing" includes any method of initiation or pre-

initiation into a student club or any pastime or amusement engaged in with respect to such a club that causes, or is likely to cause, bodily danger, physical harm, or personal degradation or disgrace resulting in physical or mental harm, to any student or other person attending the college;

- 29 Any in-college or off-campus act considered inappropriate or as an example of misconduct that adversely affects the interests of the College and/or its reputation;
- 30 Any violation of the institutions' policies on the responsible use of technology including but not limited to:
 - a. The theft or abuse of computer, email, Internet or Intranet resources
 - b. Unauthorized entry into a file, to use, read, or change the contents, of for any other purpose
 - c. Unauthorized transfer of a file
 - d. Unauthorized downloading of copyrighted materials in violation of law
 - e. Unauthorized use of another individual's identification and/or password
 - f. Use of computing facilities to interfere with the work of another student, faculty member, or college official
 - g. Use of computing facilities to send obscene or abusive messages
 - h. Use of computing facilities to interfere with normal operation of the college's computing system
- 31 Abuse of the College's disciplinary system, including but not limited to:
 - a. Failure to obey the summons of a disciplinary body or college official
 - b. Falsification, distortion, or misrepresentation of information before a disciplinary body or college official
 - c. Disruption or interference with the orderly conduct of a disciplinary proceeding
 - d. Attempting to influence the impartiality of a member of a disciplinary body prior to and/or during the course of the disciplinary proceeding
 - e. Verbal or physical harassment and/or intimidation of a member of a disciplinary body prior to, during, and/or after the disciplinary proceeding
 - f. Failure to comply with the sanction(s) imposed under the student conduct policy
 - g. Influencing or attempting to influence another person to commit an abuse of the disciplinary system
- 32 Harassment based on sex, race, colour, national origin, religion, sexual orientation, age, disability or any other criteria protected by state, federal or local law;
- 33 Conduct disruptive to the positive learning environment at any of the colleges that fall under the College.
- 34 Acts of dishonesty, including but not limited to:
 - a. Giving false information to any official, Instructor, or staff member.
 - b. Forgery, alteration, or misuse of any College document, record, or instrument of identification.
 - c. Computer piracies—copying software, copyright infringement, and unauthorized computer entry.
 - d. Signing in to someone's account or gaining access to networks data or information to which you do not have explicit permission.
- 35 Disruption of teaching, administration, disciplinary proceedings, and other College activities.
- 36 Physical abuse, verbal abuse, threats, intimidation, harassment, including but not limited to, sexual harassment, coercion and/or other conduct, which threatens or endangers the health or safety of any person.
- 37 Expressions of discrimination, bias, or racism such as certain jokes, even if people find them humorous, if these jokes are based on negative stereotyping that is, or could be, perceived as offensive and hurtful to someone.
- 38 Attempted or actual theft of and/or damage to property of the College, a staff member, other students, or public property.
- 39 Unauthorized possession, duplication, or use of keys to any College premises, or unauthorized entry to or use of College property.
- 40 Violation of federal, provincial, or local law on College property or College-sponsored activity.
- 41 Use, possession, or distribution of controlled substances (e.g., drugs and alcohol), except as permitted by law. Students in violation of federal, provincial, or other local regulations may face both criminal prosecution and disciplinary sanction.
- 42 Illegal or unauthorized possession of any weapon(s) on College premises or College-sponsored activities.

- 43 Conduct which is disorderly, lewd, or indecent; breach of peace; or aiding, or abetting, another person to violate the Student Code of Conduct.
- 44 Aiding, encouraging, or inducing another to commit a violation to the Student Code of Conduct.
- 45 The use of profane language, rowdiness, fighting, or other disturbances on College property or at College-sponsored activities.

The possible consequences of any misconduct will depend on the nature and severity of the misconduct. If provincial or federal laws have been broken, charges will be laid.

CONSEQUENCES OF MISCONDUCT

Except where noted above, one or more of the following sanctions may be imposed on any student found to have violated the Student Code of Conduct or any of the policies, rules or regulations of the College.

- 1 Warning – a notice in writing to the student that the student is violating or has violated the College regulations.
- 2 Loss of Privileges – denial of specific privileges (such as Internet access) on a permanent basis or for a designated period of time.
- 3 Probation – a written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the College. Probation is set for a designated period and includes the probability of more severe disciplinary sanctions if the student is found to be in violation of any College regulation during the period of probation.
- 4 Suspension – Separation of the student from the College for a designated period of time, after which the student is eligible to return. Conditions for re-admission may be specified.
- 5 College or Campus Expulsion – Termination and withdrawal from the student's program of study with loss of all campus privileges.

The above list is not meant to be progressive or exhaustive and the College reserves the right to impose the sanction it deems appropriate.

Please also refer to Appendix 2 – Netiquette Guidelines for Online Learners

FINANCIAL

General Information

Provincial governments in Canada provide financial assistance to students in the form of provincial student loans or a combination of Canada Student Loans, provincial student loans, and possibly grant funding. The amount and type of assistance awarded is based on need as assessed by the provincial authority. Students must qualify in order to be eligible for funding. Applications for Student Loans are available from the Student Financial Planner (SFP) at each campus. The SFP at the campus can assist with review for accuracy and completeness before the application is submitted to the Funding Agency. If financial assistance is awarded, the amounts disbursed to the College on the student's behalf are applied to the student's outstanding balance as set forth in the Student's Payment Plan.

The College expects students to pay their tuition according to arrangements made with the SFP prior to registration. Students are financially responsible for all charges incurred after the Enrollment Contract has been signed. All fees are payable as specified in the student's payment plan.

Awards

Occasionally students will be offered scholarships to be applied toward program fees based on eligibility criteria. Students will complete the Scholarship Application Form and the Scholarship Statement of Understanding. Once completed, the Assistant Director of Admission will submit the Scholarship Application and Statement of Understanding to the Campus Director or designate, who will provide recommendations before submitting it to their Regional Director.

Exceptions:

- a. International students who enroll through a Recruiting Agency are not eligible for Scholarships
- b. Students whose tuition is sponsored by an outside agency (Employment Insurance, Workers Compensation Board, Human Resources Development Canada, etc.) may not be eligible
- c. Exceptions will be considered on a case-by-case basis

Student of the Month

Each month a student is nominated by instructors and staff for demonstrating professionalism in their classrooms, excellent attendance, integrity and leading by example in academia. Students receive VCAD swag and a certificate and will be featured in the Campus Newsletter.

Tuition Fees and Payment

Students are informed of all fees related to a program of study during the admission process. Students are responsible for repaying their loan(s) and complying with the terms of their enrolment contract and student loan agreement with student loan authorities. If a student withdraws from studies or ceases to be a full-time student, the student could be in an over-award situation with the student loan program. Students are required to speak to the Financial Administrator and/or student loan authorities in the case of withdrawal, dismissal, changing their course load or undertaking any other major change in course of study.

In the event a student does withdraw or is dismissed from a program the College is required to report this to the appropriate student assistance office and required to refund tuition fees in accordance with the stated refund policy. In the event there is a student tuition refund, the refund is applied to outstanding student loans with student loans authorities.

All tuition and other fees must be paid in full prior to the academic end date specified on the Enrollment Contract.

Students who do not pay fees as agreed or do not make satisfactory arrangement to pay tuition and other charges will be suspended or dismissed from the College.

Tax Receipts

Tuition receipts for income tax purposes (T2202A) will be available in February of each year. These receipts will show only the lesser of the portion of tuition used or the tuition payments made in the previous calendar year. Students are welcome to make copies of the tax receipt for their own records and for future tax purposes. To ensure that all students receive their tax receipts, the Administration and Financial Departments require an up-to-date mailing address for every student. It is the student's responsibility to ensure that the school is notified of any change to his or her mailing address.

Tuition Refund Policy

Written Notice

- a. To initiate a refund, written notice must be provided:
 - i. By a student to the institution when the student withdraws, or
 - ii. By the institution to the student where the institution dismisses a student.

Tuition Refund Policy for Approved Programs

Refund entitlement is calculated on the total fees due under the contract, less non-refundable (registration/application) fees.

Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> No later than seven days after student signed the enrolment contract, and Before the program start date. 	100% 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.
<ul style="list-style-type: none"> At least 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> More than seven days after the student and institution signed the enrolment contract, and Less than 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> After the program start date, and after 30% or more of instruction hours, have been provided. 	Institution may retain 100% of tuition. Institution must refund fees paid for course materials if not provided to the student.
Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> Student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. 	100% tuition and all related fees, other than application fee.

After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):

<ul style="list-style-type: none"> • Student completed up to 30% of the program. 	<p>Institution may retain up to 30% of the tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> • Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	<p>Institution may retain up to 50% of the tuition. Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> • After the program start date, and after 50% or more of instruction hours, have been provided. 	<p>Institution may retain 100% of tuition. Institution must refund fees paid for course materials if not provided to the student.</p>

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).

Refund of Consumables

Where a student withdraws or is dismissed from their program they are entitled to 100% refund of any as yet to be received consumables that have been prepaid.

Where a student withdraws or is dismissed from their program after receiving technical equipment from the College free of charge: The student must return the equipment unopened or as issued within 7 calendar days; and If the student fails to return the equipment as set out above, the College may deduct the reasonable cost of the equipment from any amount to be refunded to the student.

Refund of application/registration fee - before training begins

If a student terminates a student contract before the vocational training begins, the college is entitled to any application/registration fee paid by or on behalf of the student. The college must refund any application/registration fee that has been paid by or on behalf of the student if

- (a) a college terminates a student contract before the vocational training begins, or
- (b) the vocational training does not begin on the commencement date set out in the student contract.

Refund of non itemized resources and materials

Will be based on the same calculations as per tuition refund policy

Payment of refunds

A refund of a student’s tuition must be paid

- (a) to the student, or

(b) in the case of a student who has an outstanding student loan in respect of the vocational training for which the refund is being provided, to the lender that made the student loan.

If a college receives payment of a student's tuition from a government, agency or person other than the student, any refund of the student's tuition must be paid to the government, agency or other person.

If a college is required to refund a registration fee or tuition, the refund must be paid not later than the earlier of the following 30 days from the day the student contract is terminated.

Refund for Programs that Do Not Require Approval

Refund entitlement is calculated on the total fees due under the contract, less non-refundable (registration/application) fees.

If tuition is less than \$4,000:

There is no refund.

Refund policy if tuition is \$4,000 or more:

The institution will refund 100% of the tuition and all related fees, other than application fees, if both of the following apply:

- The student does not attend the program, and
- The institution receives from the student a notice of withdrawal or a copy of refusal of a study permit no later than 30 days after the later of:
 - a) the start date of the program in the most recent Letter of Acceptance
 - b) the start date of the program in the enrolment contract.

The refund will be paid within 30 days of the date the institution receives the notice of withdrawal or copy of study permit refusal.

College Policy and Procedure Changes and Revisions

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 at the campus. All such revisions and/or changes to policies, procedures, rules and regulations, either individually or collectively, supersedes those outlined in this handbook.

APPENDIX 1 WORK EXPERIENCE POLICY

VCAD	#3581
Name of Institution	Institution Number
Work Experience Policy	October 26, 2018
Name of Policy	Effective Date
<u>Choose an item.</u>	Revision Date
Name of Program	<u>Choose an item.</u>
Type of Work Experience	Duration in Hours

The work experience is a required part of the Choose an item. program in which the student obtains practical skills relevant to the learning objectives of the program.

1. **The requirements for participation in the work experience are** as follows:
 - Successfully complete all courses where no grade percentage is assigned.
 - Pass all courses scheduled (achieve minimum percentage grade) prior to the scheduled time for the work experience.
 - Maintain an overall 80% attendance during their classroom studies portion of the program.
 - Satisfy all financial obligations to the college.
 - Submit all necessary work experience-related documents, if applicable, by the due date given.
 - International students must have the required study permit to participate in work experience portions of their program and are responsible to follow any changes in policy related to working adopted by Citizenship and Immigration Canada.

2. The **process by which the student will be placed in a work experience** is as follows:
 - The Placement Coordinator will arrange to meet with the new class as soon as possible after their start at the college to explain the student's responsibilities for work experience placement and describe the services offered by the college.
 - Approximately three months before a class is scheduled to go to their work experience, the Placement Coordinator will schedule an information session with the class to review the work experience policies, the process, and field any questions that the student may have. The Placement Coordinator will remind students that they will be responsible for transportation to and from their work experience host site.
 - The Placement Coordinator will meet regularly with the Campus Director to be advised of any changes to start dates, student status changes, etc. and will correspond with instructors for recommendation of appropriate training place hosts for students.
 - All students will be placed into a work experience regardless of individual involvement; however, students are encouraged to involve themselves in their placement by working closely with the Placement Coordinator. Involvement in the process will allow the student to find a work experience better suited to their individual requirements (travel time, company, etc.)
 - The Placement Coordinator shall liaise with potential work experience placement hosts.
 - If the work experience placement is refused by the student, it becomes the student's responsibility to secure his or her own work experience without the help of the campus, but the college must approve any site selected. The Placement Coordinator may continue to work with the student to find a placement if the student refuses for a reason deemed legitimate. As a mandatory component of the program, it is the college's obligation to find a placement, within reason.
 - The Placement Coordinator will distribute the necessary information/forms to the student and prospective host
 - The Placement Coordinator must consult with Student Services/Financial Administration to ensure that the student has satisfied all financial obligations to the college before the student will be permitted to go on the work experience.
 - The *Work Experience Agreement and Training Plan* form must be signed by the host and returned prior to the student going to their work experience (in some cases, the host may remit this form within the first week of practicum). If an interview and/or copies of resumes/cover letters are requested by the host, arrangements will be made to schedule the student at least one week prior to placement and meet other requirements.

- One week before the commencement of the work experience, the Placement Coordinator will meet with the class to review final details and distribute placements to students. This may also be arranged with students on a one-to-one basis. Students will also be given a work experience 'journal' and encouraged to fill it out while on their work experience.
 - The *Attendance and Activity Log* (each week) and the work experience's host reports (evaluations) are collected from the placement host before or at the conclusion of the work experience.
3. **VCAD** student and the host organization, will enter into a **written agreement** detailing each party's responsibilities and the activities the student will undertake during the work experience. A copy of the agreement will be provided to the student before the start date of the work experience.
 4. **The process by which the student will be evaluated** in relation to the work experience component is as follows:
 - The summative evaluation carried out the Host Supervisor will address attitude, skills, and knowledge, more in a general evaluation of the student trainee's performance during his/her work experience. The joint evaluation is a more detailed evaluation of the tasks identified in the training plan and includes the participation of the Placement Coordinator with the Host Supervisor. The student trainee also has the opportunity to fill out a summative evaluation of their experience and are involved in all of the evaluation processes described.
 5. The student will be provided with at least one **written evaluation** in relation to the work experience component.
 6. **VCAD** will **monitor** the student during the work experience by reviewing:
 - each week whether the student is attending the work experience; and
 - each week whether the student is meeting the learning objectives.

APPENDIX 2

Netiquette Guidelines for Online Learners

Netiquette refers to Internet etiquette, or manners and good conduct to respect when communicating both in writing and in person on the Internet.

These etiquette rules apply to online communication such as e-mail, chat, forums, discussion boards, live classes, and social networking sites. It is especially important to follow Netiquette guidelines when online communication is non-verbal.

General Guidelines for Online Communication: The basic rules of courtesy, politeness and good conduct to be observed on the Internet include:

1. **Use careful spelling and formatting that make reading easier.** The use of capital letters is considered a shouted word. Their use is therefore to be avoided at any time. For highlighting, it is best to use bold or italics. Spelling errors, and mixed up sentences reflect on you; correct spelling and grammatical construction are necessary, so keep in mind to read your posts before you submit them.
2. **Use proper English language.** It is generally frowned upon to write in texting language. Moreover, try to avoid slang words as much as possible, as this is also an online education environment and slang is considered neither academic nor professional.
3. **Be precise.** Being misunderstood is quite common in online interactions; escape the miscommunication trap by double checking that what appears perfectly clear to you is not confusing your readers. The best way to test your messages for clarity is to read them aloud before you send them; this way, you will be able to see if they make sense.
4. **Avoid overuse of emoticons.** Use emoticons sparingly to express emotion when you feel the message may need the extra signifier to the reader.
5. **Avoid speaking/ writing about confidential data,** since the majority of electronic devices can be subject to failures, eavesdropping or recording. It is also mandatory to respect privacy and confidentiality laws.
6. **Tone down your language.** Because written language lacks the support of facial or voice communication clues, it can be easily misinterpreted. A great way to deal with this is to tone down your language; avoid the use of strong words and, again, read aloud everything you want to post before you send it. Moreover, try to avoid humor and sarcasm completely, as they can both easily create misunderstandings and tension.
7. **Recognize and respect diversity.** One of the great beauties of eLearning courses is that you can meet people from all parts of the world, as the internet is a global medium. This means that while participating in an online discussion you and your virtual classmates may use the same language to communicate with each other, but the truth is that cultural backgrounds, linguistic terminology, and abilities to express oneself in written language may vary significantly in an online learning environment. If your virtual classroom is a typical one, it will be ethnically rich and multicultural. This is why it is important to respect diversity and opinions different from yours, no matter where they come from. It is OK to disagree with a point of view, but it is definitely inappropriate to disrespect and be offensive towards others.
8. **Take your posts seriously.** Participation is the number one rule for online discussions, but posting for the sake of posting wastes other people's time. Always remember to add something new to the conversation and not repeat something that someone else has already said, unless you are posting in agreement with a previous post. Most importantly, stay on topic; make sure that every comment you post stays within the scope of the online course material.
9. **Be credible.** Finally, be careful not to mislead people when replying to a question. If you are uncertain about your answer, say so. And if you are using the intellectual property of others, e.g. websites, books, blogs, journal articles, etc. to support your argument, always cite your sources. Assigning proper credits when referencing other sources is a sign of being a respectful, responsible, and trustworthy online discussion participant.
10. **Use Discretion.** All in all, never say online what you wouldn't say in real life and to another person's face. Keep these netiquette tips for online discussions in mind, and you will be able to expand your knowledge base and share insights and perspectives with your virtual classmates, enhancing your e-Learning experience.

Specific Guidelines – E-mail

The particular rules of courtesy, politeness and good conduct to be observed when using e-mail include:

1. Use the blank carbon copy function ("bcc") to send an e-mail while ensuring the confidentiality of several people who do not know each other.
2. Purge the body of the message of all the previous addresses when "forwarding" a message to ensure the confidentiality of the persons from to the initial distribution list.
3. Make proper use of the "subject" field to facilitate subsequent searches or the filing of messages.
4. Begin and end the message by greeting the sender.

5. Get to the heart of the matter quickly. Write clear, brief and precise messages.
6. Never respond emotionally. It is best to wait and express your opinion calmly or speak to the person directly.
7. Reply to a message by citing only, if applicable, the specific parts to which it pertains and, if necessary, elements of context before or after. The answer may be presented in another color to facilitate reading.
8. Judge the relevance of responding to all members of the mailing list or only to the sender of the initial message.
9. Never excessively increase the size of the characters. Such a message could be considered aggressive by the recipient.
10. Never modify the content of a message received and forwarded to someone else. Either ask for permission or shorten the document to cite only the interesting parts by assigning the message to its original author.

Specific Guidelines – Discussion Forums

The particular rules of courtesy, politeness and good conduct to be observed on discussion forums include:

1. Be explanatory. Justify your opinion. Points can be easily missed if hidden in a flood of text; when making a thorough comment, be as brief as possible. If you have several points you want to develop, prefer to post them individually in more than one focused messages, rather than in a long, overly wordy paragraph. However, avoid posting messages that contain only a few words and generic statements, such as “I agree with you”.
2. Read each specific forum’s rules to find out what is allowed and prohibited.
3. Respond to a post by citing only the gist of the original message and placing the response after the original message.
4. Know how to apologize if a term, a sentence or a message may have shocked a participant.
5. Use emoticons sparsely.
6. Never respond emotionally. It is best to wait and express your opinion calmly or speak to the person directly.
7. Avoid responding to aggressive messages in order to prevent an escalation of exchanges.
8. Read all comments before hitting “submit”. What you need to remember when participating in an online discussion is that once you send your comment, there is no way to take it back. This is why you should always think about the content of your message before contributing it.
9. Before replying to a question, read carefully all comments that your peers have already posted, no matter how many they are. If you don’t, it is very likely that you will end up repeating things others have already said.
10. Never disclose personal information.

It is generally prohibited to use forums for:

1. Advertising or sending commercial messages.
2. Political or religious messages.
3. Reproduction or redistribution of a work subject to copyright.
4. Messages invading the privacy of a person or a group of people.
5. Messages denouncing the practices of a company or an organization, indicating their name.
6. Insulting, defamatory, threatening messages.
7. Racist or homophobic messages.
8. Adding degrading photos to a message.
9. Repetitive messages aimed at cluttering a site.

Finally, it is important to pay special attention to the right of everybody to control use of their image and to maintain their privacy (right to the image). Indeed, it is prohibited by the law of several countries to photograph a person to then publish the photo on the Internet without their agreement.

Specific Guidelines - Live Chat Boards

The particular rules of courtesy, politeness and good conduct to be observed while chatting include:

1. Greet users when entering and leaving a session.
2. Remain patient since there may be a time lag.
3. Be discreet and avoid disclosing personal information.
4. Send an email with a copy of the message to the supplier of the aggressor or to a competent authority of the College in the event of verbal aggression by a correspondent,

Specific Guidelines – Participation in Live Classes

The particular rules of courtesy, politeness and good conduct to be observed in live classes include:

1. Be on time for the session with your camera on (if your instructor has made it mandatory) and ready to participate
2. Double check your sound and microphone settings beforehand
3. Keep your microphone on mute when not speaking
4. Only use the live chat function for relevant communication (see guidelines above)
5. Wait for your turn to speak without interrupting others
6. Show respect for other classmates' opinions by learning to 'agree to disagree'
7. Speak slowly, loudly and articulate clearly

Violation of the Netiquette Guidelines

In the event of a serious violation of these Netiquette Guidelines (an offence that breaks the Student Code of Conduct or Workplace Conduct policies) the College reserves the right to enforce appropriate administrative or disciplinary measures. Disciplinary action will follow the Student Code of Conduct Policy and Workplace Conduct policies found in the Student Handbook and Employee Handbook.

APPENDIX 3

Sexual Misconduct Policy

The College is committed to providing its students with an educational environment free from sexual misconduct, and treating its students who report incidents of sexual misconduct with dignity and respect. The purpose of this policy is to ensure that the rights of those affected by sexual assault/sexual misconduct are respected and appropriately accommodated and ensures the College has a process of investigation that protects the rights of individuals and holds individuals who have committed an act of sexual assault/sexual misconduct accountable.

Sexual misconduct prevention:

Sexual misconduct involving staff or students is unacceptable and will not be tolerated. The College is committed to challenging and preventing sexual assault/sexual misconduct and creating a safe space for anyone in our College community who has been affected by sexual assault/sexual violence. The College is expected to be a safe and positive space where members of the College community feel able to work, learn and express themselves in an environment free from sexual misconduct.

Definition of Sexual Misconduct

Sexual misconduct means any sexual act or act targeting a person's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against a person without the person's consent, and includes:

- sexual exploitation
- sexual assault
- sexual harassment
- stalking
- indecent exposure
- voyeurism
- the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video
- the attempt to commit an act of sexual misconduct
- the threat to commit an act of sexual misconduct

Disclosures/Complaints of Sexual Misconduct

A report of sexual misconduct may be filed under the policy by any member of the campus community. All members of the College are expected to report incidents of sexual misconduct they witness or have knowledge of, or they have reason to believe has occurred or may occur, to the Campus Director. Members who have been affected by sexual misconduct are encouraged to come forward to report the incident as soon as they are able to do so.

A person may choose to disclose sexual misconduct without making a formal report. In these circumstances, a disclosure/complaint may not result in a report being made and, therefore, may not initiate a formal process. In such circumstances, appropriate support will be provided on the basis of availability. An individual who discloses an allegation of sexual misconduct should be made aware that there are a range of reporting options available to them and that they may choose any of the options or any combination of the options, including:

- a) Disclosure Only – a victim/survivor may wish to tell someone about the incident in order to seek support but may not want to make a report to police or campus authorities.
- b) Police – a victim/survivor may wish to make a formal report of a sexual assault or other criminal incident of sexual misconduct to police. Victims/ survivors should be offered the services of a campus based sexual assault response worker (where they exist) or a community-based support worker to accompany them and to provide emotional support

For the purposes of this document, a report is a formal notification of an incident of sexual misconduct to someone at the post-secondary institution accompanied by a request for action. The actual process/procedures may vary in relation to the nature of the disclosure/complaint or report (for example, whether or not there has also been a report to law enforcement).

To make a formal complaint to the College, the student should follow the Dispute Resolution Policy in the Student Handbook.

It is contrary to the policy for anyone to retaliate, engage in reprisals, or threaten to retaliate in relation to a report.

Investigating and Responding to Disclosures/ Complaints and Reports of Sexual Misconduct:

Where a complaint of sexual misconduct has been reported to the College, the College will exercise care to protect and respect the rights and confidentiality and privacy of both the complainant and the respondent. Persons in a position of authority, including persons directing the activities of others, shall take immediate action to respond to or to prevent sexual assault/sexual misconduct from occurring. The College understands that individuals who have experienced or been affected by sexual misconduct may wish to control whether and how their experience will be dealt with by the police and/or the College. In most circumstances, the person will retain this control. However, in certain circumstances, the College may be required to initiate an internal investigation and/or inform the police of the need for a criminal investigation, even without the survivor's consent, if the College believes that the safety of other members of the College community is at risk.

All reported incidents of sexual misconduct will be investigated in a manner that ensures due process as outlined in the procedures below.

1. Under this Sexual Misconduct Policy, any student of the College may file a report of an incident or a complaint to the Campus Director in writing. The other officials, offices or departments that will be involved in the investigation are the HR Director, Regional Director and Compliance Director as necessary.
2. Upon receipt of a report of an incident or a complaint of alleged sexual misconduct being made, the Campus Director will respond promptly and:
 - determine whether an investigation should proceed and if the Complainant wishes to participate in an investigation;
 - determine who should conduct the investigation having regard to the seriousness of the allegation and the parties involved;
 - determine whether the incident should be referred immediately to the police.
3. Once an investigation is initiated, the following will occur:
 - a. The Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation;
 - b. The Complainant will be interviewed to ensure a complete understanding of the allegation and gathering additional information that may not have been included in the written complaint such as the date and time of the incident, the persons involved, the names of any person who witnessed the incident and a complete description of what occurred;
 - c. The Respondent will be informed of the complaint and interviewed, providing details of the allegations and giving the Respondent an opportunity to respond to those allegations and to provide any witnesses the Respondent feels are essential to the investigation;
 - d. Interviews will be conducted with any person involved or who has, or may have, knowledge of the incident and any identified witnesses;
 - e. Reasonable updates will be provided to the Complainant and the Respondent about the status of the investigation.
4. Following the investigation, the Campus Director will:
 - a. Review all of the evidence collected during the investigation;
 - b. Determine whether sexual misconduct occurred; and if so
 - c. Determine what disciplinary action, if any, should be taken.

Disciplinary Measures

If it is determined by the College that the Respondent did engage in sexual violence, immediate disciplinary or corrective action will be taken.

- Where the Respondent is a Student - Sexual misconduct is a violation of the Student Code of Conduct. It is considered a serious offence and will be addressed in a manner which is consistent with other serious offences.
- Where the Respondent is an Employee - Sexual misconduct is a violation of the HR Employee Policy WI 1800 Workplace Conduct Allegations against employees will be addressed in accordance with the procedures set out in this Policy, and/or other College policies.

If the complaint is sustained following an investigation, the College will decide on the appropriate disciplinary actions. This may include:

- disciplinary action up to and including termination of employment of instructors or staff; or
- expulsion of a student; and /or

- the placement of certain restrictions on the Respondent's ability to access certain premises or facilities; and/or
- any other actions that may be appropriate in the circumstances., including additional training as required

Appeal

Should the Complainant or the Respondent not agree with the decision resulting from the investigation, he or she may appeal the decision to the Regional Director within 10 days by submitting a letter addressed to Regional Director advising of the person's intent to appeal the decision. An external reviewer may be engaged if necessary.

Making False Statements

It is a violation of this Sexual Misconduct Policy for anyone to knowingly make a false complaint of sexual Misconduct or to provide false information about a complaint.

Reprisal

It is a violation of this Sexual Misconduct Policy to retaliate or threaten to retaliate against a complainant who has brought forward a complaint of sexual violence, provided information related to a complaint, or otherwise been involved in the complaint investigation process.

Confidentiality and Further Support

The College's ability to investigate anonymous disclosures is hampered by the anonymous nature of the report. The College cannot investigate or follow up on an anonymous disclosure. It is this policy's intention to make individuals feel comfortable about making a report in good faith about sexual assault/sexual Misconduct that they have been affected by or witnessed.

Confidentiality is particularly important to those who have disclosed sexual assault/sexual violence. The confidentiality of all persons involved in a report of sexual assault/sexual Misconduct or in subsequent disciplinary proceedings must be strictly observed, and the College does its best to respect the confidentiality of all persons, including the complainant, respondent, and witnesses.

The College will regard all information as unique and private and ensure it is maintained in a secured, controlled environment, following the College's file storage policy.

To the extent it is possible, the College will attempt to keep all personal information of persons involved in the investigation confidential except in those circumstances where it believes an individual is at imminent risk of self-harm, or of harming another, or there are reasonable grounds to believe that others on its campus or the broader community are at risk. This will be done by:

- Ensuring that all complaints/reports and information gathered as a result of the complaint/reports will be only available to those who need to know for purposes of investigation, implementing safety measures and other circumstances that arise from any given case; and
- Ensuring that the documentation is kept in a separate file from that of the Complainant/student or the Respondent. the College recognizes the right of the Complainant not to report an incident of or make a complaint about sexual misconduct or not request an investigation and not to participate in any investigation that may occur.
- In certain circumstances, the College may be required by law or its internal policies to initiate an internal investigation and/or inform police without the complainant's consent if it believes the safety of members of its campus or the broader community is at risk.

In all cases, the College will appropriately accommodate the needs of its students who are affected by sexual violence Students who have been affected by sexual violence, as well as members of the college community to whom a student has disclosed an incident of sexual violence, are encouraged to access information and support from the Campus Director.

Student Handbook Agreement Acknowledgement

I have received a copy of the Student Handbook.

ACKNOWLEDGEMENT AND AGREEMENT

I acknowledge that I have received and reviewed my student handbook, which contains important information on the College's policies and procedures. I understand that I am obliged to act in accordance with these policies and procedures and at all times conduct myself in a professional manner that contributes to creating a positive learning environment.

Student's Name: _____ Student Number: _____
Student/Parent or Legal Guardian Signature: _____ Date: _____

Return this signed copy to the Campus Director.

Emergency Contact & Medical Information

NAME: _____

(LAST)

(First)

Please fill in the information below. It will be kept in confidence in your file. If any of the information should change during your course of studies, please be sure to inform Student Services.

EMERGENCY CONTACT 1

Name:

Phone Number:

Relationship:

EMERGENCY CONTACT 2

Name:

Phone Number:

Relationship:

Do you have any illnesses or medical conditions? (circle one)

NO

YES Please specify:

--

Are you currently taking medication? (circle one)

NO

YES Please specify:

--

PLEASE SUBMIT THIS FORM TO STUDENT SERVICES

CONSENT TO USE OF IMAGE AGREEMENT

I consent to the use of my name, portrait, picture, video, voice recording, or photograph as part of the school's website, print collateral such as brochures and pamphlets, print ads, radio or television commercials, social media, and/or online marketing initiatives is slated for release within 3 years from the date of enrollment.

These publications will be used with the intention of increasing student engagement as well as enrollment for the upcoming fiscal year. It will serve the following purpose(s): to provide prospective students with a glimpse of the school's curriculum, training, and/or campus life; engage existing students through various online and social media platforms; and promote school events.

I understand that these publications, ads, and other collateral will be made available online on VCAD's website, social media, and other related online, print, and media platforms.

I agree that I shall have no claim against Visual College of Art and Design of Vancouver (VCAD), Vancouver Career College (Burnaby), or its employees, its contractors, its subsidiaries, or its agents or against anyone accessing this communications product, whether online, in print, or by any other means.

I confirm that I am over 19 years of age and that I have not given anyone the exclusive right to use my name, portrait, picture, or photograph.

Event Description:

Date:

Name (printed):

School / Campus:

Program:

Home Phone:

Cell Phone:

E-Mail Address:

Signature:
