



Diploma Student Calendar

2022 - 2023



About Us

Western Community College is a designated Private Post-Secondary institution in Surrey, BC offering more than 48 diploma and certificate programs and a Bachelor of Hospitality Management Degree. This degree is offered under the written consent Minister of Advanced Education and Skills Training. The College has been operating since 2012 and has graduated more than 7000 students from various programs. Western Community College is committed to produce self-reliant, highly skilled, and knowledgeable lifelong learners ready to meet their career objectives and the evolving needs of employers, their community, and the province.

At WCC, the emphasis is on enhancing the learning of students through innovative teaching and strong support for active learning. The college also focuses on preparing the students not only to be successful in their careers but also for success in life.

Message from the President



“Transforming Communities through Education.”

Congratulations on your decision to attend Western Community College, where you will be a part of an active learning experience. Whatever your goals are, Western Community College will help you realize your potential and achieve your objectives.

Our College is a place where the staff and instructors care about, and actively participate in students’ success. You are now a part of Western Community College’s carefully cultivated tradition of excellence. Whether you are seeking to increase your earning potential and advance your career, or to enrich your life through education; Western Community College is the right choice for you.

Western Community College provides a dynamic, collaborative, and engaging learning environment. Our mission statement is:

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

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

I wish you a very successful and rewarding journey in the years to come.

*Gurpal Dhaliwal, President
Western Community College*

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Mission Statement and Academic Goals

Western Community College provides a dynamic, collaborative, and participatory learning environment. Our mission statement is central to its purpose and academic mission as a post-secondary institution:

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

Academic Goals

- To offer a wide range of competency-based, outcome focused, and market driven programs that meet the needs of its students, faculty, graduates, and community.
- To focus on providing graduates with a comprehensive knowledge base, the practical training required to successfully apply theory to practice, and a desire to offer a higher standard of community driven post-secondary education.
- To produce self-reliant highly skilled and knowledgeable life-long learners, ready to meet career challenges presented by the evolving needs of employers and the community.
- To provide a teaching experience committed to applying learning methodologies that promote constructive inquiry, critical thinking, analysis, application, problem solving, collaboration, and reflective practice enabling graduates to generate opportunities and solutions that address evolving 21st century challenges.
- To provide a learning experience committed to offering a problem-based learning environment that supports and enhances students' personal, intellectual, academic, and social development while being designed to ensure students are literate across a broad range of topics.
- To broaden students' understanding of the impact a post-secondary education will have on them, society, culture, and their environment, and conversely, how society, culture, and environment are driving the changing nature of and the demands on post-secondary education and the teaching-learning experience.
- We believe that all who wish and are committed to seeking a quality post-secondary education should be able to, and at a reasonable cost.

Ancestral Territory Recognition and Acknowledgement

Western Community College recognizes and acknowledges the ancestral unceded territory of the Coastal First Nations (Sumas First Nation, Mastqui First Nation, Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt and Tsawwassen) where we live and work. We honour these First Nations for sharing and accepting our families and students in their Traditional territories.

Important Dates (2022)

Term 1 Dates

Registration Deadline for New Students.....	December 13 th , 2021
First Date of Courses	January 10 th , 2022
Course Changes Deadline	January 16 th , 2022
Deadline for Course Withdrawals.....	January 16 th , 2022
Early Registration for Next Term	April 9 th , 2022
Last Day of Courses	April 21 st , 2022
Last Day of Exams.....	April 29 th , 2022

Term 2 Dates

Registration Deadline for New Students.....	April 22 nd , 2022
Registration Deadline for Existing Students	April 20 th , 2022
First Date of Courses	May 9 th , 2022
Course Changes Deadline	May 16 th , 2022
Deadline for Course Withdrawals.....	May 16 th , 2022
Early Registration for Next Term	August 10 th , 2022
Last Day of Courses	August 17 th , 2022
Last Day of Exams.....	August 26 th , 2022

Term 3 Dates

Registration Deadline for New Students.....	August 12 th , 2022
Registration Deadline for Existing Students	August 17 th , 2022
First Date of Courses	September 6 th , 2022
Course Changes Deadline	September 13 th , 2022
Deadline for Course Withdrawals.....	September 13 th , 2022
Early Registration for Next Term	December 5 th , 2022
Last Day of Courses	December 13 th , 2022
Last Day of Exams.....	December 20 th , 2022

Holidays & Campus Closures 2022

New Year's Day- January 1
Family Day – February 21
Good Friday – April 15
Easter Monday – April 18
Victoria Day – May 23
Canada Day – July 1

BC Day – August 1
Labour Day – September 5
Thanksgiving – October 10
Remembrance Day – November 11
Christmas Day – December 25
Boxing Day – December 26

Easter Sunday, Easter Monday, and Boxing Day are not statutory holidays.

Student Statement of Rights

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

Before you enroll 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>.

Diploma Programs Offered

Western Community College is proud to be able to offer a variety of educational options to students. We believe in providing the education that ensures graduates who will become strong leaders and innovators in their respective fields.

Program Summaries

Some of these programs are transferable for credit to degree programs. See the www.bctransferguide.ca for more pathway information.

Activity Assistant Certificate

Description: Activity Assistant is a program that is designed for individuals who have the desire to implement and evaluate activity programs and work as Activity Assistants in Long Term Facilities/ Assisted Living Facilities and a variety of other settings. This program introduces them to activity as a part of life and how activity can influence various factors affecting health and life of the residents.

Credential: *Certificate*

Health Care Assistant

Description: This Healthcare Assistant diploma program is designed to provide students with the essential knowledge, skills, and attitudes to be frontline care providers in a wide variety of institutional and community settings. Healthcare assistants provide basic care and supervision of patients under the supervision of healthcare professionals.

Credential: *Diploma*

Health Care Assistant-ESL

Description: The HCA Program is designed for students who want to be certified to work as a Health Care Assistant (HCA). Health care assistants are the frontline care providers in a variety of institutional and community settings. Health Care Assistants aid in the basic care of the patients, under the direction of nurses, hospital staff, and physicians. They provide professional care and supervision in protective and supportive health care environments, for clients/residents who have complex health challenges. Through this course, students will gain skills and experience, first working in the classroom and lab, and then through practicum. A portion of the ESL component will be taught to the students before they enter the Health Care portion of the program. This program is specially designed for intermediate users of the English language, who need to improve their communication skills before they enter the workforce. This will enable the student to successfully communicate with their clients.

Credential: *Diploma*

Health Care Assistant – Access

Description: *HCA Access program is designed for the students who have prior education and/or relevant work experience in the field of health care and have been referred by the BC Care Aide Registry to complete an access program to get the BC Care Aide Registration Number.*

Credential: *Diploma*

Health Care Assistant – Introduction to Practice

Description: *HCA – Introduction to Practice is a program that helps people who have completed their Health Care programs in other countries, or other Provinces in Canada, to integrate their studies with knowledge about the HCA practices in BC. Students will be introduced to the healthcare team and the roles and functions of the HCA in British Columbia.*

Credential: *Certificate*

Dental Assistant Program

Description: *This program is designed to prepare students to provide the services of a certified dental assistant as outlined in the College of Dental Surgeons of British Columbia (CDSBC) Bylaws under the Health Professions Act of British Columbia.*

The outcomes and objectives upon which students will learn also include elements of dental assisting practice which are:

- *Professional conduct*
- *Communication*
- *Problem solving and critical thinking*
- *Provision of chairside assisting skills*
- *Provision of dental office administration skills and clinical treatment*
- *Health promotion and education for individuals and communities*
- *Safe ethical and professional practice*
- *Collaborative practice/teamwork*
- *Dental assisting process of care*
- *Provision of dental laboratory skills*

Credential: *Diploma*

NCAS Preparation for HCA

Description: *NCAS Preparation for HCA Course is a preparatory course for individuals who wish to prepare their knowledge and skills in the field of health care. This course focuses on B.C Health Care Assistant competency assessment for internationally educated health practitioners.*

Credential: *Preparatory Course*

Dementia Care

Description: *This program helps health care workers understand the complexity of Dementia and develop the skills required to support dementia care patients and their families. It will increase the student's knowledge of dementia care and help them to understand and manage*

the disruptive and abusive behaviors of their clients. This program will give the students the tools to effectively organize, administer and evaluate the care needed for persons experiencing cognitive health challenges.

Credential: *Certificate*

Palliative Care

Description: Palliative care is provided by health professionals who work together with a patient's other service providers working as an extra layer of support. It is appropriate at any age and at any stage in a serious illness and can be provided along with curative treatment. After completion of this program, the graduates will be able to enhance their skills to provide effective service to the palliative patients and will increase their potential for jobs in the field of healthcare services involving palliative clients.

Credential: *Certificate*

Medication Management

Description: The Medication Management curriculum is designed for students who want to enhance their professional skills in the healthcare area. The growing role of medications being dispensed in assisted living settings has made the ability to properly and safely distribute them increasingly crucial. This course will aid in the understanding of the terms related to Medication Management. It will outline the effective and safe methods of administering medication to patients.

Credential: *Certificate*

Certificate in Community Mental Health

Description: The certificate in the Mental Health program is a curriculum made to complement a student's professional skills in the healthcare field. Students will acquire the knowledge and skills they need to assist individuals who have mental health issues. This program is an introduction to mental health and focuses on Psychosocial Rehabilitation (PSR). The graduated student will be able understand the key methods available to assist individuals with mental illnesses, helping them adjust in their work and social environments.

Credential: *Certificate*

Pharmacy Assistant

Description: This program is designed to prepare the student with the skills and knowledge that they will require to become a pharmacy assistant. Students will become familiar with pharmacology, pharmacy math, and pharmacy billing software. They will be introduced to the basic bookkeeping and accounting principles and will be able to understand computer applications and keyboarding.

Credential: *Diploma*

Gerontology Diploma

Description: *The Diploma of Gerontology will provide students with the background and experience to enter the gerontological field of practice. This program is designed for students who are interested in becoming health care support workers in the public, private, and non-profit sectors.*

The course is focused on developing and nurturing strong leaders in the field of aging who will be able to develop new policies, procedures, and interventions that will help improve the current standards of practice. This course uses holistic views of aging, as well as current academic research to provide students with the current best-practices in the industry.

Credential: *Diploma*

Community Support Worker Diploma

Description: *Community Support Workers provide personal care and assistance and support to people with developmental disabilities. They support the clients and their families/caregivers to promote independence through assistance in their activities of daily living. They also perform tasks delegated to them as per the established plan of care for the residents. A Community Support worker encourages people to manage their responsibilities and lives as independently as possible. This program is aimed to provide knowledge and skills to the students to serve as community support workers in different community settings.*

Credential: *Diploma*

Education Assistant Diploma

Description: *This diploma program leads the students to be members of an education team, supporting students with special and diverse learning needs from Kindergarten through Grade 12 in British Columbia schools. Education Assistants assist elementary and high school teachers as they work with students who may require additional support, such as those with intellectual challenges, special behavioral needs, and limited English.*

Credential: *Diploma*

Post Graduate Diploma in Business Management

Description: *Post Graduate Diploma in Business Management is for students who currently hold an undergraduate degree and wish to further pursue a career in business. Students will gain a clear understanding of all business functions including marketing, business communication, financial accounting, and small business management. They will have a strong foundation in the essential business operations, and they will gain relevant skills through this program, positioning the students for careers in any business industry.*

Credential: *Diploma*

Post Graduate Diploma in Health Administration

Description: *This course is specially designed for students who have done their undergraduate degree in Medical Science / Health Sciences / Medicine or Nursing or health / medicine related, regulated program. The aim of this program is to enable students to take up leadership roles in Health Care Facilities, Long term care facilities, home support organizations, or hospitals.*

Credential: *Diploma*

Post Graduate Diploma in Nursing Practice

Description: *The Post Graduate Diploma in Nursing Practice is a program for Internationally Educated Nurses (IEN) that provides the IEN with the skills and knowledge required to meet the Canadian standards and language requirements in preparation of achieving nursing licensing. The program assists IEN's in the preparation to write the NCLEX exam and completing the National Nursing Assessment Service (NNAS)*. The program is based on the BC College of Nursing Professions (BCCNP) Practice Standards for Nurses and the BCCNP Entry-Level Competencies for Nurses. The program will focus on the development of knowledge, critical thinking, and communication skills through engaging learning activities (i.e., laboratory, case studies, etc.). Completion of the Post Graduate Diploma in Nursing Practice does NOT guarantee passing grade for the NCLEX-RN exam.*

**NNAS – As part of becoming a Registered Nurse in Canada, all IEN's must complete a competency assessment upon completion of the Post Graduate Diploma in Nursing Practice. The purpose of this assessment is to evaluate if the IEN is safe, ethical, & competent to practice in Canada. This is a mandatory pre-requisite to writing the NCLEX exam. See the NNAS Handbook for detailed application process.*

Credential: *Diploma*

Diploma in Hospitality Management

Description: *The hospitality and tourism industry is the fastest growing industry and one of the largest private employers in the province. This diploma program focuses on preparing graduates to work in a variety of positions in the service industry including but not limited to lodging, event planning, travel, theme parks, and casinos.*

Credential: *Diploma*

Canadian Taxation

Description: *This is an introductory course for students wanting to learn the key concepts and practices of taxation in Canada. The main objective of this course is to provide a basic understanding of Canadian Taxation in the related fields of Bookkeeping and Accounting. This course includes topics on personal tax, corporate tax, processes of GST/PST, and deductions*

available under the tax laws in Canada. Students will be able to prepare T1 General and T2 Corporate Tax returns at the end of this course.

Credential: *Certificate*

Diploma in Accounting

Description: The Diploma in Accounting program will prepare graduating students for an entry level accounting position in the work force, including General Accounting, taxation, payroll, and auditing. The student will gain knowledge and skills in the classroom, and they will be given the opportunity to apply this learning, hands on, in the accounting software.

Credential: *Diploma*

Diploma in Advanced Accounting

Description: The Advanced Accounting program is designed with the objective of imparting a comprehensive understanding of all the different areas of accounting and taxation. Students will learn the basics of accounting and related fields and will gradually move toward advanced and detailed topics. They will learn how to prepare financial statements, and how to interpret them, intermediate accounting, management accounting, and accounts receivables and payables.

Credential: *Diploma*

Bookkeeping & Accounting

Description: The Certificate in Bookkeeping & Accounting program is designed to introduce the student to bookkeeping, payroll, and accounting. They will acquire basic bookkeeping skills and be able to understand financial statements. Students will become familiar with bookkeeping and accounting techniques, various taxation forms, keeping track of expenses, and analyzing various financial statements.

Credential: *Certificate*

Canadian Payroll Administration

Description: The main objective of Canadian Payroll Administration course is to provide a basic understanding of the Canadian payroll system. This course provides an overview of the requirements for processing payroll calculations, and disbursing the payroll to employees, government agencies, and other parties, in compliance with Canadian laws, regulations, and contractual arrangements.

Credential: *Certificate*

Quick Books for Accounting

Description: *This program is designed for students who wish to learn accounting through QuickBooks. QuickBooks is one of the most popular software programs used for accounting in Canada. This course will help students to gain knowledge about using QuickBooks for accounting and generating accounting related reports.*

Credential: *Certificate*

Diploma in Business Management

Description: *The Diploma in Business Management (DBM) program is designed to provide an understanding of the basic skills and techniques required to be effective in today's business environment. Upon graduation, students will have a solid grasp of the concepts and technical skills needed for their career path in business management.*

Credential: *Diploma*

Diploma in Business Management with Co-op

Description: *The Diploma in Business Management Program with Co-op is a program designed with the intent to introduce the students to the concepts of business management and give them an opportunity to have a hands-on experience of the business world by going to a co-op placement on completion of the theory portion of the program. This combination of theory and co-op will ensure the students acquire the required skills and knowledge to hold entry level and supervisory position at various businesses.*

Credential: *Diploma*

Certificate in Business Essentials

Description: *The purpose of this program is to prepare the students for business environment. Graduates of this certificate will be able to further their education in the field of business management by pursuing diploma. Graduates will be able to work in entry level jobs in business organisations.*

Credential: *Certificate*

Basics of Computers

Description: *This program is aimed at teaching the basics of computers to those students who have little to no computer knowledge. This will help the new learners to acquire computer skills that are essential in day to day life, and for many jobs, so that they will be comfortable using a computer.*

Credential: *Certificate*

Diploma in Computer Science Fundamentals

Description: *The program is the first step into the world of computer science. The student will gain an understanding of the scope of computer science. The graduate will acquire knowledge of the software used in computer science and the software's ability to build new and better things. If computer algorithms, computer graphics, and software engineering sound exciting to you, then this program is for you.*

Credential: *Diploma*

Diploma in Information Systems

Description: *A successful completion of this DIS program will prepare the student for a career in the computer industry. The graduate will have the knowledge needed to compete in today's Information Technology business world. This program offers data management, software engineering, web development, computer graphics, object-oriented programming, and 3D/VFX Technologies Fundamentals.*

Credential: *Diploma*

Certified Information Technology Technician

Description: *The Certified IT Technician program fulfills the need for trained entry-level network Technicians. Computer network technicians establish, operate, maintain and co-ordinate the use of local and wide area networks (LANs and WANs), mainframe networks, hardware, software, and related computer equipment. They set up and maintain enterprise-level internet and intranet web sites, and server hardware and software, as well as monitor and optimize network connectivity and performance.*

The Certified IT Technician program prepares students to learn the fundamentals of information technology (IT) with an emphasis on a hands-on approach to installing, maintaining, troubleshooting, and repairing computer networking systems and equipment. Once students complete the program, they will be able to launch a career in technical support, in the growing fields of Internet, intranet, extranet, and telecom networks.

Credential: *Certificate*

Network Administrator

Description: *The Certified IT Administrator program fulfills the need for trained entry-level network administrators and security professionals. It provides the essential networking and security technical knowledge, as well as essential business and professional skills, such as teamwork and communication, which are needed to succeed in administrative and management IT positions in the information technology industry.*

The Certified IT Administrator program prepares individuals to plan, manage, and secure the network infrastructure of an enterprise. The program includes knowledge and skill development in business communications and leadership, as well as the essential technical knowledge. The

technology focus of this program is network administration, with an emphasis on Windows environments, hardware tools, networking tools and security of the network infrastructure.

Credential: *Diploma*

Network Engineer

Description: The Network Engineer program prepares individuals to plan, manage and secure the network infrastructure of an enterprise, on the premises, and on the cloud. The program includes knowledge and skill development in business communications and leadership, as well as the essential technical knowledge. The technology focus of this program is network administration, with an emphasis on Windows environments, hardware tools, networking tools and security of the network infrastructure.

Credential: *Diploma*

Cloud Computing Specialist

Description: The Certified IT Cloud Specialist program fulfills the need for trained advanced level cloud and network professionals. This program prepares individuals to plan, manage, and secure the network infrastructure of an enterprise, on premises and on the cloud.

This program is an exclusive program designed for students who are looking for a career in IT. This program will help them to gain complete knowledge of Network administration, Server administration, Virtualization, and cloud.

Credential: *Diploma*

Office Administration

Description: Managing an office needs a variety of skills that need to be learnt and mastered. This program focuses on teaching these skills to the students, so they are able to successfully carry out most of the office and administrative tasks like file management, using telephone and fax machines, organizing meetings and seminars.

Credential: *Certificate*

Medical Office Assistant

Description: The Medical Office Assistant (MOA) program will teach students the procedures they will need for medical office administration. Students will learn how to communicate accurately with medical professionals and patients. They will learn the skills to perform office duties at a medical office or clinic, such as medical billing, medical transcription, and Medical Office Procedures.

Credential: *Diploma*

Keyboarding Skills

Description: *Keyboarding is an essential skill for many jobs as well as a prerequisite for many educational programs. This course focuses on teaching this essential skill to the learners and to help them to learn basic typing skills and improve their speed and accuracy in typing.*

Credential: *Certificate*

Diploma in Paralegal Studies

Description: *Paralegals assist lawyers in preparing cases. They also carry out administrative functions, and may on occasion undertake preliminary legal research work, under the supervision of a lawyer. This program will help students discover the challenges offered by a career as a paralegal. It will also provide them with more than just legal facts and theories. Indeed, students will have the opportunity to study substantive, procedural, and paralegal skills courses.*

Credential: *Diploma*

Live in Caregiver

Description: *The Live in Caregiver program is a full time, 6-month, training program that prepares students to work for a Canadian family as a nanny, caring for children. The caregiver will be able to gain essential skills, including knowledge of Canadian Culture, interpersonal communication skills, guiding young children's behavior, and other skills required to be a live-in caregiver.*

Credential: *Certificate*

Academic Prep Program

Description: *Academics Prep course is a preparatory course for the students who are seeking admission to our Diploma Programs and who need some preparation to be academically prepared to start the diploma programs.*

Credential: *Certificate*

IELTS Preparation

Description: *The International English Language Testing System (IELTS) is designed to assess the language ability of a person who wants to study or work where English is the language of communication. IELTS is being considered as one of the highest international standards of English language assessment. It covers the four language skills – Listening, Reading, Writing and Speaking. There are two streams of learning namely academic and general. All candidates take the same Listening and Speaking Modules while Reading and Writing Modules are different.*

Credential: *Preparatory Course*

CLB Test Preparation

Description: *Canadian Language Benchmark Placement Test is a standardized English Assessment Test used to test Listening, Speaking, Reading and Writing Skills in English. This preparation course will be aimed at preparing the students to appear for the CLB Test and improve their score in all the four skills.*

Credential: *Preparatory Course*

ESL (English as a Second Language)

Description: *This course prepares students to use the English language with increasing efficiency and accuracy in classroom and social situations. Moreover, this basic to intermediate-level course aims to help students to meet the minimum English language competency requirements for other programs that the students wish to take. The course is offered on-site with 480 contact hours.*

This course uses the integrated-skills approach (ISA) to teaching and learning, which focuses on a holistic methodology rather than teaching language skills in isolation. The course content targets students' professional communication and aims to engage them in activities that require the use of a range of strategies in authentic communication. Overall, a dynamic, learner-centered teaching approach is utilized.

Credential: *Preparatory Course*

CELPIP Preparation

Description: *The Canadian English Language Proficiency Index Program (CELPIP) is an English Language assessment tool which measures listening, reading, writing and speaking skills. The CELPIP preparation program is aimed at preparing students who wish to take this exam. The preparation program will give the students a fair idea of the format for the exams and help them to prepare for the four modules of the exam.*

Credential: *Preparatory Course*

CELBAN Preparation

Description: *CELBAN Preparation program is designed to prepare international students for Canadian English Language Benchmark Assessment for Nurses (CELBAN). This program is specifically for international students who are planning to apply for College of Licensed Practical Nurses of BC licensure, College of Registered Nurses of BC licensure, College of Registered Psychiatric Nurses of BC licensure, or who are required to demonstrate English language proficiency before entering an occupation in Canada.*

Credential: *Preparatory Course*

Admission Policy

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

Specific programs may have additional admission requirements.

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

Applicant Types

- Domestic applicants are those who are either:
 - Canadian citizens.
 - Permanent residents of Canada who hold a Permanent Resident Card.
- International applicants are those who are citizens of any country except Canada and who do not hold permanent resident status in Canada. Exceptions include students whose status is one of the following:
 - Ministerial permit claiming refugee status.
 - Diplomatic visa or dependent of a person on a diplomatic visa.
 - Restricted employment authorization or dependent of a person on a restricted employment authorization.

Documentation Misrepresentation

All applicants and students are required to provide all requested documentation, in the form requested. Documents must not misrepresent their personal circumstance and academic history. By doing so this may impact their eligibility for admission, program continuance or graduation.

If it is determined that an applicant submits any false statements or inaccurate, altered or forged documents in support of an admissions application or if documents or information are found to be fraudulent before or during the admissions process the application will be denied.

If documents or information are found to be false after the applicant has been admitted the student will be dismissed from their program and will not be permitted to reapply.

If it is determined that during the course of a program a student submits any false statements or inaccurate, altered or forged documents, the Registrar's Office will inform the Dean of Programs, who will investigate and determine if the student will be dismissed from the program.

Articulation Agreements

Western Community College is committed to entering into public and private post-secondary program articulation agreements.

With the changing nature of education and training programs, and the right of institutions to alter their agreements and policies, students or prospective students are advised to contact the appropriate Admissions at the partner institution and the College administration if they would like articulation consideration.

Please refer to the BCCAT Transfer Guide (<https://www.bctransferguide.ca/>) for the latest articulations the College has.

General Admission Requirements

- All applicants must be high school graduates or 18 years or older (and for some courses 19 years or older) or mature student (defined as being 19 years of age as of the start date of the program) at the start of the applicant's program or course.
- Canadian citizens and permanent residents (landed immigrants) with valid documentation are eligible for admission as domestic students. Some exceptions may be made for people (or dependents of these people) who are:
 - Live-in caregiver with a valid work permit
 - Holders of work permits longer than one year
- International students must meet the requirements for international students studying in Canada described by *Citizenship and Immigration Canada*. Please note that different fees apply for International Students.
- All applicants must demonstrate an acceptable level of English language proficiency. Domestic students will need to show proof of High School graduation or successfully completed the College's English language proficiency assessment. English language requirements may differ for some programs. Refer to the English Language Proficiency policy for details.
- International students will need to submit proof of English language competency as per the language proficiency policy.
- If an applicant wishes to receive advanced standing (PLAR, Transfer Credit) in a program, they must have submitted an original signed post-secondary transcript in an envelope sealed by the sending institution for review and other supporting documentation. Transcripts and other supporting documentation must be submitted before the first day of class. For applicants with documentation from post-secondary institutions from outside of Canada the Dean of Programs may request an assessment from the International

Credential Evaluation Service (ICES).

Additional Admission Requirements

Certain programs or courses may have additional entrance requirements which are necessary to ensure the best opportunity for success in the applicant's chosen area of study or are requirements of a licensing or certification body/association. These may include academic and/or non-academic criteria, such as:

- Designated courses (s) with specific achievement levels
- Essays, employer references, interviews, resumes
- Testing
- Prerequisites

Work Experience Requirements

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

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

There may be additional or different requirements as per the program outlines.

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

Work Permits for International Students

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

If you require support while applying, please speak with one of the Campus Staff members to arrange for a meeting to assist you.

Study Permits for International Students

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

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

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

Medical Insurance for International Students

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

International students should not acquire private medical insurance for any longer than this time, as it will still be mandatory for them to be covered by MSP (Medical Services Plan, British Columbia). Students should apply immediately upon acceptance, as there is a three-month waiting period. Additional information can be found at <http://www.gov.bc.ca/healthservices/>

Enrolment Process

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

The College will ensure that decisions are made based on objective evaluation.

The College reserves the right to cancel any program at any time. If this occurs all fees will be refunded. The admission criteria cannot be waived by either the College or the applicant.

Admission Procedure

Diploma and Certificate Program applications are received by the Admissions department. The applicants whose documentation are complete and meet program admission requirements are informed in writing by the Campus Administrators.

Applicants whose documentation are incomplete or have submission or completion errors are informed in writing, so that they complete or correct their applications.

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

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

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

- Admissions Interview - The purpose of the interview is to explore the applicants' interests as they relate to the programs offered, assist applicants to identify an appropriate area of study consistent with their stated interests. The interview may be conducted in person, via email, phone or other digital service.
- When the applicant decides on a program of study the admissions representative will
 - Ensure that the applicant has the appropriate program information.
 - Describe the student support services available on campus and if possible, provide the applicant with a campus tour.
 - Answer any additional inquiries with respect to the program, curriculum, and program delivery.
 - Provide program admission criteria and assist the applicant in determining if they meet the requirements.
 - Provide the applicant with program tuition, ancillary costs and refund policies.
 - Provide the applicant with a list of required program admission documents.
- Enrollment Contract - When it has been determined that the applicant meets the program admission requirements, the applicant will complete and submit (in-person, online or by mail) to the Admissions Counsellor:
 - An admission application and signed Enrolment Contract. If the applicant is not of the age of majority, this must be completed and signed by a parent or guardian
 - Original supporting documentation
 - A non-refundable application fee
 - Written agreement that the applicant has read the program outline and understood admission and program requirements.
- The applicant will be notified within 6 days of application. Depending on the volume of applications this may take longer.
- Upon approval the applicant will receive a "Letter of Acceptance" along with instructions for receiving and reviewing the College 'Student Handbook' emphasizing the following policies.
 - Tuition Refund Policy
 - Attendance Policy
 - Work Experience Policy
 - Dismissal Policy
 - Grade Appeal Policy
 - Respect and Fair Treatment Policy
 - Dispute Resolution Policy

- The applicant will confirm in writing, that they have read, had an opportunity to ask questions, and understood the policies and procedures as described in the Student Handbook.
- An Admissions Representative will review with the applicant the content and terms and conditions of the student Enrolment Contract.
- The applicant will return a signed Enrolment Contract. A parent or guardian will sign if the applicant is not of the age of majority.
- The applicant will pay tuition and related costs. For contracts longer than six months, the institution will not require the applicant to pay tuition in fewer than two equal instalments. Where two or more instalments are to be provided:
 - The installment dates will be set as evenly as possible in relation to the term of the enrolment contract, and
 - The amounts of tuition will be apportioned equally to each installment date.

English Language Proficiency

All programs are delivered in English.

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

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

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

Domestic Applicant Proof of Language Proficiency

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

International Applicant Proof of Language Proficiency

For most programs, international students will need to show proof of minimum score of any one of the following tests.

- IELTS: 5.5 or
- TOEFL (paper): 550 or
- TOEFL (CBT): 210 or
- TOEFL (IBT): 79 or
- Canadian Language Benchmark Test (CLB): 6

- PTE Academic: 50 or
- Cambridge: CAE 47 or
- Has earned a Grade 12 graduation diploma from in a system in which English is the official language, or
- Successfully completed a pre-Intermediate certificate from a Language Canada accredited school or
- Successfully complete the College’s English language proficiency assessment, or
- Successful completion of 24-week ESL program at the College

Language proficiency requirements for each program may be different and the applicants must check the website for the admission requirements for each program.

English Language Proficiency Requirement for Health Care and Health Care Plus ESL Program is as per the guidelines of BC Care Aide Registry. It can be found at:

https://www.cachwr.bc.ca/Documents/Educators/English-Language-Competency_HCA-Program-Entry_2018.aspx

List of Countries where English is the primary language

International applicants who graduate from a recognized degree program or show complete four years of full-time study in English at an accredited school in the countries listed below will normally be accepted as meeting the English proficiency requirements.

The following is a list of countries currently recognized as having English as a primary language:

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

Attendance Policy

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

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

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

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

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

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

- Absences based on illness of more than **2 consecutive days** must be supported by a physician's note.
- When students are unable to attend for **5 consecutive days**, regardless of the reason, they will receive a warning in writing.
- Students who miss **10 consecutive days** will be withdrawn.
 - Students who miss **10% of a program** will receive a written warning.
 - Students who miss **15% of a program** will be placed on probation.
 - Students who miss **30% of program** will be withdrawn.

Students are required to attend all rescheduled classes.

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

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

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

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

It is the faculty's responsibility to accurately maintain the attendance record for each class.

A term record of each student's attendance will be placed in a student's file by the College at the end of term. All students should attend and be on time for all classes. A student is responsible for notifying the campus of the absence prior to the start of a class.

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

Faculty will record attendance using the following conventions.

Notation	Meaning	Usage Example
<i>P</i>	<i>Present</i>	<i>Student attended the entire class</i>
<i>A</i>	<i>Absent</i>	<i>Student missed the entire class</i>
<i>AL</i>	<i>Authorized leave</i>	<i>Absent due to emergency or medical reasons, campus notified before start of class</i>
<i>UL</i>	<i>Unauthorized leave</i>	<i>Unexcused absence</i>
<i>E (30)</i>	<i>Left (number of minutes) early</i>	<i>Student left class 30 minutes early</i>
<i>L (10)</i>	<i>Arrived (number of minutes) late</i>	<i>Student arrived 10 minutes late.</i>
<i>D</i>	<i>Dropout</i>	<i>Student dropped out of classes</i>

Attendance Taking

- Attendance taking is required for all enrolled students for the entire period of enrolment. This also applies to work experience placements.
- Faculty will take attendance for each class and will submit it to reception upon class completion. Students are not permitted to mark their own attendance. Attendance will note how many hours a student attended. Late arrivals (L) and early exits (E) must be recorded with the missed minutes noted. This missed time is accumulated over the length of a student's program and may result in the student being placed on 'academic probation'.
- Attendance will be entered into the Official Attendance Record on the day it was taken access. All changes will be noted by date and person making the change.

Attendance Monitoring

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

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

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

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

Leave of Absence

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

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

Funding Body

British Columbia – SABC – Attendance Policy

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

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

Maximum Time Frame

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

- A program running 36 weeks, a student may complete the program in 54 weeks.
- A program running 48 weeks, a student may complete the program in 72 weeks.

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

Work Experience

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

Appeals

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

Work Experience

Work experience augments the learning experience by providing students with opportunities to apply theory to practice in real world settings. There are two work experiences throughout your program. The College will assist students in finding work experience hosts, but the primary responsibility of sourcing a placement lies with the student.

For full details, please speak with your Work Experience Coordinator.

Campus Hours

Western Community College Campus hours of operation are generally from 8:30 am to 5:30 pm, Monday through Sunday.

Closures: In the event of a planned service or unexpected disruption of programs the College will provide faculty, staff, students, and work experience hosts with a reasonable notice via the College's website, email, and social media. Notice of disruption will include the following information:

- The nature of the disruption in service
- The reason for disruption
- The expected duration of the disruption.

In the event the length and conditions of the disruption change the College will continue to provide updates to all of its constituents via the College's website, email, and social media.

Weather: The College will advise students, faculty, and staff of campus closures by 11:00 PM if weather forecasts for the next day indicate that there will be unusual weather or by 6:00 AM if in the morning, if lower mainland weather forecasters and/or the public transit authorities are recommending that travel not be undertaken. This information will be circulated by email and posted to the College's website and related social media vehicles. Class rescheduling will be at the discretion of the College.

Holidays: The College is closed on these provincial/federal holiday days. Statutory holidays may fall on weekends, which means that the following business day may be taken as a holiday.

New Year's Day- January 1
Family Day – February 21
Good Friday – April 15
Easter Monday – April 18
Victoria Day – May 23
Canada Day – July 1

BC Day – August 1
Labour Day – September 5
Thanksgiving – October 10
Remembrance Day – November 11
Christmas Day – December 25
Boxing Day – December 26

Easter Sunday, Easter Monday, and Boxing Day are not statutory holidays.

Course Scheduling

Course and program scheduling is at the discretion of Western Community College.

The College reserves the right to:

- Adjust class schedules or to cancel any class not warranted by sufficient enrollment, or to merge existing classes to warrant continuance.
- Reschedule students or modify the sequencing of program courses at any time to accommodate the curriculum, classroom and facility usage needs.
- Offer no guarantee that time changes will not be necessary during the program of study.
- Arrange session inclusive of Monday to Sunday and schedule classes in morning, afternoon, and evening blocks.
- Accomplish work experience scheduling in collaboration with a host site, with the student, and the College.
- Notify, via a College email, when classes are cancelled or rescheduled, and post a notice on the respective classroom doors.

Diploma Student Policies

To ensure all members of Western Community College treat each other with fairness and respect, the College has drafted a body of policies and procedures. The following policies and procedures have been first approved by the College's Academic Council and ratified by the Advisory Board.

More detailed information is posted on the College's webpage (wcc.ca)

Administration Policies

Student Recruitment

Western Community College endeavors to attract students from a wide variety of communities who have the potential to complete a program successfully. Selection is based on a combination of application criteria.

Admission Counsellors are responsible for ensuring applicants understand:

- the program description, program learning outcomes, commitment requirements, and employment possibilities;
- the scope, sequence, and duration of the program;
- the admission requirements, the type and nature of those documents required to satisfy requirements, the admissions process, and key due dates; and
- the tuition cost of the program and all ancillary costs.

Admission Counsellors are responsible for advising applicants:

- That course credit and credential recognition are at the discretion of the receiving institution
- That all existing courses that have been articulated with other public and private institutions are listed on the BC Transfer Guide (bctransferguide.ca)
- That applicants who are not Canadian citizens or permanent residents must provide proof of citizenship and authorization to study in Canada.

Admission Counsellors will submit completed program applications to the Registrar's Office for review and validation. Received 'official transcripts' should be submitted in their original envelopes, unopened and intact.

Tuition, Fees and Refunds

The College will provide reliable information regarding the cost of programs to enable students to plan for their financial and budgetary needs. The College also advises students on updated policies on program tuition, ancillary costs and refunds. The College reviews all tuition and program fees annually during the annual budget planning process.

- The College reviews all tuition and program fees annually during the annual budget planning process.
- Information regarding tuition, fees and refunds is published in the student calendar, on the website or available from the Registrar.
- Tuition, fees and refund policies and procedures are discussed with students and applicants prior to initial registration.
- Application, administration, and assessment fees are non-refundable.
- Students admitted as international and who become permanent residents will continue to be classified as international until the next registration period.
- The refund policy may differ between degree and non-degree courses and programs and between international and domestic students.
- Tuition for each term is due before the first day of the term.
- A student may not register for any term unless all tuition and fees due have been paid in full or unless arrangements for an approved alternative payment plan have been made.
- The college reserves the right to withdraw a student from courses when the student has an outstanding tuition or fees balance. The refund policy will apply.
- Where a student is delinquent in payment of tuition or other fees or in returning college property such as equipment or books, the college may freeze the student's Learning Management System account and withhold transcripts and tax forms.
- Materials fee refund will be prorated depending on the state of the returned material.
- If a textbook is purchased from the College and returned the textbook, refund will be prorated.

A Financial Administrator will meet with each student to explain the tuition and fee payment policies and process.

Refund Policy

Where applicable, fees will be refunded in accordance with StudentAid BC (SABC) or other provincial loan regulations. Please refer to the College *Student Enrolment Contract*.

Considerations

- Western Community College (the College) will refund fees charged for tuition and course materials paid for but not received if the student provides a notice of withdrawal to the College or the College provides a notice of dismissal to the student. Refunds are calculated on the tuition fee of the program. If total fees have not yet been collected, the college is not responsible for refunding more than what has been collected to date and the relevant student may be required to make up for any money due under the contract.
- Students are informed of the refund policy during the admission process.
- Application, administration and assessment fees are non refundable.
- 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.
- Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days of the date the College:
 - Receives a student's notice of withdrawal; or
 - Provides a notice of dismissal to the student.

Refund Policies for Domestic Students

Refunds Before Start of a Term/Program

1. If the college receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
 - a. the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
 - b. the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
 - c. the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The College will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.

3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the College may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the program is provided solely through distance education, if the College receives a notice of withdrawal from a student:
 - a. more than seven days after the effective contract date and
 - i. at least 30 days before the program start date in the enrolment contract or program start date in the most recent Letter of Acceptance (international students), the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
 - ii. less than 30 days before the later of: the program start date in the enrollment contract date or program start date in the most recent Letter of Acceptance (international students), the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.

Refunds After the Start of a Term/Course

1. After the contract start date
 - a. and up to and including 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - b. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
2. Unless the program is provided solely through distance education, if the College provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
 - a. equal to or before 10% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
 - b. after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.

Refund Policies for Distance Education Programs

1. If the college provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
 - a. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or

- b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
2. If there were course materials paid for but not received by the student and the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student, the College will refund fees charged for those materials.
3. If an international student delivers a copy of a refusal of a study permit to the College, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
 - a. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit,
 - b. or the program is provided solely through distance education.

Additional note for International Students

An international student is a person who is not a Canadian citizen or a landed immigrant or who has been determined under the Immigration Act to be a Convention Refugee. International students require a Study Permit to study in Canada unless they are taking a course or program with a duration of six months or less, are a minor child already in Canada whose parents are not “visitors” in Canada or are a family or staff member of a foreign representative to Canada accredited by the Department of Foreign Affairs and International Trade. In order to meet the requirements of section R219 of the *Immigration and Refugee Protection Regulations*, international students are required to include a Letter of Acceptance with their Study Permit application.

- a) Student Authorization Related Withdrawals
 - The College will retain the registration fee due under the enrolment contract for international students who are denied Study Permit authorization from Citizenship and Immigration Canada.
 - Students denied a Study Permit must provide the institution with a written request for a refund along with a copy of the denial letter, prior to the program start date given on the institution’s Letter of Acceptance.
- b) Refund after Study Permit Approval and before the program of study starts: The refund calculation will remain the same as for domestic students
- c) Refunds after the program of study starts: The refund calculation will remain the same as for domestic students.

Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:

- a. of the date the college receives a student’s notice of withdrawal,
- b. of the date the college provides a notice of dismissal to the student,
- c. of the date that the registrar provides notice to college that the institution is not complying with section 1(c) or 2 of this policy, or

- d. after the first 30% of the hours of instruction if section 3 of this policy applies.

Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days of the date the College:

- Receives a student's notice of withdrawal; or
- Provides a notice of dismissal to the student.

Prior Learning Assessment Recognition

Western Community College will provide applicants with the opportunity to gain formal recognition of learning gained through prior learning experiences where such learning experiences are determined to be equivalent to college courses even though that learning may have taken place in non-academic institutions or environments.

The College is committed to enabling program applicants to apply for prior learning assessment and recognition (PLAR) and will grant academic credit where appropriate. The PLAR process is an assessment of life experiences including, but is not limited to the following:

- Work
- Training
- Independent study
- Demonstration of competencies before objective observer(s)
- Credit challenge through examinations
- Testimonials and references from persons familiar with the applicant's skill set

If you desire additional information, please speak with the Dean of your program.

Accommodation and Accessibility

Western Community College (the College) fosters an atmosphere, which removes and prevents barriers that impact the accessibility of people with diverse learning needs.

The College is committed to preventing, identifying, and removing barriers that impede the ability of diverse individuals to access services. This includes students, staff, faculty, volunteers, and members of the College's community. The purpose of this policy is to outline practices and procedures in place at the College to help identify and remove barriers that impede a person's ability to access services. College staff and volunteers will ensure that they make all reasonable efforts to accommodate persons with diverse learning needs.

The College is committed to ensuring an accessible and open learning environment for people with diverse learning requirements by:

- Encouraging people with diverse learning needs to use their own personal assistive devices to access the College's programs
- Enabling people with diverse learning needs to access and utilize our programs by offering assistive devices and measures
- Treating diversity with sensitivity and empathy while communicating with a differently abled person

- Permitting the use of service animal to areas of the premises that are open to the public
- Permitting a support person to accompany individuals that require them while in the College
- Training staff and volunteers about key principles and accessibility strategies
- Providing adequate notice of temporary disruptions when facilities or services that said people rely on to access the College's programs are disrupted.

Code of Conduct

The College is committed to ensuring that it promotes the respectful and fair treatment of all students, faculty, staff, work experience hosts and College guests. Students are entitled to engage in an educational experience free from disruptive, dishonest, unethical or inappropriate, behaviors. Everyone is expected to contribute to an environment that is safe, professional and free of intimidation, harassment, or discrimination.

Students assume responsibility for adhering to the rules, regulations, standards, policies, procedures, and practices of the College. The College expects that all those in attendance, employed by, or affiliated with the College will demonstrate respect for one another, the College, for campus property, and for the personal belongings of others.

The College expects students to meet and adhere to a code of conduct while completing a program of study. The list below outlines the code of conduct that all students are expected to follow. This list is not exhaustive, and students should request clarification from the Dean of Programs (or designate), if they have any questions.

Students are to:

- Follow the policies and procedures as described in this document and College website.
- Attend school in accordance with the Attendance Policy
- Treat all students and staff with respect
- Refrain from any disruptive or offensive classroom behaviors
- Refrain from cheating or plagiarism in completing class assignments
- Use school property as intended and without damage
- Refrain from bringing weapons of any kind to school
- Refrain from bringing or using prior to attendance any alcohol or any prohibited mood-altering substances to the Institution
- Refrain from making inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members, or the College
- Know and comply with the law while in attendance at all College properties
- Know and comply with the law while in attendance at all field placement agencies
- The general law of the land includes the Criminal Code of Canada, as well as other statues and regulations the Human Rights Code
- Know and comply with all College and campus regulations.

Students must not:

- Create or in any other way alter or falsify any document or evidence required by the College.
- Use or possess unauthorized aid(s) or obtain unauthorized assistance in the creation of academic assignments or other form of academic work.
- Represent as one's own ideas or expressions of an idea the work of another.
- Submit ideas or expressions of an idea without giving proper attribution to the source.
- Re-submit any academic assignment or any other form of academic work for which credit has previously been given.

Any of the following, if substantiated, may result in immediate dismissal without a warning letter or probationary period:

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

Concerns related to a student's conduct shall be referred to the Dean of Programs to process in accordance with this Policy.

Respect and Fair Treatment

The Western Community College's *Respect and Fair Treatment of Students* statement guides acceptable standards of student conduct considered to be core in the creation of a collegial and respectful learning and work environment. This policy applies to all behavior on campus and College off-campus activities.

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

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

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

- Willful persistent acts of disobedience or defiance toward College personnel or failure to comply with direction of Instructors and staff
- Making assault, engaging in battery, or any other form of physical abuse to a student or employee
- Verbal abuse of a student or employee or conduct that threatens the health or safety of one's own self or another individual

- Threats of physical abuse, threats to damage of college property or of others, through any means of communication
- Harassment by any means, including coercion, extortion, and personal abuse of any individual, including coercion and personal abuse
- Unwanted sexual attention or unwanted sexual contact
- Theft, attempted theft or vandalism/damage
- Unauthorized entry into, or use of, College facilities
- Cheating and plagiarism
- Supplying false information or deceiving College staff
- Disorderly, lewd, indecent, or obscene conduct
- Use, sale, possession or distribution of any illegal or controlled substances, drug or drug paraphernalia or use, sale, possession or distribution of alcoholic beverages on College property
- Being under the influence of illegal or controlled substances on College property
- Possession or use of firearms, explosives, dangerous chemicals, or other weapons on College property
- Smoking in the school premises
- Violation of federal, provincial or local laws on College property
- Hazing or any act that endangers the safety of a student
- Harassment based on sex, race, colour, national origin, religion, sexual orientation, age, disability, or any other criteria protected by provincial, federal or local law.

Students who feel they have been subjected to lack of respect or to unfair treatment as defined above, should avail themselves of the *Dispute Resolution Process* in this calendar.

If under any circumstances, a prohibited activity occurs, the following outlines the possible process for addressing the activity:

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

Academic Policies

Academic Freedom

Western Community College defines Academic freedom as:

The right to teach, learn, study and speculate without deference to prescribed doctrine or threat of reprisal and discrimination.

Western Community College is committed to the belief that the exchange of knowledge and ideas in an environment of intellectual freedom is the intrinsic basis of all academic education.

Academic freedom in teaching, research and dissemination of knowledge is essential to these purposes. Persons engaged in teaching, research and dissemination of knowledge are entitled to freedom in carrying out teaching and in discussing their subjects, and freedom from institutional censorship. Academic freedom carries with it the responsibility to use that freedom in a manner consistent with the scholarly obligation to base research, teaching and the dissemination of knowledge on a search for truth. Freedom in research is fundamental to the advancement of truth.

Academic freedom in its teaching aspect is fundamental to the protection of the rights of the teacher in teaching and of the student in learning. It also carries duties correlative with rights. Persons engaged in teaching, research and dissemination of knowledge are members of the community, members of a learned profession, and members of an educational institution. These circumstances impose a high order of responsibility which require continuing effort in scholarship and teaching, and at all times, fairness and a due regard for the evidence in making statements. Such persons have the obligation to exercise academic freedom responsibly. They should not state or imply that they speak for the College or any of its units unless duly authorized.

Academic freedom does not give anyone the right to promote hatred or contempt for any social, political, national, or ethnic group; display incompetence in instruction or scholarship; or violate the human rights of students, staff, guests or other constituent communities.

Academic Honesty

The College defines academic honesty as a fundamental for the growth and acquisition of knowledge, teaching, the open and unhindered circulation of ideas, and a cornerstone of the academic community. Academic dishonesty disregards the source of information and ideas and calls into question the accuracy and integrity of educational outcomes and product. It compromises the values of the College.

Plagiarism is the act of representing someone else's work as your own. Plagiarism includes but is not limited to:

- The unattributed use of material from any source – including books, images, sound files, periodicals, electronic information sources, textiles, and Internet
- Using another person's essential style and manner of expression

- Plagiarism ranges from an entire assignment which is not the student's own work to specific passages within an assignment taken from a source without acknowledgement
- Submitting homework, written papers, exams, lab assignments, published work, circuit design, etc. as your own material without reference to the original creator of the material
- Submitting software, or copyrighted material as your own material without reference to the original creator of the material.

Cheating is any act of academic dishonesty. Cheating includes but is not limited to:

- Any use of aids such as calculators, electronic organizers, crib notes, notes, books, electronic recording devices, photocopied materials, which have not been expressly permitted during exams or projects.
- Copying for the purpose of providing an advantage to yourself or another student.
- Collaboration between two or more students working jointly on any assignment when the Instructor has not permitted collaboration. This includes collaboration on projects outside of the College, which are to be submitted for marking as a solo project.
- Theft or solicitation of another student's assignment or paper, grade books, tests, or other academic work/material.
- Intentionally helping or attempting to help another student to commit any act of academic dishonesty.

By signing the Enrolment Agreement, students acknowledge that they have read and understood the information and policies and signing constitutes an agreement not to engage in any behaviour that is viewed as suspicious or in contravention of any of the policies or could that place anyone or anything at risk. It also implies that they understand the consequences of noncompliance.

Faculty members will evaluate all student work in the context of the course and the instructions given to students. These instructions might include, but are not limited to, specification of a style for documenting primary or secondary sources, guidelines for using peer evaluators and tutors, citation of group work, and guidelines surrounding the use of the Internet.

Faculty members shall closely monitor academic evaluations to assure that the student submits their own work. When faculty members suspect that a student has been academically dishonest, they shall investigate the matter and report it to their Dean of Programs, as soon as possible, following the incident.

Academic Standing

Student academic performance will determine their academic standing and ability to continue in the program. Academic standing will be reviewed after every term. Failure to meet the minimum academic standards will result in conditions being placed on the student's registration and may also lead to the student being required to withdraw.

A student's satisfactory academic progress is measured as a function of academic performance and successful course completion. Students are expected to complete each course in the term in which it is taken. Students will be placed in one of three (3) academic standing categories:

Satisfactory Academic Standing

Students must maintain a cumulative grade point average (CGPA) of at least 2.0. Students who meet this standard are in Satisfactory Academic Standing.

Unsatisfactory Academic Standing

A student whose CGPA falls below 2.0 will be placed on academic probation. If the CGPA of a student on academic probation remains below a 2.0 after completion of five (5) additional courses, the student will be required to withdraw. If the CGPA is 2.0 or above, the student will be returned to Satisfactory Academic Standing.

A student on academic probation may not register in more than a full-time course load. A student whose CGPA falls below 2.0 may be required to repeat courses.

A student who accumulates two (2) failing grades over the course of their studies will be sent a 'Warning Letter'. A student who fails three (3) or more courses will be required to withdraw.

When a student is placed on academic probation the student will be assigned an academic advisor, generally a faculty member. The student and the advisor will discuss the academic circumstances and create an 'Academic Success Plan' designed to assist them with their studies. The 'Academic Success Plan' covers at least one term. The student will generally start at the beginning of the term and end at the start of the subsequent term. It will describe the remedial activities, in the form of an action plan the student will need to successfully complete. The action plan will include academic milestones and progress review dates that the student will need to attend. A copy will be placed on the students' file.

If at the end of the probationary period the student has met the minimum CGPA requirements, the probation will be lifted. If not, the student will remain on probation until satisfactory academic progress has been achieved, or it is determined to be in the best interest of the student to withdraw from the program.

Required to Withdraw

A student who has not maintained the required minimum CGPA or has more than the allowed number of F (fail) grades will be required to withdraw from the program. Students who are required to withdraw will not be able eligible to register for courses for a minimum of one full term after the date of their academic withdrawal. Students must provide evidence of remediation that speak to the reasons for academic withdrawal.

Repeating Courses and Repeating Failed Courses

A student who fails a course must repeat the course in the next term or as soon as the course is next offered. The Dean of Programs may allow the student to complete a substitute course at the College. Students are not allowed to complete a substitute course at another post-secondary institution.

Students may repeat a maximum of three failed (3) courses within their program. A student may not register in any course more than three (3) times unless prior arrangements have been made with the Dean of Programs.

A failed work experience course must be repeated immediately in the subsequent term if possible.

Appeals

A student may appeal their academic standing when extenuating circumstances have contributed to the student's inability to meet the minimum required CGPA. Appeals must be submitted in writing with supporting documentation to the Registrar's Office. The Registrar will present the appeal to the Dean of Programs. The decision of the Dean in such an appeal will be final.

Extenuating Circumstances

The College understands that students have personal and work-related responsibilities outside of their studies, therefore, it recognizes that from time-to-time special academic considerations can be given to extenuating circumstances that include, but are not limited to medical, bereavement, and accidents.

Individual faculty may grant an exception to a student for single events (e.g. mid-terms, finals, and essay or project deadlines). Only the Dean of Programs can grant concessions for circumstances or events that impact more than one assessment result.

The Dean of Programs or the faculty member must receive evidence (to be placed in the student's file) for the circumstances leading to an exception. Acceptable evidence includes, but is not limited to one of the following:

- Death certificate
- Medical certificate from a physician
- ICBC accident claim or police report
- Extenuating family circumstance.

Challenge Exams

Applicants may request a course challenge exam through a formal academic assessment. The challenge provides the applicant another method of acquiring course credit or for demonstrating competencies in individual courses.

Challenge exams are used in the PLAR process to acquire credit for an entire course or to satisfy part of the PLAR process to demonstrate competency for the learning outcome(s) of a course.

- Applicants must apply to the Dean of Programs to request a challenge exam.
- A course challenge examination must be completed before the first day of the semester
- Only fifteen (15) credits per program may be challenged.
- Challenge exams may not be written for equivalent or duplicate course credit received at another post-secondary institution.
- A course may only be challenged once.
- Only lower-level courses may be challenged.
- The applicant must receive at least the passing grade indicated in the course syllabus to successfully 'pass' the course.
- Course challenge outcomes will be indicated on the student's transcript but will not be included in the CGPA calculation.
- A copy of challenge exam material and documents completed by the applicant will be included in the student's file.

All challenges must be approved by the Dean of Programs.

An administrative fee is charged per challenge.

Exclusions

Challenge exams may not be taken for courses already completed at the College.

Challenge Exam Grades

Challenge exams will be graded as “Pass/No Pass”. A ‘Pass’ will be assigned if the student has achieved the minimum-passing grade for the course as indicated in the course syllabus.

If the challenge exam receives a passing grade the course is considered to have been completed successfully. The official transcript will reflect the outcome. If the challenge results in a “No Pass”, the student will be required to enroll in the course and pay all required College fees. No challenge exams retakes are permitted.

Challenge Exam Format

- Challenge exams will be comprehensive and address all course content, skill sets, and learning objectives.
- Challenge exams may have both a theoretical and skills-based component.
- All challenge exams will be held at the College.

Copyright

The College adheres to the definition of copyright as defined in the Copyright Act of Canada as “the sole right to produce or reproduce the work or a substantial part thereof in any material form whatever, to perform, or in the case of a lecture to deliver the work or any substantial part thereof in public, or if the work is unpublished, to publish the work or any substantial part thereof...”

Copyright protection begins immediately upon creation of a work, rather than upon publication, and in most cases continues for fifty years after the creator's death.

- The College will enter and maintain a photocopying license agreement with Access Copyright (Canada).
- The College will ensure that its students, faculty, and staff are aware of copyright legislation and the importance of intellectual property in the reproduction of learning materials to be used at the College.
- The College will comply with the Copyright Act of Canada and agreements between the College and licensed reproduction rights organizations.
- The Library will uphold reasonable and technically feasible standards of copyright and fair access and use.
- The College will provide seminars on copyright law, compliance procedures for obtaining permissions and compliant use within the College.
- The College will maintain a current record of all software and software licenses and will ensure compliance with the various license agreements.

Limits for Reproducing Material

- Photocopies, complying within the limits, restrictions and rules as set out in the Access Copyright license, may be provided free to each student in a class as handouts. Copied materials must be labeled with a reference to the title, author, and publisher (or copyright holder) and publication date of the work.
- Periodicals: One article from one issue of a periodical publication provided that the article does not comprise the whole issue. In the latter case, the limitations suggested for books will apply.
- Books: Up to 10% of a whole book. However, where a book is comprised of poems, essays, and chapters by contributing authors, etc., the policy for periodicals will be applied. The 10% guideline also applies to non-book materials such as audio, video and sound recordings.
- In all other instances when the purpose is other than private study, research, criticism or review, and particularly when multiple copies are required, permission must be obtained from the copyright holder. The Library will assist with requests.
- All equipment capable of copying will carry a notice regarding copyrights. A rights statement will be posted in each instructional setting.
- Students, faculty, and staff are not to use unlawfully duplicated computer programs for instructional or administrative purposes.
- Students, faculty, and staff must request in advance and provide proof of ownership and terms of use if they wish to install software not approved or sanctioned by the College.

Display

- Students, faculty, and staff may not use, in an instructional setting, video or audio program recorded off-air unless public performance rights are secured.
- Students, faculty, and staff may not use, in a classroom setting, video or audio programs, apps or gaming software recorded from a personal use streaming service.

The College will take appropriate disciplinary actions, against any students, faculty, and staff who knowingly breach copyright laws.

Additional information can be found at www.accesscopyright.ca.

Course Load

Cohort based Programs

The courses in the cohort-based programs will be assigned by the college to the student as per the time schedule provided to the student at the beginning of the program.

Semester based

While diploma programs are designed to offer four to five (4-5) courses per term, this may not always be the case. Diploma students are considered by the College to be in full-time studies when enrolled in a minimum of three (3) courses, typically nine (9) course credits in each term for a minimum of 2 terms per academic year.

Students wishing to register for more than the maximum course load (4 -5 courses per semester) must have written approval from the Dean of Programs.

Permission to exceed the maximum credit load is extended to a student for one (1) term only and is subject to review as the end of each term and/or if a student's circumstances change.

Students with documented requirements for a reduced course load must receive approval from the Dean of Programs.

Credit Notification

Western Community College will notify students of agreements between our College and other learning institutions. Formal articulation agreements are registered with the British Columbia Committee on Admissions and Transfer (BCCAT). The College will notify students in writing of awarded transfer and PLAR course credits. When requested by a student, the College will provide academic information to a requesting institution so that a student may be awarded credit for courses taken at the College. Credit transfer is at the discretion of the receiving institution.

The College will inform students of transfer credits awarded from post-secondary studies at other post-secondary institutions; Credits award from PLAR assessment and course credits received based on a challenge exam awarded based on a review of official transcripts, program outlines, course syllabi, and assessment instruments. Transfer credit awarded will be included in the credit earned toward a College degree and entered as such on the College transcript of academic record. Such notification shall be recorded within the official student record and communicated to the student with five (5) business days of the decision being made.

All official academic documentation will only be received in a sealed envelope by the Registrar's Office, sent directly by a previous institution(s) attended. This correspondence must be received at least 2 weeks prior to the start of the term to assess the credits before the start of the term.

The College will inform an applicant of acceptance into a College program within ten (10) business days of the decision being taken unless unforeseen circumstances arise.

Dispute Resolution

Where applicable, Western Community College (the College) policy will be used in settling disagreements. This policy governs complaints from students with respect to the College operations in the delivery of all programs.

Policy

- All student complaints must be made in writing. All letters of dispute must be filed with the College within 1 month of the date of the occurrence.
- Students will not be subject to any form of retaliation by the institution at any time as a result of filing a complaint.

- Names, titles and emails of responsible individuals in this policy can be found at the end of this policy

Procedure

- The student making the complaint is responsible to inform the student and/or staff member of the dispute. If a resolution cannot be found between the two or more parties the student will file a complaint in writing with the Dean of Programs detailing the student's understandings of the situation and suggesting a remedy.
- A meeting with the Dean of Programs may be scheduled. The Dean of Programs will seek further clarification (written or verbal) from all parties. The process of gathering information may serve, if all are agreeable, as mediation. The Dean of Programs is responsible for making determinations.

Other Details

- If the Dean of Programs is the focus of the complaint or is not available, the complaint will be addressed by the President.
- The individual making the complaint may be represented by an agent or a lawyer.
- The student / staff member/ Dean of Programs may request a third-party to attend the meeting for the purpose of support, advice, or representation.
- The Dean of Programs will provide the student/staff member with a written decision, including conclusions and recommendations. The delivery of this decision should not exceed thirty (20) days from the initial date the dispute was filed.
- If the student is or was enrolled in an approved program is still dissatisfied with the outcome, they may appeal to the Academic Council Dispute Resolution Subcommittee, headed by the Senior Administrator, within three (3) days of having received a written decision from the Dean of Programs.
- The Academic Council subcommittee will review all documents and if necessary, will set up an appeal hearing involving all parties, within five (5) days.
- Academic Council subcommittee decisions are final.
- Written reasons for the determination will be provided to the student within two (2) days after the Academic Council subcommittee hearing.
- The College will retain a file of all complaints made by students and decisions issued under the dispute resolution policy for five years.
- Western Community College will provide the reasons for determination and the reconsideration **(if any) to the student withing 30 days after the date on which the student made the complaint.**
- If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

Names, titles and emails of responsible individuals:

Vandana Khetarpal
Dean of Programs
dean@wcc.ca

Gurpal Dhaliwal
President
president@wcc.ca

Rimpy Kaur
Senior Administrator
senioradmin@wcc.ca

Grading System

Western Community College recognizes the need for a system of grading that is fair, consistent, and congruent with Canadian and international educational institutions.

Grading systems enable student achievement to be recognized formally and communicated consistently. Student transcripts reflect each individual's performance which must be a complete and accurate record of the student's academic history.

Transcripts follow national and provincial post-secondary standard practices.

Only grades for courses completed at the College are considered in the calculation of the Term Grade Point Average (TGPA) and the Cumulative Grade Point Average (CGPA).

Credit for a course will only be applied once in a student's program. The TGPA is calculated using the highest grade achieved in a course.

Grades are 'official' only when released by the Registrar's Office. Interim and official transcripts are released by the Registrar's Office only.

Grade Point Average Definitions		
Letter Grade	Percentage Range	Grade Point Equivalent
A+	90% - 100%	4.33
A	85% - 89%	4.00
A-	80% - 84%	3.67
B+	76% - 79%	3.33
B	72% - 75%	3.00
B-	68% to 71%	2.67
C+	64% to 67%	2.33
C	60% to 63%	2.00
C-	55% to 59%	1.67
D	50% to 54%	1.00
F	< 50%	0.00

For Diploma Programs, overall Grade of C is required to graduate from the program and a Grade of C is required to transfer course credits.

Repeating Failed and Other Courses for Higher Standing

A course can only be repeated two times. Both grades of repeated courses will appear on the student's academic record, but only the highest grade will be used in calculating the CGPA.

This does not apply to English and Math courses taken by students to meet admission requirements.

Transcript Notations

The following designations are used by the College in transcript preparation.

AG (Aegrotat): Where more than 50% of the course assessments have been completed, the instructor may provide a grade of AG for compassionate pass. The grade has no numerical value but indicates that the student has completed the course for the purpose of program or prerequisite requirements.

AD (Audit): Students who wish to advance their knowledge in a subject without the obligation of completing course assessment requirements (i.e., submitting major assignments for grading or writing final examinations) are referred to as auditors and will receive the standing of AD on their transcripts. The audited course will not receive a course grade and will not be included in the calculation for the TGPA/CGPA.

CC (Course Challenge): Challenge course for credit by assessment. The course will not receive a course grade and will not be included in the calculation for the TGPA/CGPA.

CV (Code of Conduct Violation): A student dismissed for a code of conduct violating must appeal in writing to the Program Chair for re-entry before the start of the term in which they wish to return. If the appeal is granted, the re-entering student will be placed on probation during the term of their return. The student must meet the minimum academic standing requirements to continue in the program. The student must successfully retake courses previously failed so that the recalculated CGPA meets or exceeds the minimum academic requirements.

DF (Deferred Grade): A student has been granted permission to postpone the writing of the final examination or major final assessment to some specified date. DF also applies if a final examination or major final assessment has been postponed owing to circumstances that are not the responsibility of the student.

DS (Dismissal): When a student has been dismissed from a program, each incomplete course registered during the term they were dismissed will be assigned a final course grade of 'F'.

F (Failure): Student did not meet the minimum course requirements. This mark is used in the TGPA/CGPA calculation.

IC (Incomplete): Student is actively registered in the course in the current term, but no grade is available yet. The level of academic performance at the time of posting grades is insufficient to serve as a predictor of success. The student must complete the requirement of the course that is missing, e.g., essay, examination or project, within a specified period of time. This becomes an

'F' grade after 4 weeks if no grade is posted or work remains incomplete. Used in TGPA/CGPA calculation.

IP (In Progress): Student is actively registered in the course during the current term. The mark IP is assigned to a course, such as directed studies, that is longer in duration than all other courses reported at the end of a term.

PA (Pass): Assigned when students successfully complete their work experience. Not used in TGPA/CGPA calculation.

PL (Prior Learning Assessment Recognition): Credit granted as formal recognition of knowledge and skills gained through work and life experiences. No grade is given and is not used in TGPA/CGPA calculation.

TC (Transfer Credit): Course Credit granted for courses completed at other recognized post-secondary institutions. No grade is given. Not used in TGPA/CGPA calculation.

WD (Withdraw): Indicates that the student withdrew from a course after the-refund deadline date and before the final drop date. There is no numerical value to WD.

Grade Appeal

It is the responsibility of the College faculty to assess the academic performance of students and to assign grades to work submitted. Generally, re-assessment of student work is not subject to review. However, if students believe that they have a compelling case supporting their argument that a grade is unjust, or has been assigned arbitrarily, or that critical factors have not been considered, they may appeal the grade.

Once recorded in the student's academic record, a grade may be changed only:

- Upon faculty member certification that an error in determining the student's grade has occurred; or
- As a result of a grade appeal.

Students are first required to review and discuss the disputed grade with the course instructor.

If the issue is not resolved in this way, students may submit a grade appeal in writing not later than five (5) calendar days after having discussed the circumstance with their faculty member.

All relevant documents should be included with the written appeal to the Registrar's Office. The Registrar will ensure that the submission is complete and will forward all documents to the Dean of Programs, who will review.

Upon completion of the review, which includes the right of rebuttal by the faculty member, the Dean of Programs will direct the Registrar to:

- Uphold the grade as initially submitted; or
- Confirm that the faculty member agrees to change the grade; or
- Provide the documentation to a second qualified faculty member for review; or,
- Change the grade.

All parties will be notified in writing with respect to the outcome. If either party to the grade appeal disagree with the outcome, they have five (5) calendar days from the date of the decision to submit an appeal in writing to the Academic Council of the College, whose decision will be final and not subject to further appeal.

All appeals must be initiated within two (2) weeks of the end of the term. If the final course grade that is being appealed is for a course that is a prerequisite course in the subsequent term the student will be able to register in that course until an outcome is determined. If the outcome is or results in a failing grade the student will be withdrawn and be required to repeat the failed course.

Learning Assessment

Assessments at Western Community College address how well a student has acquired knowledge and skills from a course of study. Assessments are directly related to course learning objectives and program learning outcomes.

Assessment feedback frequency allows students to determine their academic and/or work experience performance. It also encourages them to adjust their learning strategies as necessary, seek additional assistance, assess their ongoing performance, and on occasion decide whether they wish to repeat a course or courses or withdraw from a course or program.

Assessment formats and tools are stated on each course syllabus.

Unofficial academic transcripts will be provided to the student at the end of each term.

Maximum Time to Program Completion

Maximum time that can be taken to complete a program is 1.5 times of the actual duration of the program. Students who have not completed in the time required will be withdrawn from their program.

Students on approved leaves of absence will not have the leave time included in the completion calculation.

Program Completion Graduation

Students who have successfully completed all program requirements for diploma or certificate will be notified of their anticipated graduation date. This applies also to candidates who do not wish to participate in the graduation ceremony.

Completion requirements are described in the individual program information.

To graduate, students must meet the following:

- The credential request form needs to be completed and submitted to the front desk

- Separate graduation application forms must be completed for each credential being requested.
- Please ensure:
 - a) You have paid your tuition and other fee in full
 - b) You have returned any books/materials borrowed from the college
 - c) You have submitted the completed practicum package to the college
 - d) You have completed all the courses in your program (to check the course list you can visit the college website)
- Parchments will not be released if fees or fines are outstanding, or any courses are outstanding
- Only legal names (as per the information provided above) will be printed on the parchment.

Processing time: After submission of this form to the front desk please allow 8 to 10 working days to process this request.

Graduation with Distinction

The College recognizes students whose academic performance is superior as evidenced by their final cumulative grade point average (CGPA).

The following notations will appear on the parchment, the Convocation program, and the transcript.

	Percentage Range	Grade Point Equivalent	Designation
A+	90% - 100%	4.33	With High Distinction
A	85% - 89%	4.00	With Distinction
A-	80% - 84%	3.67	With Honours

Parchments

Parchments will be awarded upon successful program completion. *Only graduates will be permitted to pick up their parchments.* Identification is required.

For candidates who are unable to attend Convocation, the parchment and official transcripts will be sent by registered mail within six (6) weeks after Convocation to their address of record.

Course Evaluation

The College provides students with formal opportunities to give feedback on the program, faculty, facilities, and administration. This information will be used to improve the currency of programs,

and to provide faculty and administration with feedback, so as to be more responsive to student concerns.

Program Re-entry

Western Community College students that have been dismissed or have withdrawn may seek to return and complete their program of studies. It is understood that during the period of absence (non-registration) program admission requirements, tuition and ancillary costs, structure and content may have changed.

The College cannot guarantee that a program will continue to be offered with previous existing admission requirements, structure, and/or content.

Students wishing to be readmitted will be required to:

- Contact the Admissions department, complete an admissions application, acknowledge/agree to the re-entry conditions if any apply
- Meet existing program admission requirements
- Retake failed/incomplete courses
- Redo courses if course competencies and/or outcomes have changed
- Address issues, if any, for withdrawing from the program.

Readmitted students will receive course credit for courses successfully completed at the College and for courses previously transferred for credit.

A student who withdrew from a program may apply for re-entry by contacting an Admissions Counsellor.

Re-entry after Code of Conduct Violation

A student dismissed for a code of conduct violation must appeal in writing to the Dean of Programs for re-entry before the start of the term in which they wish to return.

If the appeal is granted, the re-entering student will be placed on probation during the term of their return. The student must meet the minimum academic standard requirements to continue in the program. The student must successfully retake courses previously failed so that the recalculated CGPA meets or exceeds the minimum requirements.

Re-entry after Dismissal

Students who were dismissed, are not able to register for courses for a minimum of one full term from the date of their academic dismissal and must apply for Re-entry. Students must provide evidence of remediation that speaks to the reasons for the academic dismissal. Applications may be approved, denied, or conditions may be placed on the re-entry application.

If a student's academic performance after Re-entry is unsatisfactory, the student will be required to withdraw for a second time.

Appeals

Applicants denied re-entry may appeal to the Academic Council Appeals Committee. Appeals must be made in writing to the Registrar's Office. The Committee must receive appeals no later than 15 days from the date of admissions denial. The appeal must contain additional information explaining why the appeal should be considered.

The Registrar's Office will provide written notification to the applicant based on the decision made by the Academic Council Appeals Committee within a five (5) day period after the decision has been made. The Appeals Committee decision is final.

Research Scholarship

Although the College is not a research institution, Western Community College has adopted the principles enumerated by the Canadian Institutes of Health Research (CIHR), the Natural Sciences and Engineering Research Council (NSERC), and the Social Sciences and the Humanities Research Council (SSHRC).

The College holds their faculty responsible for upholding the following principles:

- Recognizing the substantive contributions of collaborators and students; using unpublished work of other researchers and scholars only with permission and with due acknowledgement; and using archival material in accordance with the rules of the archival source
- Obtaining the permission of the author before using new information, concepts or data originally obtained through access to confidential manuscripts or applications for funds for research or training that may have been seen as a result of processes such as peer review.
- Using scholarly and scientific rigor and integrity in obtaining, recording and analyzing data, and in reporting and publishing results.

Ensuring that authorship of published work includes only those who have materially contributed to, and share responsibility for, the contents of the publication.

Any research done through the College by faculty or students or sponsored by the College must adhere to the principles enumerated by the [Tri-Council Policy Statement \(2018\)](#). (TCPS). The key principles are:

- Respect for Persons (autonomy: the right to be fully informed, to understand implications)
- Concern for Welfare (the person and environment including "physical, mental and spiritual health, as well as their physical, economic and social circumstances")
- Justice (fair and equitable treatment)

For research projects, researchers may apply for funding. The College supports both scholarship and professional development activities which accord with its mission, goals and plans. All funding application will be evaluated relative to applicability to the College's plans, budgetary

constraints and the potential of risk or exposure. For additional details, please contact the Dean of Programs.

Residency Requirements

Western Community College (the College) requires that students take at least a minimum number of courses (course credits) at the College in order to satisfy graduation requirements.

The College requires that students successfully complete at least 50% of the total diploma program course credits at the College. All program/major-specific upper-level course requirements must be completed at the college.

Course Changes

Western Community College (the College) students should be provided every opportunity to make informed decisions with respect to their education and academic success.

After registering for a term, students will be able to add a course, drop a course, change a course section, and change a course status (audit/credit) during the (add/drop period).

A student must apply in writing to change pr to postpone a part of the program using the *Course Change/postponement Form*.

Section Changes in Courses

Once a student registers in specific cohort, they may apply to change the cohort of that program, provided it is done before the start date of the program. The College reserves the right to restrict these changes to balance operational requirements.

Student Appeals

Western Community College students have the right to appeal educational and/or operational decisions.

Grade Appeals

See the Grade Appeals section

Scholastic Dishonesty

Students, who have been found in violation of the Academic Honesty Policy, have the right to appeal the decision of a faculty member, program chair, or Dean of Programs to the Registrar, who will present the appeal to the Academic Council. The decision of the Academic Council will be final.

Academic Probation

A student who has been placed on academic probation or dismissed from the College for unacceptable academic performance has the right to appeal. If the student wishes to appeal, they must submit a letter of appeal with supporting documentation through the Registrar to the Dispute Resolution Committee. The decision of the Committee will be final.

Academic Dismissal

A student who has been dismissed from the College for unacceptable academic performance has the right to appeal. Students may appeal their dismissal. If the student wishes to dispute any decisions, they can follow the steps outlined in *Dispute Resolution Policy*.

Code of Conduct

See appeals section of *Student Code of Conduct* section.

Other Circumstances

Where applicable, the College policy, as outlined, will be used in settling disagreements. In circumstances not covered above, the policies and procedures as outlined in Dispute Resolution should be followed.

Student Dismissals

Western Community College has the right to dismiss a student (withdraw the student from their program of study) at any point in the academic year if a student fails to meet stated criteria (academic, conduct). It is important that the decision-making process considers life circumstance and educational concerns.

Criteria for Dismissal

- Conduct detrimental to the safety of the College's environment or a risk to other students, staff, and faculty or to the College;
- Violation of the Student Code of Conduct;
- Non-payment of fees;
- Violation of attendance policy;
- Failure to meet program requirements and commitments as evaluated by faculty, Dean of Programs, or Work Experience Supervisor;
- Illegal behavior within the College or work experience sites;
- Academic Honesty and Copyright policy violations;

The Dean of Programs will meet with the student and any necessary staff or faculty members to discuss the student's failure to meet the College's criteria and to seek ways to reach resolution. The student may be placed on probation.

When the College has determined that a student will be dismissed, the student will be notified in writing, in person or by registered mail. The 'Letter of Dismissal' will describe the nature of the violation (including date and time), the basis and rationale for the dismissal and the effective date.

If the probationary period fails to resolve the problem, the Dean of Programs will write a letter to the student informing of their dismissal from the program.

The College will determine if there are any other monies due, the amount of the tuition refund, if any, if the ancillary costs should be refunded, if any and the amount, and the person or agency that this money should be returned to. Refund calculations will be based on the date of dismissal.

The 'Letter of Dismissal' will describe the nature of the violation (including date and time), the basis and rationale for the dismissal and the effective date and include a summary of the student's financial account prepared by the College including a statement describing the student's financial responsibility if money was provided by a government funding agency, through a scholarship, or a grant.

The College will notify the government funding agency(s) or other external agency(s) as required, of the students change in enrolment status.

A copy of the student's notification, any supporting documentation, the College's 'Letter of Dismissal', any correspondence in any form with the student and/or funding agencies will be retained in the student's file.

A student who has been dismissed from a program will be assigned a 'DS' for the courses started but not completed.

Appeal of Dismissal

Students may appeal their dismissal. If the student wishes to dispute any decisions, they can follow the steps outlined in *Dispute Resolution Policy* as outlined in this calendar. The appeal must be done in writing and delivered to the Dean of Programs within five (5) business days of receipt of the 'Letter of Dismissal'.

Student Success

Western Community College believes that it is important to assist students when their academic performance becomes problematic and to hold them accountable for their own success. Faculty and Staff work together to support the student in their educational experience.

Faculty will track attendance and academic progress. If a student demonstrates that they are having difficulty attending and/or their academic performance in a course is not in line with *Academic Standing, Grading System, and Learning Assessment*, the faculty member will arrange to meet informally with the student to review their performance, attempt to determine the cause of their difficulties and to ensure that the student understands the relationship between attendance and academic success. If the faculty member determines that a student is having difficulty in completing coursework successfully, the faculty will arrange for additional instructional assistance. The faculty member will monitor the student's immediate academic performance.

If a student's performance does not improve, a formal meeting will be requested with the student. The purpose of this meeting will be to create a formal action plan designed to let the student develop strategies that they must take, with the assistance of the faculty to ensure success. The plan will include performance milestones and review dates. Scheduled reviews will determine:

- If milestones are being met

- If additional remediation is required or
- If the plan needs to continue.

The action plan and outcomes will be placed in the student's file and updates will be sent to the Dean of Programs.

If the student does not adhere to the plan, the faculty member will refer the student to the Dean of Programs. The Dean of Programs will arrange to meet with the student to review the circumstances, the status of the existing action plan, next steps, and schedule additional review dates.

The Dean of Programs will determine if the plan will be terminated due to performance improvement. The Dean of Programs will also determine if the plan will continue or if it will be necessary to dismiss the student from the program.

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

Student Withdrawal

Periodically, students may withdraw from programs for a wide variety of reasons. Any student considering withdrawal should meet with the Dean of Programs to address the issues surrounding the withdrawal. Every effort will be made to find a solution to support the student's completion of course components, course work, and/or the program.

The College may withdraw a student from a program of studies if the student fails to meet course attendance requirements, fails to meet the minimum academic or CGPA requirements or has violated the *Student Code of Conduct*.

Should a student withdraw from a program prior to the program completion, the student must provide a written notice of withdrawal (email, registered mail or delivered in person), indicating the reason for the withdrawal.

In the absence of a Letter of Withdrawal (LOW) from the student and/or indicated effective withdrawal date, the last date of attendance will be the 'effective date'.

The student will be responsible for payment of all fees relating to program delivery up to and including the date of withdrawal in accordance with the tuition refund policy.

A copy of the notification and any supporting documentation is to be retained in the student's file.

The College will provide a written LOW response to a student's notice of withdrawal. If a student has not given notice, the College will send the student a LOW.

If a student has received a student loan from the province of British Columbia, the student will be reported withdrawn, in compliance with Student Aid BC requirements. For out-of-province students (not international students) individual provincial regulations will apply.

The College will determine if there are any other monies due, the amount of the tuition refund, if any, if ancillary costs should be refunded and the amount, and the person or agency that this money should be returned to, if applicable.

The College will issue a LOW, which will include the tuition refund calculation if applicable, indicate the date of withdrawal, the financial status of the student's account, and the student's financial responsibility to the College and if money was provided by a government funding agency through a student loan, scholarship, or a grant.

The College will update the status of international students on the Citizenship and Immigration Canada Designated Learning Institutions Compliance (DLI) report quarterly.

The College will notify the government funding agency(s) or other external agency(s) as required of the student's change in enrolment status.

A copy of the student's notification, any supporting documentation, the College's LOW, any correspondence in any form with the student and/or funding agencies is to be retained in the student's file.

Transcripts

Western Community College (the College) follows standard practices for calculating final grades, other elements, and notations:

- Unofficial transcripts will be provided at the end of each term
- Official transcripts will be provided to students after their status has been confirmed by the Registrar's Office and all College obligations have been met. The College will charge for additional copies
- Grades are only 'official' when released by the Registrar's Office

Official transcripts will include the:

- Number of credits earned for each course in which the student was registered
- Final letter grade or notation for each course in which the student was registered
- Term grade point average (GPA) earned
- Total number of credits earned in each term
- Cumulative grade point average (CGPA) earned for all courses in which the student has registered
- Cumulative credits earned for all courses in which the student has registered.

Only grades for courses completed at the College are calculated into the term GPA and cumulative GPA with the exception of the following:

- Courses with a grade of 'W' (Withdrawal); and
- Courses using a pass/fail grading scheme.

Credit for a course may be applied only once in a student's program. When a course is taken more than once, the credits, grades, and corresponding grade point values will show on the student's record in each instance but will count only once towards the program. The GPA is calculated using only the highest grade achieved for the course.

Note that for Canada Student Loan and other purposes, courses identified as Duplicate or Equivalent will not be counted toward the minimum required course load.

Official transcripts include all courses attempted by the student, including any courses that might be in progress.

Credit Transfers

The College acknowledges that studies taken at or recognized by other accredited post-secondary institutions may be eligible for credit transfer up to the maximum allowed under the residency requirement. Courses appropriate for transfer credit are those that can normally be applied to fulfill specific course or elective requirements of a program.

Program applicants may request transfer credit for courses successfully completed at any recognized and accredited post-secondary institution. Courses completed at British Columbia post-secondary institutions will be awarded transfer credits based on the principles of transfer in the British Columbia Transfer Guide.

Where a course has not yet been articulated, credit will be evaluated on a case-by-case basis.

Please speak with the Dean of your Program for further information.

Student Records

The Western Community College's student record system includes admission, enrolment, financial, course and program completion and graduation, grades received, attendance, withdrawal/dismissal, and disciplinary information.

College policies and procedures are based on provincial and federal regulatory statutes and requirements. The College respects the rights to privacy of its staff and students. The College does not release any student information unless authorized by the student or required by law.

Student records are confidential documents with paper-based files kept in locked filing cabinets in a secure location in the Registrar's Office. Digital equivalents are stored locally and off-site on secured servers. Access to student records is only available to members of the Admissions department, Registrar's Office, and Student Services department.

A student may have access to their student file (includes admissions, academic, and financial information) upon written request to the Registrar's office. File reviews are completed under the supervision of an Office Administrator.

A student may have access to a copy of their student file upon written request to the Registrar's office. Students will receive one copy at no cost. Additional copies will be made available to the student at a fair and reasonable cost.

Archived/inactive student records are maintained for a minimum of seven (7) years. After seven (7) years, student records are reduced to include only the signed student contract and certified student transcript. Thereafter, the reduced information must be retained for a period of fifty-five (55) years.

Former students may have access to a copy of their student records. Upon written request to the Registrar's Office, copies will be made available to the student at a fair and reasonable cost.

Current and former students may request official or draft transcript copies at any time. Upon request, copies will be made available to the student at a fair and reasonable cost.

Student Services Policies

Ethical Practice

Western Community College through its structure and its accreditation adheres to an ethical code of conduct which ensures that ethical standards are consistently achieved. The College recognizes the trust placed in it by its students and its communities and as such subscribes to ethical standards of the highest caliber in the execution of its mission and mandate.

- The College conducts its affairs in accordance with its accreditation provisions.
- The College treats its students, faculty and staff fairly, appropriately, and professionally.
- Staff and faculty interact with students and each other in accordance with the highest ethical standards.
- Faculty fosters honest academic conduct, guide and evaluate student work fairly, and treat students with the highest respect.
- Students should feel free to explore, test hypotheses, experiment in the spirit of academic freedom, and develop personalized approaches to learning.

Information Communication

The College is committed to protecting its employees and students against damaging actions by individuals, either knowingly or unknowingly, therefore information technology systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, are the property of the College and are to be used for business and academic purposes in serving the interests of the College and students.

It is the responsibility of every digital information and Internet user to know these guidelines, and to conduct their activities accordingly.

Students and staff are provided with a College email address providing them access to proprietary:

- Student information record management systems
- Learning management systems
- Communication and notification systems
- Digital textbook repositories

Any employee or student found to have violated these College policies through the inappropriate use of College technologies and unacceptable application of policies and procedures, may be subject to disciplinary action including dismissal from their program of studies.

Information Management

Western Community College is committed to protecting its employees and students against damaging actions by individuals, either knowingly or unknowingly. Therefore, information technology systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, are the property of the College and are to be used for business and academic purposes in serving the interests of the College and students.

It is the responsibility of every digital information and Internet user to know these guidelines, and to conduct their activities accordingly.

Students and staff are provided with a College email address providing them access to proprietary:

- Student information record management systems
- Learning management systems
- Course scheduling systems
- Facilities management systems
- Communication and notification systems
- Digital textbook repositories

Any employee or student found to have violated these College policies through the inappropriate use of College technologies and unacceptable application of policies and procedures may be subject to disciplinary action, up to and including dismissal from their program of studies.

Intellectual Property

The College seeks no copyright ownership of individual works of substantive and scholarly intellectual content created by faculty, unless it is developed for a course given at the College.

The College seeks to use the materials that have been incorporated into the course design without payment of royalty, fee or license in all current and future uses of the course.

The College will not prohibit faculty authors from using the substantive content or scholarly works created as a part of a project in other scholarly and professional endeavors.

Where a student is a creator, either individually or as part of a project within the college or as part of a project with an external entity, and the intellectual rights to the creation are not otherwise specified, the student will retain all intellectual rights to the creation.

Marketing and Advertising

The College is committed to communicating, marketing, and advertising their products and services in an honest and ethical, transparent, and compliant manner so that prospective and current students, faculty and staff learn about the purpose and programs offered at the College.

The goal is to provide prospective students accurate information with respect to the College's program offerings and how these offerings may meet their educational and professional goals.

All marketing material, advertising content and messaging shall comply with the guidelines, direction, compliance requirements, and standards of Western Community College (the College) and be consistent with the programs being offered.

Any reproduction, duplication, transmission, or publication of marketing and advertising material requires the College's permission.

Social Media

The College recognizes the value of effective and approved use of social media. In using these technologies, faculty, staff and students should be guided by the College's mission and vision statements, ethical principles, and practices. The College must maintain professional boundaries and confidentiality. The College must be able to manage and assess risk. If a staff member's affiliation with the College is listed on a social media platform, they must regard all communications on that site as being professional in nature and governed by the College policies.

Employees and students are expected to utilize only professional online conduct and language and not post anything that is offensive or disrespectful. All social media activities must abide by all Canadian laws and copyright laws.

Employees and students must not discriminate against someone based on their race, skin tone, ancestry, place of origin, religion, family status, marital status, physical abilities, mental abilities, gender, sexual identification, age, political belief, or conviction of a criminal or summary offence.

While using Social Media technologies, students, faculty and staff should be guided by ethical principles and practices, maintaining professional boundaries, maintaining confidentiality, and managing and assessing risk.

All social media conduct and language must meet acceptable professional standards.

Participants should not post anything offensive or disrespectful. Participants should not discriminate against someone based on their race, colour, ancestry, place of origin, religion, family status, marital status, physical disability, mental disability, sex, sexual orientation, age, political belief or conviction of a criminal or summary offence unrelated to the individual's employment.

Participants must abide by all Canadian laws and copyright laws while engaging in social media interactions. Participants must not use College logos, graphics or trademarks that create the appearance they are speaking for College.

Participants contacted by media representatives, journalists, or bloggers for comment about College should contact the President and offer no comment. The College has designated employees who are able to post and respond to official and approved posts.

It is best practice not to comment on College events, activities, and practices. If individuals do, they must identify the views as their own

Student Privacy

Confidentiality regarding students' records is protected under the *British Columbia Privacy Act*. Students have a right to have their private information protected. All staff are required to take steps to protect the privacy of students' personal information that may be provided to the College. It is the College's responsibility to ensure the confidentiality and security of students' personal information under the College's custody and control. This commitment applies to current, past, and prospective students.

The College respects the privacy and protection of personal information and does not disclose personally identifiable information about students 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 as part of a compliance or operational requirement. This information may include, but is not limited to, a student's continued enrolment, withdrawal, attendance and/or graduation from the program for which s/he was granted student assistance. This information is collected by accrediting and regulatory bodies, in compliance with, and in the manner authorized under relevant *Freedom of Information and Protection of Privacy Legislation*.

For international students, the College will disclose to Citizenship and Immigration Canada information related to students' withdrawal/dismisal and attendance.

The College may 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.

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.

Prospective Student, Current Student and Alumni Information

The following is considered student information and cannot be released unless authorized by the student or required by law:

Legal name	Gender
Local address	National ID (e.g. SIN)
Permanent mailing address	Country of citizenship
Primary/secondary phone number	Passport information
Primary/secondary email address	Citizenship status
Program registration	Dispute resolution information
Dates of attendance	Discipline information
Diploma(s) received	Passport/Visa/Permit data
Date(s) awarded	Driver's license
Honors and awards received	Ethnicity
Participation in recognized activities	Marital Status
Previous Colleges attended	Criminal record (if required)
Date of birth	Enrollment Status

Attendance

Any information record (created or stored in any format) in which the student is identified which is maintained by the College is referred to as a student record.

Students have a right to:

- Inspect and review their education records
- Seek to amend their education records
- Receive copies.

The student will be allowed to review their record(s) no later than 5 days from the time the request was made.

Students who wish to inspect and review their education records should submit a written request to the Registrar's Office. The request should identify, as precisely as possible, the records they wish to inspect. If the requested records are subject to inspection and review by the student, the Registrar's Office will make the necessary arrangements for access and will notify the student of the time and place where the records may be inspected.

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.

Student Supports for International Students

The College recognizes that the legal and social path of international students for studying at WCC is different than that of domestic students. This difference requires a different set of supports, which WCC commits to provide.

The College organizes special orientation sessions for international students. The orientation focuses not only on college policies but also covers important information for international students like transportation, weather, banking, internal and external resources available for students, accommodation options and so on.

The international student services department at Western Community College has experienced members who guide international students regarding the internal and external student services, financing options,

International students, who apply for Letter of Acceptance and pay their Semester fee in advance and are then denied a Study Permit to Canada are able to receive a full refund of their tuition fee. However, if the students obtain a study permit and then withdraw from the program, the refund will be based on the *Tuition Fee Refund* policy.

To be a full-time student, International students must enroll in at least 3 courses (9 credits) in each semester. The students may only work 20 hours per week if they are full-time students with the college.

International Students may not drop a Semester in the first year of their study. However, beginning the start of the second year of study, students may take a Semester drop (one semester) by applying to the administration office.

International Students must apply for MSP as soon as they are in Canada. Since it takes some time to get the MSP, students are required to have private insurance to cover their medical needs. Students can find more information about MSP here:

<https://www2.gov.bc.ca/gov/content/health/accessing-health-care/health-fee-international-students>.

There may be some ongoing travel advisories/health guidelines for international travelers coming to Canada at the time of student arrivals. Students must regularly check the travel advisories here <https://travel.gc.ca/travelling/advisories>. They must also check the WCC website for any special requirements or conditions.

International students need to complete the document request form to request any documents like enrollment letter, invitation for graduation etc. The students must ensure they apply for the required documents at least one week in advance. Also, they must maintain their full-time student status and pay their fee on time to get their requested documents.

All students are welcome to work with their Admission Counsellor or administrative team if additional information is required.

Email

At Western Community College, email is considered an official means of communication between staff, administrators, faculty program applicants, current and former students. All students and staff are provided with a College email account. The purpose of this email account is to ensure that participants use a common vehicle of communication for all College business so that a clear and consistent audit trail is always available.

The College may withdraw access to the College email account if it is inactive; if a student is no longer in attendance and/or in good standing; or if the account is misused; or other reasons deemed appropriate.

Students and staff are required to keep their email account passwords confidential.

Students utilizing College email accounts are expected to adhere to all College policies and procedures. Complaints regarding the use of the College's email should be addressed to the IT Administrator. Confidentiality regarding students' records is protected under the British Columbia Privacy Act. All use of email, including use for sensitive or confidential information, will be consistent with privacy legislation.

Student e-mail accounts may be utilized only for the intended purpose.

Leave Due to Extenuating Circumstances

The College understands that staff and students have responsibilities outside of the College environment, therefore it provides employees and students leave so that they can render assistance when required to family and family members in times of crisis and/or to grieve their own losses.

The College may require notice of leave for family assistance, death, medical or other family emergency and once provided, will provide compassionate leave of sufficient duration to allow the student to address their concerns.

Leave for students may be granted by a faculty member if the leave is no more than three consecutive days and such leave will allow the student to re-schedule assignments, tests, or final exams at the convenience of the Faculty member and the student. Such leaves will be recorded by the faculty member and reported in writing to the Dean of Programs.

For leaves that require more than three consecutive days, the Dean of Programs must be notified. In some instances, a leave may affect the student's loan status or student visa status and students will be required to inform provincial and/or federal agencies and complete and submit documentation.

Financial Aid

At Western Community College financial aid in the form of bursaries, grants, and scholarships may be available to students from the College, industry, and governmental funding agencies. If needed, the College will assist students with sourcing and applying for student aid. The College will ensure that students understand their obligations when they apply for student loan assistance. The College will maintain the required information for students to apply for student loans, scholarships, and bursaries on its website.

For more information about current scholarships and financial packages, please speak with your Admissions Counsellor.

Student Advisory Council

The Student Advisory Council of Western Community College provides a forum for students to be active contributors in their educational experience and to provide a vehicle for Council to advocate on behalf of the student body. In doing so, the council serves as a vehicle for bringing forward and articulating student concerns, issues, and opinions, while offering another mechanism for providing feedback to the College administration and student body with respect to the College's programs, facilities, support services, campus life, and educational experience.

Student participation on the student advisory council gives students an opportunity to develop and demonstrate leadership skills. If you wish to participate in the Student Advisory Council, please contact the student services department.

Substance Abuse

Western Community College is committed to maintaining a drug-free environment in compliance with local, provincial, and federal laws. The illegal use of controlled substances can seriously impair the health and well-being of the individual and endanger the safety and well-being of other members of the College.

The College recognizes that the use of drugs, tobacco, vapor products, alcohol, and certain medications can have serious adverse effects on students, staff, and the learning environment.

The College is committed to preventing substance use and abuse on College property and to maintain a drug-free environment in compliance with local, provincial and federal law.

The unlawful possession, use, or distribution of controlled substances by students is prohibited on the College campus, College field trips, and work experience sites.

Students who have been determined to be under the influence will be escorted off College property. Students who violate this policy will be subject to disciplinary action up to and including dismissal. Guests will not be permitted to return to the College campus.

Students who have been reported by College staff and/or work experience hosts to be under the influence will be required to arrange an appointment with the Dean of Programs to discuss the circumstances and next steps.

Where a student is required to use a prescription-based medication (including but not limited to medical cannabis) that could cause them to be impaired during campus hours or campus activities, are required to:

- Notify the Dean of Programs, prior to the use of medication and attending during campus hours; and
- Must provide medical confirmation authorizing the use of the medication. Any prescription for the use of medical cannabis must comply with statutory requirements

Work Experience / Practicum Placement Policies

Western Community College's student work experiences augment the learning experience by providing students with opportunities to apply theory to practice in real world settings. Work experience can be practicum, clinical, preceptorship or co-operative placement. Work experience placements take place across a wide variety of businesses and institutions both public and private.

Procedure

All students receive a copy of a Work Experience Agreement Handbook that:

- Clearly describes the roles and responsibilities of the College, student and host; and
- Clearly describes expected work experience outcomes and assessment model.

The College, the student, and the host agree in advance to the objectives, outcomes, and assessment model.

The College and the host site will have appropriate insurance and will follow all applicable provincial employment and labor laws.

Students are monitored by the College.

Work Experience Participation Requirements

- Students are required to have successfully completed all pre-requisite academic course requirements before they begin a work experience.
- Students are required to arrange their own transportation to the host site.
- The College is not responsible for ancillary work experience costs.

Work Experience Placement Process

The College will provide work experience hosts sites to the students.

The process for deciding a student's placement is based on finding a match between available placements and student interests and needs relative to learning goals. Students are assigned to placements at the discretion of the College.

Once a student accepts a placement, they are required to sign a placement contract.

Steps for Work Experience Placement

- Student interview by the Practicum Placement Coordinator;
- Student site visit and introduction to host;
- Student acceptance and College approval;
- Placement Contract signed by student, College, and host (part of the Work Experience Agreement Handbook).

All placements include activities directly related to the learning objectives of the program. The Student, the College, and the Host will agree in advance to the placement objectives, outcomes and assessment model. This is reflected in a placement contract signed by the Student, the College and the host site representative. The host organization and student will receive a copy of this contract, with a copy placed in the student's academic file.

The Work Experience Agreement Handbook describes the respective responsibilities and activities of the host, the College, and the student. The host and student receive a copy of this contract and a copy will be kept in the student's academic file.

Where a host site is not able to provide the necessary learning environment as agreed upon with College, students may be moved to an alternative placement at the discretion of the College.

College Responsibilities

Placements provide students with workplace experience, allowing them to apply learned theory and skills in a practical setting:

- Assist in sourcing work experience placement sites;
- Ensure that the student has met the work experience requirements;
- Clearly define the purpose of the work experience, tasks to be undertaken, and the nature and frequency of the evaluation to be undertaken, in conjunction with the student and host;
- Provide work experience supervision for the duration of the work experience;
- Agree to the terms and conditions as outlined below;
- The College will contact the host once in a week to discuss the student's progress and will conduct at least 2 site visits in the first 30-day interval and will meet on each occasion with the Host to review the student's progress and any issues.

Student Responsibilities

- Comply with the College and host site policies and procedures;
- Submit all required documents when required;
- Participate in the planning, implementation and evaluation of the work experience;
- Familiarization with host policies and procedures and follow them;
- Professional conduct;
- Accept accountability for actions and decisions;
- Recognize the limitations of skill sets;
- Seek assistance when needed;
- Demonstrate self-direction;
- Complete all evaluations;
- Inform the College and Work Experience Host when unable to attend work experience;
- Complete and submit all end of work experience documentation.

Work Experience Host's Role and Responsibilities

The host is generally responsible for providing an environment conducive to the student's growth and development. Unless otherwise required by an external program regulator the host will:

- Provide students with learning opportunities in the following four areas: one-on-one client contact; group collaboration where appropriate; and documentation and administrative tasks;
- Create a positive learning environment by accepting the student as a staff member and a "learning professional";

- Provide a host supervisor who can take responsibility for the student's experience at the host site and who have the appropriate education and/or experience;
- Provide the facilities necessary and where appropriate the tools for the student to fulfill their duties.
- Ensure that all activities comply with host policies and procedure, College policy and procedures, occupational health and safety act, and other relevant provincial acts/ statutes;
- Ensure that there is enough meaningful and productive work available for the student to meet their placement commitment of at least 30 hours per week;
- Inform the College when a work experience student fails to show for work;
- Immediately inform the College when a work experience student fails to conduct themselves in a professional manner or does not follow all policies and procedures;
- Complete and submit all end of work experience documentation;
- Where a host is not able to provide the necessary learning environment as agreed upon with the College, students may be moved to an alternative placement site at the discretion of the College.

Host Supervisor Role and Responsibilities

The Host Supervisor will:

- Provide an orientation to the setting and introduce the student to other staff members;
- Familiarize the student with the host's policies and procedures including those related to confidentiality and discuss with the student the policies and procedures to ensure correct understanding;
- Provide the student with formative and summative evaluations as described in the Work Experience Agreement Handbook;
- Submit an attendance record at the end of each week of the work experience to the College;
- Ensure the student has a workplace and the resources needed for their placement responsibilities and enough constructive work for at least 30 hours per week;
- Ensure that the learning objectives, outcomes and assessment model described in the student host handbook meet minimum work experience requirements as described in policy,

College work experience supervision will be conducted on an individual or group basis. The Practicum Placement Coordinator will:

- Contact the host at least once every week to discuss the student's progress review the student's progress and any issues.
- Provide students with procedural, logistical, and host related support;
- Ensure that the learning objectives, outcomes and assessment model described in the Work Experience Agreement Handbook meet minimum work experience requirements as described in policy;
- Provide the student supervision as required;
- Confirm student's work experience placement hours by receiving weekly attendance form from the host;

- Review and complete all site supervisor evaluation forms and receive the final work assessment evaluation;
- Contact the work experience host immediately if there are concerns related to the student's behavior, attendance, and/or progress.
- Attend or arrange any meetings that are necessary to resolve student work experience issues;
- Communicate feedback as appropriate.

Students are expected to adhere to site policies, guidelines and protocols.

Dispute Resolution

All student, faculty, or Host concerns regarding a work experience placement will follow Dispute Resolution process as outlined within this calendar.

Work Experience Placement Evaluation

Students are evaluated in work experience by their Host, the College work experience supervisor, and through a self-evaluation process using assessment forms provided by the College.

Assessment will be based on the objectives and outcomes agreed upon and described in the Work Experience Agreement Handbook.

Students may be provided with the opportunity to evaluate their host site.

Students will be monitored by their College work experience supervisor for any needs or issues that arise pertaining to the on-site location and immediate emergencies.

Assessment will be based on the objectives and outcomes agreed upon and described in the Work Experience Agreement Handbook.

Work experience completion is graded either as a PASS or FAIL. The Host will provide a final grade based on the assessment documentation provided and in consultation with the Practicum Placement Coordinator.

At the completion of the work experience placement, every student must attend an exit interview with the Practicum Placement Coordinator. A representative from the host site is welcome to attend.

Work Experience Completion

Completion of the placement requirement includes a final assessment evaluation. All areas of competency must meet expectations. Students not meeting these will have the opportunity to complete another work experience.

Students will only have 2 opportunities to complete any one work experience. After that they will be required to withdraw from their program.

To postpone work experience students need to fill the Work Experience Postponement Review Form.

Termination of Work Experience

The College reserves the right to withdraw and/or remove a student from a work experience placement if it is considered to be in the best interest of the student, Host or College. Students may be withdrawn for:

- Serious violations, up to and including breach of confidentiality, behaviors that disrupt or threaten host operations and/or services provided to clients or customers;
- The violation of host policies and procedures;
- The violation of college policies, procedures and/or staff direction;
- Failure to communicate absences to the host, the college, and/or work experience supervisor;
- Ongoing patterns of lateness and/or absence; or
- Breach of policy.

Note: Each program has program specific work experience policy which outlines the type of work experience, total numbers of hours and evaluation criteria.

For program specific details, please speak with your Work Experience / Practicum Coordinator.

Health and Safety Policies

Emergency Procedures

Western Community College has every desire to provide a safe work and educational environment and will make every reasonable effort to eliminate and/or control all accidents, fires, health, and occupational hazards to its staff and students. To accomplish this, the College will provide reasonable safeguards necessary to provide for personal protection and first-aid when required. To this end the College will maintain a health and safety program.

Faculty are accountable for the safety of the students under their supervision.

Faculty will receive the College health and safety procedural orientation and will be expected to effectively communicate these to their students. The goal is to:

- Establish and maintain a safe environment for staff and students
- Eliminate workplace and classroom hazards
- Practice accident prevention
- Promote safety awareness and individual responsibility

- Involve administration, faculty, and staff in safety planning and prevention
- Improve channels of communication
- Encourage a healthy workplace and classroom environment

Staff and students are expected to follow safety protocols and take an active part in protecting themselves and their colleagues.

Appropriate safety equipment will be available on-site and will be serviced and used accordingly.

The name of the Emergency Marshall is posted in a public place daily. This person is responsible for providing leadership during times of emergency.

Lock Down Procedures

Only College administrators can declare a campus lockdown. Staff and students will follow the directions of College administrators after a lockdown has been declared.

Students will take direction from faculty in the classroom.

- Staff should be familiar with the location of rooms with locking doors.
- Staff should be familiar with the location of all exits from the school.
- Staff should be familiar with the safe and unsafe spots within each room.
- Ensure that the procedure is reviewed with students and that they understand the importance of following the direction of staff members.

When a Lockdown Occurs:

- A senior administrator ensures that all staff members are notified of the lockdown as quickly as possible.
- A senior administrator notifies police via 911 that an incident is in progress, giving as much detail as possible about the intruder.
- Staff members follow directions of the senior administrator.
- If staff and students are unable to exit the building staff members will direct all to classrooms and other lockable locations.
- All people located in a classroom or other lockable location are to assume a crouched position against a wall or under tables or desks.
- Staff are to ensure that doors are locked, and lights turned off.
- Silence must be maintained.
- All are to remain in the building until directed to do so by the senior on site police officer.

When a Lockdown is Over

- Follow the directions of first responders and police on site

Medical Emergency

- There is always a first-aid person on duty.
- In event of a possible medical emergency, call for the first-aid person.
- Follow instructions from the first-aid person.
- If asked to call 911, call 911 and be prepared to provide the following information to the 911 operator:
 - a. Your location
 - b. Ask for medical (the operator will ask for “police, fire, ambulance”)
 - c. Answer other questions as requested
 - d. Stay on the phone.

Attempt first aid **ONLY** if you trained and qualified.

Fire Emergency

When fire is discovered:

- Activate the nearest fire alarm; and dial 911.
- Do not fight the fire.

Upon being notified about the fire emergency do the following:

- Stay calm and await instructions from the Emergency Coordinator or the designated College official.
- Or leave the building using the designated escape routes.
- Assemble outside the College and check that everyone has left the building.
- Remain outside until the fire department announces that it is safe to re-enter.

Severe Weather and Natural Disaster

- Remain calm and await instructions from the Emergency Coordinator or the designated College official.
- When a warning is issued, seek shelter in small interior rooms on the lowest floor and without windows, hallways on the lowest floor away from doors and windows, and rooms constructed with reinforced concrete, brick, or block with no windows.
- Stay away from outside walls and windows.
- Use arms to protect head and neck.
- Remain sheltered until the threat is announced to be over.

Earthquake

- Stay calm and await instructions from the Emergency Coordinator or the designated College official.
- Keep away from overhead fixtures, windows, filing cabinets, and electrical power.
- Assist people with disabilities in finding a safe place.

- Evacuate as instructed by the Emergency Coordinator and/or the designated College official.

Flood

If indoors, be ready to evacuate as directed by the Emergency Coordinator and/or the designated College Official. Follow the recommended primary or secondary evacuation routes

Facility Use and Security

The College takes every step possible to provide a secure learning environment. To this end:

- Staff and students are to take all necessary precautions for protecting themselves, their colleagues, and staff against harm.
- Students must carry their College identification at all times. All staff must wear their identification.
- If College identification is not on their person, staff and students must obtain a temporary pass from the College reception.
- Guests and contractors will sign in at reception and will be given a temporary identification card.
- Staff and students should never give out passwords or other personal information that would allow someone to log-in to the College network using staff or student identity.
- Lost or stolen identification cards should be reported to reception immediately.
- There is a replacement fee for lost or stolen staff or student identification cards.
- If staff or students see anything that appears unsafe or feels there is anything unsafe, it should be immediately reported to the front desk.

Security

Faculty and staff are familiar with the protocol for opening and closing all of the College facilities. All faculty and staff are responsible for securing the premises when they are the last to leave.

Facility and Room Use

All staff and students are expected to keep the College neat, safe, and clean.

Health and Safety

Faculty are required to introduce new students to the College's practices regarding safety, first aid, fire escape routes and building safety. Escape route diagrams outlining exit routes are located in all classrooms, skill laboratories, washrooms and administration areas.

In the case of any communicable illness, students may not attend any Work Experience placement sites. They are required to notify the Host, Work Experience Supervisor and the College.

Administration must be informed immediately of any injury or threat to the safety of students or employees. Emergency services are to be contacted immediately.

For Work Experience placements, students are expected to be familiar with, and follow the relevant policies, COVID related protocols and procedures of the host site.

Sexual Misconduct and Harassment

Western Community College recognizes and adheres to the provisions of *British Columbia's Human Rights Code* and is committed to providing a safe and respectful environment free from harassment and discrimination.

The College is committed to a zero-tolerance policy for sexual harassment or discrimination in any of the administrative, academic, or work experience environments.

For purposes of this policy, members of the College community include students, staff, faculty, visiting faculty, clients, contractors, work experience host site supervisors and employees, and volunteers.

The college relies on the definition provided by the Government of British Columbia in [Core Policy Objectives & Human Resources Policies](#), Chapter 11, Definitions.

The Allegations of sexual misconduct or harassment can be made against an individual who was a member of the College community at the time of the alleged misconduct or at the time when the incident occurred. Sexual misconduct or harassment between College community members is prohibited not only on College property or work experience venues, but also at social events, business trips or conferences sponsored or authorized by the College.

The President of the College is authorized to accept, review, and investigate all complaints and reports of alleged sexual misconduct or harassment occurring within the College community. In the absence of the President or if the complaint is about the President, any member of the Leadership Team is authorized to receive complaints.

Please see the complete policy on the website for detailed information about the process you can follow.

Work Experience Incident

The College is prepared for emergencies. When an incident occurs, assess the seriousness of what is heard and seen, respond in a calm directed manner and, if appropriate, administer first aid.

A responsible host employee must be sought for assistance.

The President, the Dean of Programs, or the College reception must be informed immediately regarding any emergency, work experience concern or crisis.

Student Services

Western Community College provides an environment that encourages students to reach their highest potential. In addition to providing a fully engaging learning experience, the College supports students with a wide range of student services, both within the facilities and within the community.

Library

The purpose of an academic library is advancing and sustaining its role as a partner in educating students, achieving its institution's mission, and positioning the library as a leader in assessment and continuous improvement on its campus.

Western Community College is proud to provide Library Services for the staff and students. The mission of the library is to provide and promote effective use of resources and services which support the learning, teaching, and other information needs of students, faculty, and staff, while promoting intellectual curiosity and growth through learning and research. This is accomplished by helping faculty to help students to develop the ability to source, assess, and apply information in becoming literate life-long learners.

The Librarian is available to assist College members in accessing varied, authoritative, and up-to-date resources. For more details regarding our library, please speak with your College Staff for library resources, hours, and accessibility.

Internal Student Support Services

To help our students along their educational journey, Western Community College provides the following:

- Student Advising
- Career Services / Employment Coordinator
- Financial Aid Information
- Student Lounge / Kitchenette
- Computer Labs
- Internal IT Support

- Writing Learning Centre
- Free On-Site English Support
- On-site Bike Lockers
- Student Activities
 - Free Yoga Classes
 - Job Fairs
 - Student Talent Show
- Third party medical, counseling & pharmacy services are located within the premises
- Various adjacent coffee shops and restaurants

Please speak with your College Staff for more information about services.

External Community Support Services

The Surrey / Delta area is composed of rich and vibrant opportunities for extra-curricular activities. Below is a list of some of the services available for students in the region:

- Upcoming Nearby Events (<https://www.surrey.ca/culture-recreation/6138.aspx>)
- Nearby Surrey Parks (<https://www.surrey.ca/culture-recreation/2015.aspx>)
- Surrey Recreation Facilities (<https://www.surrey.ca/culture-recreation/4795.aspx>)
- Theatres and Galleries within Surrey (<https://www.surrey.ca/culture-recreation/1517.aspx>)
- Sport Facilities and Upcoming Events in Surrey (<https://www.surrey.ca/culture-recreation/12922.aspx>)
- Volunteer Opportunities in Surrey (<https://www.surrey.ca/culture-recreation/483.aspx>)

Transportation Services

Students attending the Surrey / Delta campus will have a selection of methods to commute to school as well as explore the surrounding areas:

- *Driving* – Please speak with Campus Staff for the best nearby areas to find parking
- *Buses* – TransLink has an easy to use website to allow you will always be on time for your classes (<https://www.translink.ca/Schedules-and-Maps/Bus/Bus-Schedules.aspx>)
- *SkyTrain* – Surrey currently has four primary Skytrain stations (Scott Road / Gateway / Surrey Central / King George). Please refer to the following website for detailed schedules (<https://www.translink.ca/Schedules-and-Maps/SkyTrain/SkyTrain-Schedules.aspx>)
- *Taxi/Ride Sharing Services*– Either of these options will allow for point to point pick-up and delivery for your convenience.
- *Cycling* – Surrey has designed a network of cycling trails to allow users a healthy and safe means of getting around. For details regarding current and future cycling plans, please refer to the City of Surrey website (<https://www.surrey.ca/city-services/2220.aspx>)
- *Walking* - Walking is a great way to get around. It can save you money, improve your health and help the environment. The City of Surrey has designed a plan that allows people to get around. For details, please refer to the City of Surrey website.

- *BC Ferries* – The ferries allow for a steady and reliable means to explore the beauty of BC. With several sailings per day, this unique means of transportation allow students to discover the richness of the BC Coastline. For details regarding sailing time and fees, please refer to the BC Ferries website (<https://www.bcferrries.com/>)

Vancouver International Airport (YVR) – YVR is a close and convenient way for loved ones that live in other areas, to visit students. This major international airport has daily flights around the world. For more details on destinations, please refer to their website (<https://www.yvr.ca/>)

Student Sign Off

This calendar has been prepared for your information and understanding of the College's policies and procedures. By signing this page, you are indicating that you have reviewed the content within the 'Student Calendar'. If you have any questions about the content within this calendar, please ask the Dean of your program.

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

Please sign and submit this page to your recruitment officer.

Name (Print):

Signature:

Date:



Surrey, BC

Unit 201, 8318 120 St
Surrey, BC V3W 3N4

604.594.3500

Abbotsford, BC

Unit 201, 3670 Townline Rd
Abbotsford, BC V2T 5W8

604.776.1301

South Surrey, BC

Unit 204, 15850 24 Ave
Surrey, BC V3Z 0G1

604.594.3500