



# ACADEMIC CALENDAR

2024 - 2025

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BACHELOR OF  
HOSPITALITY  
MANAGEMENT



## About Us

Western Community College is a designated Private Post-Secondary institution in Surrey, BC offering more than 55 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.

A stylized, handwritten signature in black ink, featuring a large, sweeping 'G' and 'D'.

*Gurpal Dhaliwal, President*

*Western Community College*

## Table of Contents

|  |    |   |    |
|--|----|---|----|
| About Us .....                                 | 1  | Electives Course Table.....                     | 24 |
| Message from the President.....                | 2  | Bachelor of Hospitality Management Core         |    |
| Mission Statement and Academic Goals.....      | 5  | Course Descriptions .....                       | 26 |
| Academic Goals .....                           | 5  | Elective Course Descriptions .....              | 31 |
| Ancestral Territory Recognition and            |    | Work Experience .....                           | 37 |
| Acknowledgement.....                           | 5  | Tuition Fees .....                              | 38 |
| Important Dates .....                          | 6  | Campus Hours.....                               | 38 |
| Winter 2025 Dates .....                        | 6  | Course Scheduling .....                         | 39 |
| Spring 2025 Dates .....                        | 6  | Degree Student Policies .....                   | 39 |
| Fall 2025 Dates.....                           | 6  | Administration Policies .....                   | 39 |
| Winter 2025 Dates .....                        | 6  | Student Recruitment.....                        | 39 |
| Holidays & Campus Closures 2025.....           | 6  | Tuition, Fees, Charges and Refunds.....         | 40 |
| Degree Program Offered.....                    | 7  | Purpose .....                                   | 40 |
| Program Summary .....                          | 7  | Scope .....                                     | 40 |
| Program Outcomes .....                         | 7  | Definitions.....                                | 40 |
| Program Admission Requirements.....            | 8  | Policy Statements.....                          | 41 |
| Regular Admission Applicants .....             | 8  | Procedures .....                                | 41 |
| Applicant Language Proficiency Requirements .. | 8  | Process of Refund.....                          | 44 |
| List of Countries where English is the primary |    | Accommodation and Accessibility .....           | 44 |
| language .....                                 | 9  | Code of Conduct.....                            | 45 |
| Admissions Policies .....                      | 10 | Respect and Fair Treatment.....                 | 46 |
| Admission Process .....                        | 10 | Equity, Diversity, and Inclusion Policy .....   | 47 |
| Applicant Types .....                          | 10 | Academic Policies.....                          | 49 |
| Documents Required to be submitted for         |    | Academic Freedom .....                          | 49 |
| admission.....                                 | 10 | Academic Honesty.....                           | 49 |
| Admissions Procedure Specifics.....            | 12 | Academic Standing.....                          | 51 |
| Deferral Admission Policy .....                | 16 | Attendance .....                                | 53 |
| Categories of Admission .....                  | 20 | International Student Authorised Break Policy . | 55 |
| Mature Admissions Applicants.....              | 20 | Auditing.....                                   | 57 |
| Provisional Students .....                     | 21 | Challenge Exams .....                           | 57 |
| Access Students .....                          | 21 | Copyright .....                                 | 58 |
| Audit Students.....                            | 21 | Course Load .....                               | 60 |
| Program Structure .....                        | 22 | Credit Notification .....                       | 60 |
| Core Course Table.....                         | 22 | Dispute Resolution .....                        | 61 |
|  |    | Grading System.....                             | 61 |
|  |    | Grade Appeal .....                              | 64 |

|  |    |  |    |
|--|----|--|----|
| Learning Assessment .....                  | 64 | Social Media .....                               | 79 |
| Maximum Time to Degree Completion .....    | 65 | Student Privacy .....                            | 80 |
| Program Completion Graduation .....        | 65 | Student Supports for International Students..... | 82 |
| Course Evaluation.....                     | 66 | Email.....                                       | 83 |
| Program Re-entry .....                     | 66 | Leave Due to Extenuating Circumstances .....     | 83 |
| Research Scholarship.....                  | 68 | Financial Aid .....                              | 83 |
| Residency Requirements.....                | 68 | Student Advisory Council .....                   | 84 |
| Course Changes .....                       | 68 | Substance Abuse .....                            | 84 |
| Student Appeals.....                       | 69 | Health and Safety Policies .....                 | 85 |
| Student Dismissals .....                   | 70 | Emergency Procedures .....                       | 85 |
| Student Success.....                       | 71 | Facility Use and Security .....                  | 87 |
| Student Withdrawal.....                    | 72 | Health and Safety .....                          | 88 |
| Transcripts .....                          | 73 | Sexual Misconduct and Harassment .....           | 88 |
| Credit Transfers .....                     | 74 | Work Experience Incident.....                    | 89 |
| Prior Learning Assessment Recognition..... | 76 | Student Services.....                            | 89 |
| Student Records .....                      | 76 | Library.....                                     | 89 |
| Student Services Policies .....            | 77 | Internal Student Support Services .....          | 90 |
| Ethical Practice .....                     | 77 | External Community Support Services.....         | 90 |
| Information Communication .....            | 78 | Transportation Services .....                    | 90 |
| Information Management.....                | 78 | Student Sign Off.....                            | 92 |
| Intellectual Property .....                | 79 |  |    |
| Marketing and Advertising .....            | 79 |  |    |

## 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.*

## Important Dates

### Winter 2025 Dates

|   |                  |
|---|------------------|
| New Student Orientation .....                           | January 09, 2025 |
| Term Start Date .....                                   | January 13, 2025 |
| Course Change Deadline .....                            | January 27, 2025 |
| Course Withdrawal Deadline (no academic penalties)..... | March 14, 2025   |
| Term End of Courses .....                               | April 27, 2025   |
| Term End .....  | May 04, 2025     |

### Spring 2025 Dates

|   |                 |
|---|-----------------|
| New Student Orientation .....                           | May 08, 2025    |
| Term Start Date .....                                   | May 12, 2025    |
| Course Change Deadline .....                            | May 26, 2025    |
| Course Withdrawal Deadline (no academic penalties)..... | July 11, 2025   |
| Term End of Courses .....                               | August 24, 2025 |
| Term End .....  | August 31, 2025 |

### Fall 2025 Dates

|   |                    |
|---|--------------------|
| New Student Orientation .....                           | September 04, 2025 |
| Term Start Date .....                                   | September 08, 2025 |
| Course Change Deadline .....                            | September 22, 2025 |
| Course Withdrawal Deadline (no academic penalties)..... | November 07, 2025  |
| Term End of Courses .....                               | December 21, 2025  |
| Term End .....  | December 21, 2025  |

## Holidays & Campus Closures 2025

|                           |  |
|---------------------------|--|
| New Year's Day- January 1 | Labour Day – September 1                             |
| Family Day – February 17  | National Truth and Reconciliation Day – September 30 |
| Good Friday – April 18    | Thanksgiving – October 13                            |
| Victoria Day – May 19     | Remembrance Day – November 11                        |
| Canada Day – July 1       | Christmas Day – December 25                          |
| BC Day – August 4         |  |

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



## Degree Program Offered

Western Community College is proud to be able to offer degree level education to students in the Surrey / Delta area and the province of BC. We believe in providing education that ensures graduates who will become strong leaders and innovators in the exciting world of Hospitality Management.

*This program is offered under the written consent of the Minister of Advanced Education and Skills Training effective November 29, 2021 having undergone a quality assessment process and been found to meet the criteria established by the minister. Nevertheless, prospective students are responsible for satisfying themselves that the program and the degree will be appropriate to their needs (for example, acceptable to potential employers, professional licensing bodies, or other educational institutions).*

## Program Summary

The goal of the *Bachelor of Hospitality Management* (BHM) degree program is to produce graduates to meet the growing demands of the hospitality industry in a culturally diverse globalized community. Graduates will be able to generate innovative solutions for an industry undergoing continuous growth, expanding regulatory oversight, rapid technological acceleration, and an increasingly environmentally conscious audience.

The College has designed this BHM program as a 121 credit hours program that includes two separate work experience programs and one Capstone program.

Terms are 15 weeks long and students can take 5 courses in each term.

## Program Outcomes

At the end of this proposed degree program, graduates should be able to:

- Articulate a well-structured and supported line of argument.
- Effectively source information, describe, discuss, analyze, propose, defend, and communicate solutions in response to the changing landscape of the hospitality and tourism industry.
- Describe the impact that the changing landscape of the hospitality industry is having on society, culture, and the environment in provincial, national, and global contexts and articulate possible solutions.
- Use critical thinking skills to integrate concepts, theories and practices across business, scientific and socio-cultural domains.
- Analyze evidence-based data driven trends and develop creative and responsive business strategies, hospitality products, services, and customer experiences.



- Apply accepted accounting, budgeting, financial, and administration skills to support the proactive delivery of hospitality and tourism products, services, and experiences.
- Demonstrate 21st century leadership, collaborative teamwork, and interpersonal skills required in managing local, national, and global hospitality operations.
- Create and manage branding, marketing and sales strategies across multiple media delivery vehicles and evaluate approaches to enhance an organization's value proposition.
- Demonstrate the knowledge, skills, and attitudes necessary to function effectively in a diverse business environment.
- Apply ethical considerations when creating industry solutions to socio-cultural, environmental, and technological challenges.
- Integrate theories of services with experiences in the hospitality and tourism industry.
- Analyze and create awareness of the significance of multicultural communications in the hospitality and tourism industry.

## Program Admission Requirements

### Regular Admission Applicants

Regular admissions applicants will be required to meet the following minimum criteria:

- Have, at minimum, a Canadian high school (Grade 12) diploma (or equivalent) with a course grade overall average of C or better or GED with an average of C.
- Applicants with less than C in English 12 or its equivalent may be required to take a preparatory English course.
- Applicants with less than a C in Math 11 or its equivalent may be required to take a preparatory mathematics course.
- Satisfy with the Language proficiency requirements as outlined below.

### Applicant Language Proficiency Requirements

All applicants whose first language is not English or applicants with diplomas or degrees from institutions in which English was not the primary language of instruction must demonstrate proof of English language proficiency to be accepted into the program. The minimum acceptable levels are outlined within the following table:

| Assessment | Assessment Name                                     | Required Minimum Competency              |
|------------|---|--|
| CAEL       | Canadian Academic English Language Assessment       | Overall, 70 (with speaking subset of 60) |
| CELP       | Canadian English Language Proficiency Index Program | Overall, 7, with no module less than 7   |
| CLB        | Canadian Language Benchmark                         | 7  |
| CPE        | Cambridge Proficiency Exam                          | C  |
|            | Cambridge CAE                                       | C  |
| PTE        | PTE Academic  | 58-66                                    |

|       |   |                                  |
|-------|---|----------------------------------|
| IELTS | International English Language Testing System     | 6.5 (with no band less than 6.0) |
| MET   | Michigan English Test                             | 59                               |
| TOEFL | Test of English as a Foreign Language Paper-Based | 550                              |
|       | Test of English as a Foreign Language CBT         | 210                              |
|       | Test of English as a Foreign Language IBT         | 79                               |
| IEP   | Intensive English Program Certificate             | 600                              |

The test dates should be within 2 years of application.

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

## Admissions Policies

### Admission Process

Western Community College provides “offer of admission” based on student eligibility. Applicants must submit a completed application package including all required official documentation and supporting papers. The Admissions Counsellor will receive these documents which will be forwarded to the Registrar’s Office for review. It is suggested that documentation be submitted well in advance of the start of term. Applicants must furnish information necessary for the College record, disclosing all post-secondary institutions attended, and arranging for all official (or certified) transcripts to be sent to the Registrar’s Office.

### 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.

### Documents Required to be submitted for admission

#### Domestic Applicants

- High School Diploma or Equivalent
- High School Transcripts
- Proof of ID (Applicants who are permanent residents must provide a copy of their Permanent Resident Card (PRC) with their application. Applicants who are Convention Refugees must provide proof of their status with their application. Citizens must provide a copy of their passport or birth certificate)
- A completed and signed ‘Application for Admission’ form
- A completed and signed ‘Enrolment Contract’

## International Applicants

In addition to what is described above, the following is required by International students:

- Original or official copies of all educational transcripts and credentialing documents. Documents must be in English. If the document has been translated the original along with a certified translated copy must be submitted
- Proof of English language proficiency as describe in the College's English Language Proficiency Policy
- Photocopy of a current passport for proof of citizenship and birth date
- A completed and signed 'Application for Admission' form
- A completed and signed 'Enrolment Contract'
- A valid and current study permit
- If a study permit is denied, the applicant will provide the College with a copy of the refusal document
- A work permit (if the program has a co-op work experience component); and
- Evidence of healthcare coverage.

All required program documentation must have been submitted before the start of the student's program, otherwise they may not be permitted to start. The College may request additional documentation to support the review of an application including, for example, documentation provided by a recognized evaluation service.

Original documents are required for submission by applicants. Photocopies may be accepted during the online application process but original or notarized copies in English must be submitted before the First day of class. If applications are received after the application deadline, applications may be processed for the subsequent term.

Post-Secondary Credentials from any non-Canadian sources must be accompanied by an International Credit Evaluation Service (ICES) report, or World Education Services (WES) report or report from another recognized verification service such as Educational Credential Evaluators Inc.

Photocopies, faxes, or notarized copies of transcripts are only used for preliminary evaluation. They are not acceptable for final admission to the College degree programs. In exceptional circumstances (i.e. countries where students only receive one copy of an original transcript), notarized copies may be accepted in combination with an ICES report.

Any applicant who is conditionally accepted based on photocopies, faxes, or notarized copies of transcripts must provide official, original documents to the Registrar's Office prior to, or upon arrival at the College, unless otherwise approved by the Dean of Programs. If official documents are not provided by the first day of the term, the College may rescind the offer of admission and withdraw the student with a full tuition refund. The application fee will not be refunded.

Applicants from countries where only one official transcript is ever issued must present their original documents to the Registrar's Office upon arrival for their first term so that attested hi-resolution copies can be made and placed in the student's file. Original documents will be returned.

Applicants who are unable to submit secondary school transcripts must file a written statement explaining why they cannot meet this requirement. The Registrar will review the statements.

The College may request additional documentation or form of evaluation deemed appropriate to assess the applicant's potential for success or to verify the applicant's information of qualifications.

Applicants will not be admitted if the College determines that fraudulent or misleading documents, records, information, or data have been submitted.

Applicants must submit a non-refundable application fee with their applications.

## Admissions Procedure Specifics

Admission to BHM Program at Western Community College requires that applicants follow an application procedure that ensures that they meet all program admission requirements.

1. Admissions Interview - The Admissions Counsellor interviews the prospective student to explore the applicants' interests as they relate to the program and assist applicants to identify their aptitude towards the program. The interview may be conducted in person via phone or other digital application.

When the applicant decides to take admission, the Admissions Counsellor will:

- Ensure that the applicant has all the appropriate program information
  - Describe the student support services available at the College
  - Answer any additional inquiries with respect to the program, curriculum, and program delivery
  - Provide program admission criteria, assist the applicant in determining if they meet the requirements, and if they do, provide the applicant with a list of required program admissions documents
  - Provide the applicant with program tuition, ancillary costs and refund policies
  - Review with the applicant the content and terms and conditions of the program Enrolment Contract, the Tuition Refund, Attendance, Work Experience, Dismissal, Withdrawal, Grade Appeal, and Dispute Resolution policies.
2. Enrollment Contract - When it has been determined that the applicant meets the degree program admission requirements, the applicant will complete and submit it 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.

3. The Admissions Counsellor will review the application and complete the application checklist. The Admissions Counsellor will notify the applicant if there are any documents missing and/or if there are any further questions with respect to the information provided. Notes are placed in the applicant's file.
4. When the applicant's file is complete and verified by the Admissions Counsellor, and the non-refundable application fee has been received, the file is sent to the Registrar's Office.
5. The applicant will be reminded that tuition and program specific fees (if any) must be received and approved by the suggested Semester registration deadline.
6. The required documentation must be received and approved before the first day of instruction, otherwise the student will not be allowed to start.
7. The Registrar's Office will verify that all program admission requirements have been met, all documents have been submitted and verified. The requests for course credits or equivalences are submitted and assessed in consultation with the Dean of Programs. The Registrar's Office will then issue a 'Letter of Acceptance' (LOA).
8. If the application file is incomplete, the Registrar's Office will determine if the application should be returned to the Admissions Counsellor for follow up. If not, the Registrar's Office may be required to consult with the Dean of Programs to address any concerns or issues and/or to determine if a 'Letter of Acceptance with Conditions' (LOAC) should be issued. At this stage it is the responsibility of the Registrar's Office to communicate with the applicant to ensure that stipulated conditions are satisfied as per policy and unless otherwise indicated, that these stipulations must be satisfied before the first day of the term. See 'Admission Notification' below.
9. The applicant will be notified within two weeks of submission of their application of the status of their application.
10. Upon approval, the applicant will receive a Letter of Acceptance along with instructions to review the College Academic Calendar.
11. 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 Academic Calendar.
12. The Registrar will officially notify candidates of their acceptance or refusal. The Registrar, Dean of Programs, and/or Academic Council reserve the right to specify conditions concerning an individual applicant's admission or re-admission to a program, consistent with approved policies.
13. All documents submitted become the property of the College and will not be returned unless at the time of submission, the applicant/student is able to demonstrate that they are irreplaceable.
14. No student may register for courses unless they have received a Letter of Acceptance (LOA) or a Letter of Acceptance with Conditions (LOAC)

15. International students who have been offered admission and have paid the registration deposit, must submit a copy of their approved student visa by the deadline for each term in order to confirm their program. Spaces in programs will be reserved until the programs are full.
16. All new students must arrive on time to attend a new student orientation. They must allow themselves sufficient time before the start of the term to secure accommodation, to purchase textbooks and other instructional resources.

Policies on Admission are reviewed and approved by the Academic Council and Leadership Team.

#### Admission Notification and Admissions Status

No implicit or explicit offers should be made by Admissions Counsellors to applicants or agents that may suggest acceptance or conditions of acceptance. It is the Registrar's Office that will provide written notification to advise all applicants whether their application for admission has been approved or not.

There are three (3) types of admission status:

- *Full admission, with no conditions:* Applicant meets all entrance admissions criteria and will be able to register in courses as per degree plan. Applicants will receive a Letter of Acceptance (LOA).
- *Admission with conditions:* Applicant meets most admissions criteria, but specific conditions may be specified by the Dean of Programs, such as the applicant is required to achieve a minimum course grade average or GPA, participate in additional program or course upgrading, and/or limit course registrations. Applicants will receive a Letter of Acceptance with Conditions (LOAC).
- *Admission denied:* Applicant does not meet admission requirements. Applicants will receive a Letter of Denial of Admission (LOD) indicating why the application was denied.

No student may be registered for courses at the College unless they have received a LOA or LOAC.

#### International Applicant Course Equivalency

Course equivalency is defined for the purposes of this policy as the student having met university-level admission requirements in their home jurisdiction, otherwise it is defined in the College's *Credit Transfer* and *Prior Learning Assessment Recognition* policies. Eligibility for admission does not preclude the need to meet entry-level requirements specified for individual courses and programs.

#### International Applicant Study Permit

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

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



When an international student on a study permit has been dismissed or withdraws from program for which a study permit has been issued, the College will notify Citizenship and Immigration Canada in the next Designated Learning Institutions Compliance Report (DLI).

If an international student's study permit has been denied, the College will refund any monies paid towards tuition according to the *Tuition Refund Procedure*.

#### International Applicant Work Permit

An international student will need to obtain a work permit to participate in a degree program co-op work experience. This can be obtained before or after a student enters the country from <https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/work/intern.html>

#### Deferred Admission

Once an applicant has been admitted, they may defer their start date for a maximum of 3 terms. If they do not start by that date, they must provide updated documentation to be re-considered for admission.

#### Failure to Start Program

If an accepted student does not start their studies, the College retains the admission documents for 1 year, after which they are destroyed. If an applicant renews their application after that date, the applicant must provide completely new documentation.

#### Credential Evaluation

Credentials from any non-Canadian source must be accompanied by an International Credit Evaluation Service (ICES) report, or World Education Services (WES) report or report from another recognized verification service.

The College reserves the right to request credential documentation verification and/or evaluation.

The College will notify the applicant if credential documentation verification and/or evaluation is required. The applicant will be required to submit the requested document(s) within 60 days. Failure to do so will result in the application being withdrawn and authorities will be notified as needed.

#### Appealing Admission Decisions

Applicants denied admission or re-admission, and who can demonstrate extenuating circumstances (e.g. medical or compassionate circumstances, etc.), or provide information not presented initially, may appeal to the Office of the Vice-President of Academics. The appeal must contain additional information explaining why the appeal should be considered.

International applicants are responsible for obtaining their student visas, study permits, work permits, and are required to present copies on or before the first day of the term.

If required documentation is not provided, the College will withdraw the offer of admission and withdraw the student from their program. With the exception of the admissions/registration fee, a full tuition refund will be provided.

The Dean of Programs:

- Is responsible for reviewing and approving all applications for admission;
- Has the authority to require additional application documentation and/or apply conditions;
- Issues all offers of admission, admission with conditions, and denial of admission documentation through the Registrar's Office.

The Registrar is responsible for reviewing any applications for which the applicant is requesting an appeal.

The decision of the Registrar is final. The Dean of Programs will report application appeal circumstances and outcomes to the Academic Council.

#### 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 on 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

## Deferral Admission Policy

| <b>AD112</b>    | <b>Admissions</b>               | <b>Deferral Policy</b>       |
|-----------------|---------------------------------|------------------------------|
| Handbook        | Student                         |                              |
| Programs        | All                             |                              |
|                 | Effective Date                  | August 2024                  |
|                 | Reviewed                        |                              |
|                 | Accountability                  | Registrar Office             |
|                 | Approval                        | Leadership and P&P Committee |
| Documents/Forms | Admission Deferral Request Form |                              |

### Policy Statement

WCC recognizes that students may encounter opportunities or circumstances that could result in a request for deferred admission. Applicants who are offered admission to full-time study in the first year of a degree program may request a deferral for one term at a given time, or if currently enrolled full-time and wish to defer studies for one term, may do so with the approval of the Registrar's Office (RO).

## Deferral of Admission

Deferral of admission is for admitted students who already paid the tuition deposit. For applicants who have not been accepted but wish to apply to a later intake, contact [info@wcc.ca](mailto:info@wcc.ca).

### Deferred Admission for Students:

To be eligible for a deferral, the applicant must:

- Accept the offer of admission by paying a non-refundable application fee;
- Submit a final transcript or report of grades;
- Fulfill any conditions of the offer of admission;
- Have received a final offer of admission;
- Not be registered in any courses; and
- Submit an Admission Deferral Request along with deferral fees to Admissions at least 30 days before wishing to defer the term in question.
- Please refer to the WCC Calendar “Deferring Your Admission” page for detailed instructions.

Deferral status will not be available to applicants who wish to attend another post-secondary institution. Applicants who attend another institution during their deferral will lose their guaranteed space and will have to reapply for admission.

Deferral may not be possible for students seeking admission to limited enrolment programs. Students who are granted permission to defer their admission will still have to satisfy any conditions of the admission offer, such as completion of courses in progress, maintenance of satisfactory academic performance, and graduation from secondary school. They must apply to take up the deferred offer by the application deadline of the following year. They must register in the program and at the campus to which they were admitted or may be required to re-apply and compete with the new applicant pool for a space.

### Deferral Due to Study Permit Processing Delay

As the deadline to request a refund due to study permit denial is **30 days** prior to the program start date, if the reason to defer is due to an unexpected study permit processing delay beyond the estimated processing time stated on IRCC’s website, students must send a deferral request to [admissions@wcc.ca](mailto:admissions@wcc.ca) at least **30 days** prior to the original program start date. To be considered for the next available intake, include the proof of study permit application along with

the deferral request. The next available intake varies by program seat availability and is advised by the admissions officer/advisor at the time of the request.

The accepted students who officially request a deferral less than **30 days** prior to the program start date will be denied the request and will be considered withdrawn. Withdrawn students must re-apply or request a refund. Refer to the non-refundable fees and refund policy ( <https://wcc.ca/wp-content/uploads/2024/01/AD109-Tuition-and-Fees-Charges-and-Refunds-2024-01-03.pdf> ).

### **Deferral for All Other Reasons**

Admission deferrals are granted at the discretion of the Registrar and only in highly extenuating cases and on a restricted basis.

#### **When and How to Request a Deferral**

A request must be sent through the student portal under Request Forms.

Deferred admission is subject to the availability of the program and may be granted for a maximum of one year but generally, only for a single term. After the first deferral of admission is granted, students will be required to pay the deferral fee again for every subsequent deferral application.

Any change in study status may be updated with Immigration, Refugees & Citizenship Canada (IRCC) as per the requirements of the International Student Program.

### ***Deferral process***

#### **Deferral and PAL**

Most students need to provide a provincial attestation letter (PAL) from the province or territory where they plan to study. A PAL will not be re-issued if it is still valid. Students deferring to the next fiscal year may receive an updated PAL if the deferral request is granted. For example:

- PAL issued for Spring/Summer 2024, Fall 2024 and Winter 2025 intakes will have the same expiry date. Students deferring to these intakes will not receive an updated PAL.

- Students deferring to intakes after and including Spring/Summer 2025 may receive an updated PAL if the deferral request is granted.

### **After Accepting Your Offer**

Tuition deposits are program-specific and non-transferable.

After you accept your offer by paying the tuition deposit, changing programs may result in losing the non-refundable portion of the deposit as outlined in the Refund Policy (<https://wcc.ca/wp-content/uploads/2024/01/AD109-Tuition-and-Fees-Charges-and-Refunds-2024-01-03.pdf> ).

If you wish to change to a different program, you must officially withdraw your initial application and re-apply to a new program by submitting a new application form and paying another application fee.

**SPECIAL CONSIDERATIONS:** You may request a one-time program change without having to re-apply or lose the non-refundable portion of the tuition deposit if all the following criteria are met.

1. You meet the admission requirements of the new program.
2. You agree to withdraw from the initially accepted program.
3. The new program has space available.
4. Your program change request is received at least 2 months before the start date of your initially accepted program.

If you meet all of the above criteria, you may officially request to change programs by emailing [admissions@wcc.ca](mailto:admissions@wcc.ca) with your name, student ID and initially accepted program name.

### **After Programs Start**

Tuition deposits are program-specific and non-transferable.

If your program has already started, changing programs may result in losing the non-refundable portion of the tuition deposit as outlined in the Refund Policy. If you wish to change to another program, you will be required to withdraw from your current program by submitting a Program Withdrawal Form to [admissions@wcc.ca](mailto:admissions@wcc.ca) and applying to a new program.

There may be a study gap between your current program and the new program. To learn more about the implications of your status in Canada, email [studentservices@wcc.ca](mailto:studentservices@wcc.ca) .

## **Eligibility and Availability of Program Change after Programs Start**

Many popular programs fill up before the official application deadlines therefore check the academic calendar given on the website and Email [admissions@wcc.ca](mailto:admissions@wcc.ca) to confirm program availability prior to withdrawing and re-apply.

A new application does not guarantee acceptance into your new program. Your request will be reviewed, and you will be notified in writing of the status of your request.

### **After deferral is approved**

- The student will receive a new LOA from admissions.
- The enrollment contract will be amended and signed after the approval of deferral.
- The student will communicate with the IRCC and other necessary agencies regarding the new LOA.

## **Categories of Admission**

### **Mature Admissions Applicants**

Applicants to the program who have not completed the equivalent of a Canadian High School (Grade 12) diploma, or GED or do not meet the minimum admissions requirements but who have demonstrated an ability to handle university courses through their work experience or other intellectual pursuits, may be considered under Colleges' Mature Student Status category. To be considered for flexible admissions, applicants generally must:

- Be over 19 years of age on or before the first day of class
- Have been out of high school for at least two years
- Be approved by the Dean of Programs

These applicants must submit:

- An official high school transcript
- Official transcripts from all post secondary institutions attended (if any)
- Proof of meeting minimum English language requirements (see above)
- A detailed chronological resume to demonstrate experience and progression, community involvement, and volunteer experience
- A Letter of Intent that clearly explains why a) the applicant is applying under the Mature Admissions Policy and b) outlining the student's academic intentions

If successful, such students enter as regular students with the designation as a 'mature student'.

## Provisional Students

This category is for applicants who have the potential to engage in post-secondary studies and benefit from the knowledge thereby obtained but have not achieved a satisfactory level of performance in some of the credentials required to be admitted as a “regular” student. These applicants do not meet all the entrance criteria but are otherwise considered acceptable to the program on the condition that they satisfy the missing requirements within a specified period of time. Satisfying the requirements may involve enrolling in a bridging program offered by the College or taking one or more of the academic courses or passing specified College courses in lieu of the original criteria.

## Access Students

Applicants who do not meet entrance criteria but can provide sufficient proof that they will be capable of completing the program, for example, completion of a diploma program, record of achievement at work and evidence of intellectual pursuit or ability to handle intellectual material. If admitted these applicants will be granted permission to take up to four (4) courses. However, if access students are considering to eventually apply for admission under “regular” status they must pass all courses attempted with a minimum GPA of 2.0 (grade of C) and meet any other program specific admission requirements before they will be officially considered for admission.

Admission as an “access” student does not guarantee subsequent transfer to the “regular” student category. Successful completion of courses attempted with an acceptable GPA will serve as important consideration in making decisions on transferring students from the “access” category to the “regular” category.

Access applicants who have been required to withdraw from any post-secondary institution are required to submit transcripts. Students with unacceptable prior academic records may be required to complete further courses at another institution with a GPA of at least 2.0. Students who have been required to withdraw more than once at other institutions for less than satisfactory academic performance or have been required to withdraw for academic misconduct, will not be accepted under any circumstances at the College.

## Audit Students

Individuals who wish to acquire knowledge through attending structured academic courses without the obligation of writing examinations enroll as audit students. While these students are not required to write formal examinations, they are required to pay fees as set by the College and are expected to fully participate in the program by attending lectures and engaging in class



discussions. Application and enrolment are in accordance with the current procedures of the Registrar. Written permission of the Dean of Programs is required for all Audit applicants. Definite limits are placed on the number of individuals accepted as auditors and they are not enrolled where space is limited. Students who audit a course do not receive credit for the course. However, the notation “AD” will appear on the permanent record beside each course successfully audited.

## Program Structure

The table below outlines the core courses required for graduation. Electives are listed in the table that follows the Core Course table:

Core Course Table

| TERM   | Course # | Course Title                                    | Pre-Requisite | Credits |
|--------|----------|---|---------------|---------|
| Prep   | ACAD010  | Academic Preparation                            | --            |         |
| TERM 1 | ENGL120  | Introduction to English Academic Writing        | ENG099        | 3       |
|        | HOSP100  | Introduction to Hospitality Industry            | --            | 3       |
|        | MATH102  | Fundamentals of Mathematics                     | MATH099       | 3       |
|        | HOSP110  | Fundamentals of Lodging Operations Management   | --            | 3       |
|        |          | Lower-Level Elective                            | On Syllabus   | 3       |
| TERM 2 | ACCT100  | Principles of Accounting                        | MATH099       | 3       |
|        | HOSP116  | Computer Technology in the Hospitality Industry | HOSP100       | 3       |
|        | HOSP130  | Food and Beverage Management                    | HOSP100       | 3       |
|        | BUSM100  | Business Communication                          | ENGL099       | 3       |
|        |          | Lower-Level Elective                            | On Syllabus   | 3       |
| TERM 3 | HOSP214  | Business and Hospitality Law                    | HOSP100       | 3       |
|        | HOSP252  | Hospitality Marketing and Sales                 | HOSP110       | 3       |
|        | HOSP282  | Urban Tourism                                   | HOSP100       | 3       |
|        | HOSP226  | Hospitality Financial Management                | ACCT100       | 3       |
|        |          | Lower-Level Elective                            | On Syllabus   | 3       |

|        |          |   |                            |   |
|--------|----------|---|----------------------------|---|
|        | WORK298  | Industry Work Experience Preparation (10 hours)       | BUSM100                    | 1 |
|        | WORK299  | Industry Work Experience I (135 hours)                | WORK298                    | 2 |
| TERM 4 | HOSP228  | Hospitality Managerial Accounting                     | HOSP226                    | 3 |
|        | HOSP230  | Food Production                                       | HOSP130                    | 3 |
|        | STATS224 | Introduction to Statistics                            | MATH102                    | 3 |
|        | ORGB214  | Organizational Behaviour                              | HOSP110                    | 3 |
|        |          | Lower-Level Elective                                  | On Syllabus                | 3 |
| TERM 5 | HOSP382  | Issues in Tourism                                     | HOSP282                    | 3 |
|        | HOSP316  | Healthy Aging and Hospitality Services                | HOSP100                    | 3 |
|        | HOSP356  | Destination Management and Marketing                  | HOSP252                    | 3 |
|        | HOSP372  | Hospitality Human Resources Management                | ORGB214                    | 3 |
|        |          | Upper-Level Elective                                  | On Syllabus                | 3 |
| TERM 6 | BUSM360  | Business Research Methods                             | STATS224                   | 3 |
|        | HOSP318  | Sustainability in Hospitality                         | HOSP110                    | 3 |
|        | HOSP342  | Food Science and Services Planning                    | HOSP230                    | 3 |
|        | HOSP319  | Leadership and Management in the Hospitality Industry | HOSP372                    | 3 |
|        |          | Upper-Level Elective                                  | On Syllabus                | 3 |
| TERM 7 | HOSP424  | Hospitality Revenue Management                        | HOSP110, STATS224, HOSP228 | 3 |
|        | WORK498  | Industry Work Experience II (420 hours)               | 60 Credits                 |   |
|        | BUSM460  | Entrepreneurship                                      | HOSP372                    | 3 |
|        |          | Upper-Level Elective                                  | On Syllabus                | 3 |
| TERM 8 | HOSP499  | Seminar   | 60 Credits                 |   |
|        | HOSP472  | Hotel Design, Planning and Development                | HOSP342                    | 3 |
|        | HOSP422  | Hospitality Financial Analytics                       | HOSP228                    | 3 |
|        | CAPS499  | Capstone (60 hours)                                   | WORK498                    |   |

## Electives Course Table

| Legend        | Course #* | Course Title  | Pre-requisites                      | Credits |
|---------------|-----------|---|-------------------------------------|---------|
| Mathematics   | MATH110   | Introduction to Calculus  | MATH099                             | 3       |
|               | MATH105   | Business Math   | MATH099                             | 3       |
| Business      | ECON110   | Introduction to Microeconomics                                  | MATH102                             | 3       |
|               | ECON120   | Fundamentals of Macroeconomics                                  | MATH102                             | 3       |
|               | BUSM257   | Business Advertising  | HOSP110                             | 3       |
|               | BUSM114   | Introduction to Business  | --                                  | 3       |
|               | BUSM253   | Marketing Management  | --                                  | 3       |
|               | BUSM302   | Business of Mass Media  | BUSM257 Or<br>BUSM253               | 3       |
|               | BUSM319   | Management Science  | STATS224                            | 3       |
|               | BUSM246   | Principles of 21 <sup>st</sup> Century Marketing                | --                                  | 3       |
|               | BUSM 346  | Supply Chain Management   | HOSP 252                            | 3       |
|               | BUSM328   | Risk Management   | HOSP228                             | 3       |
|               | BUSM316   | Business Ethics   | HOSP100<br>HOSP110,<br>BUSM114      | 3       |
| Communication | ENGL130   | English and Professional Communications                         | ENGL120                             | 3       |
|               | COMM200   | Communication Theory  | ENGL120                             | 3       |
|               | COMM300   | Media and Society   | HOSP252 OR<br>BUSM253 OR<br>BUSM257 | 3       |
| History       | HIST200   | World History   | --                                  | 3       |
|               | HIST210   | North American History Throughout the Ages                      | --                                  | 3       |
| Hospitality   | HOSP118   | Customer Service for Hospitality                                | --                                  | 3       |
|               | HOSP329   | Cost Controls and Profitability in Food and Beverage Management | HOSP226,<br>HOSP230                 | 3       |
|               | HOSP 256  | Housekeeping Management Operations                              | HOSP 100<br>HOSP110                 | 3       |
|               | HOSP254   | Organizing and Managing Events                                  | HOSP100                             | 3       |
|               | HOSP344   | Restaurant Facilities Operations Management                     | HOSP130                             | 3       |

|                |          |  |          |   |
|----------------|----------|--|----------|---|
|                | HOSP416  | Change Management  | ORGB214  | 3 |
|                | HOSP418  | Hospitality Environmental Stewardship                        | HOSP318  | 3 |
|                | HOSP 426 | Managing Hospitality Services in the Hospital Sector         | HOSP 316 | 3 |
| Science        | GEOL105  | Our Physical World   | --       | 3 |
|                | BIOL110  | Our Biological World   | --       | 3 |
|                | ECOL110  | Introduction to Ecology and Environmental Biology            | --       | 3 |
|                | GEOG200  | World Geography  | --       | 3 |
| Social Science | ANTH105  | Introduction to Anthropology                                 | --       | 3 |
|                | ANTH205  | Anthropology of Science, Technology, and Digital Environment | ANTH105  | 3 |
|                | PSYC110  | Introduction to Psychology                                   | --       | 3 |
|                | SOCI120  | Introduction to Sociology                                    | --       | 3 |
|                | PHIL100  | Introduction to Philosophy                                   | --       | 3 |

*\*Please note: 100 & 200 level electives may be taken at any time during the program.  
300 or 400 courses may only be taken during the last half of the program.*

## Credits Summary

| Courses   | Credits    |
|---|------------|
| 28 Core Courses                                       | 84         |
| 7 Elective Courses (4 Lower-Level and 3 Higher-Level) | 21         |
| Industry Work Experience Preparation                  | 1          |
| Industry Work Experience I                            | 2          |
| Industry Work Experience II                           | 6          |
| Capstone  | 4          |
| Seminar   | 3          |
| <b>Total Credits</b>                                  | <b>121</b> |

## Important Notes on Pre-requisites and Electives:

1. Students cannot register for a course if they have not passed the pre-requisite course with at least 60% marks (Grade C or more)
2. To register for 300 level courses, students must have a minimum of 48 credits plus complete the required pre-requisite course with Grade C or more.
3. To register for 400 level courses, students must have a minimum of 69 credits plus complete the required pre-requisite with Grade C or more.

4. The Seminar, Capstone and Industry Work Experience II courses require a minimum of 60 credits prior to registration.
5. Electives: 100 & 200 level electives may be taken at any time during the program. 300 or 400 courses may only be taken during the last half of the program.
6. A maximum of 4 Lower-Level Electives can be taken throughout the program.
7. 3 Upper-Level Electives are required to be taken throughout the higher terms of the program.
8. A total of 21 Elective Credits are required to graduate.

## Bachelor of Hospitality Management Core Course Descriptions

### ACCT100 Principles of Accounting

This course introduces students to generally accepted accounting principles and processes used in recording, summarizing, and reporting financial information. Students will learn how to analyze outcomes and make financial decisions.

### BUSM100 Business Communication

Effective communication is central to the efficient operation of a business. This course focuses on introducing students to the theory and practice behind technical communication, business communication, and professional writing. Students will explore the similarities and differences between each type, when to apply each, and how to apply these forms to achieve business objectives.

### BUSM360 Business Research Methods

This course introduces students to the nature and importance of business research, research techniques, primary and secondary research methods, and qualitative and quantitative designs. Topics include online research, ethical issues, customer relationship management and efficient and effective information gathering and analysis techniques. Students will complete an individual research proposal based on a business topic of interest using selected scholarly sources.

### BUSM460 Entrepreneurship

This course examines successful entrepreneurship requires a specialized mix of innovation, drive, business acumen, and communication; an entrepreneur sees the potential and pitfalls in any idea, and understands the product, the market, and the business climate well enough to make smart decisions for the venture. This book is designed to go beyond the nuts and bolts of entrepreneurship and help students develop the critical foundation referred to as “entrepreneurial thinking”.

### CAPS499 Capstone Project

This course is designed to provide students with the opportunity to integrate and synthesize course-based and work experience learnings in developing and completing a capstone challenge project to further their intellectual and professional growth. Challenge themes will speak to environmental and sustainability issues in the hospitality industry. The challenge will be a showcase piece of their employment portfolio. It will demonstrate that students are able to

effectively integrate theory to practice, the lessons learned in their work experience and how they have grown as a manager leader capable of solving complex problems and working collaboratively as part of a team.

#### ENGL120 Introduction to English Academic Writing

This course introduces you to the principles of English academic writing, the process of writing academic argument papers, and to strategies, assignments and exercises that develop their abilities as researchers, readers, and writers of scholarly prose. Students will examine the general principles of composition, and the specific conventions of academic writing as practiced in several disciplines, particularly in the arts and humanities. Students will gain experience in locating, evaluating, and using sources within their own writing. Students will learn to use all the steps of the writing process effectively and develop techniques to create interesting essays as used in college writing.

#### HOSP100 Introduction to Hospitality Industry

This course provides a comprehensive introduction to the rapidly evolving hospitality industry, starting with a historical perspective and then exploring all facets of hotel, food, and beverage service operations. The course addresses the evolving influence of Internet technology on hospitality operations and marketing and especially its role in creating and sustaining customer relations over time. Through case studies, contextual exercises, and team projects students will examine how the principles of hospitality operations are applied in a variety of circumstances.

#### HOSP110 Fundamentals of Lodging Operations Management

This course provides a comprehensive introduction to fundamental management principles and practices as applied to a range of 21<sup>st</sup> century challenges that organizations face in maintaining the ability to successfully deliver goods and services across a variety of administrative, socio-political, and cultural contexts.

#### HOSP116 Computer Technology in the Hospitality Industry

This course examines the information needs of the hospitality industry by focusing on computer-based property management and restaurant management systems, hotel sales and accounting software applications, the selection and implementation of computer systems, the effective management of information systems, network and information security, and the impact of the social media on the industry.

#### HOSP130 Food and Beverage Management

Effective food and beverage service management requires analytical skills, interpersonal skills, operational expertise, and an ability to think creatively so that the result is always a positive bottom line. In this course all aspects of food and beverage processes will be introduced, including organization, marketing, menus, costs and pricing, production, service, safety, and operational financing. Students will learn how to position, manage, and leverage successful food and beverage operations.

#### HOSP214 Business and Hospitality Law

This course will familiarize students to the rights and responsibilities of hospitality operators through an understanding of the laws and practices encountered in the industry. Legal concerns will be explored in a practical manner through case study analysis and criticism. Students will

learn to effectively identify, evaluate and resolve legal issues and liabilities with respect to applicable national, provincial and city laws and bylaws in the context of business, health, and liquor licensing and compliance, privacy, labor, human rights, safety, and employment law.

#### HOSP226 Hospitality Financial Management

Managing a business means managing its financial resources. Business decisions depend on an understanding of timelines and cash-flow calculations to track cash flow and payments, the value of securities and investments, and how to determine cost effectiveness. Using practical tools this course presents techniques that can be applied to more effectively analyze hospitality industry management reports and financial statements, prepare accurate forecasts, implement effective cost-controls, manage working capital and develop and finance growth strategies.

#### HOSP228 Hospitality Managerial Accounting

This course builds on the knowledge and skills acquired in the *Principles of Accounting* by examining how accounting concepts and procedures, the processing and analysis of financial data, and the flow of financial information apply directly to hospitality management and the hospitality accounting cycle.

#### HOSP230 Food Production

This course examines the comprehensive and easy to follow, *Food for Fifty* provides students and food production professionals with a broad variety of tested quantity recipes, along with valuable tables, charts, and ready-to-use guidelines for preparing and serving quality food in quantity. Author Mary Molt presents the material in an easy-to-use format complete with recipe development information; menu planning guidelines; food safety guidelines; and food product, purchasing, and storage information.

#### HOSP252 Hospitality Marketing and Sales

Students will be introduced to the principles, concepts, and systems used in hospitality marketing and sales. Using case studies and research this course surveys contemporary marketing and sales methodologies designed to achieve competitive distinctiveness. Students will develop a marketing brief that will demonstrate their understanding of what constitutes an effective marketing mix that will include an analysis of the impact of social media on industry marketing and sales practices.

#### HOSP282 Urban Tourism

In this course, students will understand the image cultures and experience of Urban Tourism. This course provides an overview of global, economic, cultural, and social change as it impacts urban tourism. Critical evaluation of post-modern theories with references to issues of identity, focus on culture, consumer's interest in heritage, reconstructions, and representation of the past, will be conducted.

Tourism is a cornerstone of a policy of urban development that combines a competitive supply able to meet visitor's expectations with a positive contribution to the development of towns and cities and the well-being of their residents.

#### HOSP316 Healthy Aging and Hospitality Services



A shift in population demographics and an increasingly wealthy aging population is driving a change in leisure experience expectations. Lifestyle and leisure experiences are being informed by changing social stratification, psychographics, consumer behaviour, marketing segmentation and product differentiation. These concepts will be familiar to industry participants, but in conjunction with a shift in population demographics and income and a renewed focus on health, lifestyle, and sustainability, the industry is being presented with new opportunities. This course introduces students to the factors and the methodologies that will be required in the evolution of the delivery and provision of leisure and lifestyle tourism related programs and services.

#### HOSP318 Sustainability in Hospitality

This course will provide students with an in-depth research-based examination in sustainability, social and cultural responsibility, and green practices by exploring ideas, solutions, and strategies related to sustainable, responsible, and ethical management in the hospitality industry. Students will explore the influences of climate change on the future of the hospitality industry, and what the industry is doing to minimize its impact and promote sustainable solutions.

#### HOSP319 Leadership and Management in the Hospitality Industry

This course is designed to introduce students to advanced topics in leadership, organizational change, management, communication, diversity, and quality issues they will be addressing in the hospitality industry.

#### HOSP342 Food Science and Services Planning

This course will introduce students to the modern food industry and the challenges of reconciling food production, consumer demands, food security and global economic and environmental change in the context of recent research on genetically engineered foods, sustainability, global food demand, and the impacts of climate change on our food systems and the food service industry.

#### HOSP356 Destination Management and Marketing

This course will introduce students to processes, procedures, and technologies used in destination management and marketing. The course explores the skills and issues involved in developing new destinations by examining the relationship of tourism to economic development, the environment, culture, community and society.

#### HOSP372 Hospitality Human Resources Management

This course presents a systematic approach to human resources management in the hospitality industry. Human resource management in the industry presents several unique performance, quality, compliance, and ethical challenges, such as, non-traditional organizational structures, employees coming from a variety of diverse backgrounds, the expectation that employees will perform a wide variety of roles, and a persistent focus on guest satisfaction and guest services. This course will examine recruitment, compensation, environmental and safety concerns. Students will analyze contemporary issues and practices that have an impact on the way people are managed in the industry.

#### HOSP382 Issues in Tourism

This is an integrated capstone course intended as a vehicle for students to integrate several hospitality management disciplines. The tourism and hospitality sector are extremely reactive to

external factors, such events such as SARS, recession, changes to currency, privacy legislation, forest fires, Pandemics, etc.

This course will examine the impact of these external factors on market demand and the subsequent required changes to strategies. This will examine current trends and issues that affect rapid changes and or evolution of the hospitality and tourism profession by conducting a group research project.

This course includes lecture, discussion, case analysis and internet research to assess environmental, industry, competitive and stakeholder analysis formulation and decision making. Case study will center on issues in Canada generally and British Columbia specifically.

#### HOSP422 Hospitality Financial Analytics

Hospitality Financial Analytics refers to the principles, tools and techniques businesses use in analyzing data to gain insights so that they can make strategic, rapid, and profitable business decisions. Students will learn how to use data to develop insights and predictive capabilities using data mining and forecasting techniques and then how to apply optimization methodologies to support decision-making when presented with many alternatives, constraints, and possible outcomes.

#### HOSP424 Hospitality Revenue Management

This course will give students an advanced understanding of revenue management processes for the purposes of growing a hospitality enterprise. Topics will distinguish between tactical and strategic revenue management and will explore in depth financial resourcing tools and techniques.

#### HOSP472 Hotel Design, Planning and Development

Using analysis and theory based on the latest data, this course presents essential hotel planning and design considerations by exploring key issues in global hotel development and management by using very recent examples and case studies to demonstrate how new concepts are developed and implemented in an industry that is rapidly expanding and changing.

#### HOSP499 Seminar

This is a required component for the Bachelor of Hospitality Management (BHM) degree program. Students have to complete two separate placements to meet the necessary required working hours to graduate. Students cannot graduate without the completion of 555 hours. This must be undertaken during the course of studies in the Bachelor of Hospitality Management degree program.

Students will have the opportunity to give back to their peers on industry work experiences; presentation and feedback on their capstone findings as well as creating an online portfolio for their future career opportunities.

#### MATH102 Fundamentals of Mathematics

This mathematics course is designed to reinforce fundamental mathematical skills and provide students with a solid foundation in basic computation, problem solving, and algebra skills. Content will engage students in learning to apply critical reasoning skills in solving real world practical

problems resulting in an increase in proficiency and fluency, conceptual thinking, and confidence in communicating solutions to mathematical challenges.

#### ORGB214 Organizational Behaviour

This course covers a myriad of topics, but it first introduces students to common philosophical concepts for healthy organizational behaviour. It will explore the social science theories that explain behaviour, culture, and communication, and leading research on the applications to human behaviour. Students will learn about the various aspects of organizational behaviour, developing a healthy work culture, and how to maintain culture through effective strategies. Additionally, organizational systems, group dynamics, and individual behaviour are studied to gain an understanding to how these factors affect organizational effectiveness and member satisfaction.

#### STATS224 Introduction to Statistics

This course introduces students to descriptive statistics, the analysis of probability in data, and learning statistical observation techniques. The course will cover topics including variation, probability distributions, sampling techniques, regression, and correlation.

#### WORK298 Industry Work Experience Preparation

Industry work experiences are an integral learning component and provide an environment where students can gain industry insights, apply recently acquired knowledge and skills in practical settings and obtain valuable work experience. This course will allow students to understand the placement selection and placement process, host policies and procedures, host site expectations and etiquette, work experience management and assessment and will allow them to clearly define their role, responsibilities and work experience learning objectives.

#### WORK299 Industry Work Experience I

This course focuses on preparing students to work in the hospitality and tourism industry by providing a solid practical foundation in contemporary hospitality business and management tools, and practices in the operation of the following services; accommodation, food and beverage, maintenance and security, marketing and sales, financial, and human resource management. Students will apply the skills learned to date in a work experience setting.

#### WORK498 Industry Work Experience II

This work experience is an integral part of the program and provides practical hands-on experience to the students in the hospitality industry, prior to their graduation. The students will gain practical workplace skills and will also learn to market their skills to Students will apply their theoretical knowledge acquired in the program to date in an industry work experience setting.

### Elective Course Descriptions

#### ANTH105 Introduction to Anthropology

This course will introduce you to the concepts of anthropology and how it can be distinguished from other social sciences. The course will focus on human development and culture, both in the past and in the present, and the methods that anthropologists use to study culture. It will be a course that will emphasize critical-thinking and analysis skills, as well as the importance of

effective research and interpretation of documents and histories. Students will examine the past through the lens of anthropology.

#### ANTH205 Anthropology of Science, Technology, and Digital Environment

Digitalization, which can be described as the liberation of human thoughts and communication via technology, has led to new forms of social movements. This has not only impacted human behaviour and communication standards but has also changed politics on a global scale. This can be seen in how governments and political parties use predictive policing, big-data guided policies, and surveillance techniques to alter the state of democracy.

This course will examine how digital media and technology has impacted human behaviour in the digital world. It will examine the specific forms of digital communication, the virtual communities that arise on social media, and how digital governance constitute the main fields of digital anthropology.

A major part of the course will deal with the role of digital representations and virtual personae as tools of digital governance, predictive policing, and of tracing and nudging consumer behavior. The links between data economy and surveillance state will be a particular point of discussion.

#### BIO110 Our Biological World

This course is an introduction to the fundamentals of biological science, principles, and systems within our environment, and the properties of life on this planet. Students will learn to distinguish between scientific and non-scientific approaches to acquiring knowledge while developing skills to evaluate scientific research, building observational, critical thinking, and problem-solving skills and learning how to communicate in a scientific context.

#### BUSM114 Introduction to Business

In this course students will examine organizational business structures, and operational, financial, and business risk models used by small, medium, and globally located industries.

#### BUSM202 Business of Mass Media

This course introduces students to the study of the business and economics of mass media by providing a broad overview of its history, theory, and practice, and by exploring the links between society, ethics, and regulation.

#### BUSM219 Management Science

Organizations use management science methodologies to make strategic, rational, accurate, and advantageous business decisions. Management science refers to a problem-solving philosophy that employs principles, tools, and science-based techniques decision makers use to model and solve problems. This course introduces students to the application of quantitative analysis in problem formulation and solution using established models, methods and procedures to inform and improve decision-making. Emphasis will be placed on problem modeling and result interpretation. Students will learn to develop insights and predictive capabilities using analytical modeling, linear and integer programming and simulations, when presented with a variety of variables and constraints.

#### BUSM246 Principles of 21st Century Marketing

This course provides students with an introduction to the management of marketing in the context of an evolving click driven marketing landscape. Students will learn the steps marketers take to integrate digital tools and technologies with traditional media to create targeted, personal, and engaging long-term customer relationships. Students will create an integrated hospitality marketing campaign by selecting a product and formulating a creative brief. The brief will be a key piece of their personal marketing collateral.

#### BUSM253 Marketing Management

This course introduces the fundamentals of marketing processes and principles, the role of marketing in organizations, and the influence of culture, consumer behaviour, communications and media on marketing and delivering customer value.

#### BUSM257 Business Advertising

In this course students will be introduced to business advertising in a Canadian social media context. Student will be expected to demonstrate that they can apply advertising theory and digital technologies in the creation of an integrated marketing message.

#### BUSM316 Business Ethics

Students will gain insights into contemporary social theory and will use this insight to explore ethical issues that arise in a business context. Through a series of interrelated case studies students will consider the ways in which ethical principles could be applied in the business cycle.

#### BUSM328 Risk Management

Risk management tools and techniques are used to avoid, reduce or manage events that can damage an organization's policies, procedures, processes, product and reputation. In this course students will learn to use accepted practices to minimize the probability of risk and prepare contingency plans for addressing a broad cross section of risk factors and outcomes.

#### BUSM346 Supply Chain Management

The course offers specialized knowledge in the components of the supply chain for exploitation of the natural resources being used as raw materials and purchasing of inputs for manufacturing and production of goods through sales and distribution to the ultimate consumers, using state-of-the-art technology including information technology to achieve strategic and organizational objectives to achieve efficiency and effectiveness on a sustainable basis. The course covers a wide range of topics covering purchase and supply chain functions, manufacturing, production, distribution, and logistics systems; inventory management; organizational systems evaluation and supplier selection; financial matters; outsourcing and partnership options; dealing with different stakeholders, competitive bidding and negotiation; client service and satisfaction issues. The students will also enhance their learning about the design of logistics support systems and networks and the management of transportation and physical infrastructures.

#### COMM200 Communications Theory

This course examines emergent communication theories, research, trends, and issues in the context of digital media technologies and their combined impact on marketing, advertising, and sales.

#### COMM300 Media and Society

The course examines the wide range of roles and influences media plays in society and the effects it has on individuals, groups, and culture.

#### ECOL110 Introduction to Ecology and Environmental Biology

This course introduces you to the ecology and environmental biology, focusing on local ecosystems within British Columbia. This course will emphasize the use of the scientific method for understanding ecological mechanisms and environmental biology, using practical outdoor labs to foster student development. By furthering understanding of ecology and biology, students will be given tools to understand how organisms interact with one another and their environment and the consequences of those interactions. The course will build a solid foundation for future understanding of micro and macro effects that organisms have on their habitats, both inside and outside the province.

#### ECON110 Introduction to Microeconomics

This course introduces you to the principles of microeconomics and enables you to understand and interpret economic events in the world around you. The main topics covered include behaviour of individual consumers and producers, determination of market prices for commodities and resources, trade, role of government policy, income inequality, market structures and the functioning of the market system.

#### ECON120 Fundamentals of Macroeconomics

Macroeconomics is the study how a nation's economy works and how policy makers determine the best choices to improve the overall well-being of a country's population. This course introduces the theories of macroeconomics and of Canadian institutions and policy concerning the cycles of business and economic growth, gross domestic product, inflation, unemployment, interest, exchange rates, and banking. Specific attention is paid to the topical questions surrounding economic growth, global economy, fiscal and monetary policy intervention, international trade, globalization and financial markets. This course encourages students to think critically about the national and global issues in the forefront today and introduces the tools and principles required to develop their own ideas in an informed manner.

#### ENGL130 English and Professional Communications

In this introductory course, students will learn and master the fundamentals of effective communication and teamwork. They will examine the general principles of the writing process, particularly with the use of modern communicative technologies. They will demonstrate sufficiency in the writing process to produce persuasive papers, presentations, and work-related documents. Students will gain experience in locating, evaluating and using sources within their own writing. Students will learn to use the steps of the writing process effectively and develop techniques to communicate effectively in the workplace and outside.

#### GEOG200 World Geography

This course examines all of the major geographical regions of the world using a common conceptual and practical framework so that the similarities and differences between each region can be readily examined. This framework will include climatic, geographical and physical features with the aim of understanding the influence of geography on culture, economics, and politics.

#### GEOL105 Our Physical World

This course will provide students with an introduction to the physical systems, how they are interrelated, and the impact they have to life on Earth. The course will examine the structure of the lithosphere, hydrosphere, atmosphere and biosphere, how they all interact, and their impact on the planet. After understanding their role, focus will shift to an examination of the major igneous, sedimentary and metamorphic rock types; the physical properties of the Earth, including magnetism, gravity and heat flow; earth resources, including water, metals, and energy, their extent and limitations, potential resources of the future, and the impact we continue to have on our physical world.

#### HIST200 World History

World History is a daunting topic because of its scope and its perspective. World history is the study of the various parts of the world: Asia, Africa, the Americas, Europe and in this course, the study of global developments and trends that either link or uniquely define the various regions of the world. In addition to the “regional tour” that is the most common way that World History is taught, this course takes a bold step. It attempts to break out of the traditional paradigm by focusing on global perspectives that define key eras in human history

Through lectures, discussion, reading, exams and writing assignments, students will gain knowledge of the development of, and interactions between, peoples, states, and civilizations around the world from pre-history to ca. 1800 A.D.

#### HIST210 North American History Throughout the Ages

Students will be introduced to the main themes that produced the nations of the United States of America and Canada as countries. Each of the main eras will be compared and contrasted as students develop their understanding of how different and diverse the countries developed. From the Americas, Europe and Africa before 1492 up to Confederation in Canada and the American Civil War of 1860-1865, main events and outcomes will be thoroughly studied and covered. Students will write several shorter papers on topics that are really important or intriguing to them and will write a final paper that compares and contrasts an era in both the US and Canada that was a dominant factor in country history and development.

#### HOSP118 Customer Service for Hospitality

Building on previous knowledge this course emphasizes the value and importance of exceptional customer service delivery by focusing on the importance of service quality standards, effective communication skills, problem solving strategies, appropriate uses of technology, customer relationship management and feedback, and the importance of strategic planning and research. Students will learn how to become more flexible communicators who will be able to more effectively engage with customers to achieve desired outcomes.

#### HOSP229 Cost Controls and Profitability in Food and Beverage Management

This course will introduce students to the fundamentals of costs, profit, and managing it to run a successful operation. Students will be required to analyze the need for cost control in Food & Beverage operation and its impact on the profitability of the business.

#### HOSP254 Organizing and Managing Events

This course provides students with an in-depth look at the planning and operation of conventions, trade shows, festival, special occasions and food service events. Emphasis is placed on



marketing, sales, organization, production management and risk management. Students will complete and present an event management brief that will demonstrate their understanding of the challenges associated with planning and managing an event. The brief will be a key piece of their personal marketing collateral.

#### HOSP 256 Housekeeping Operations Management

This course provides in-depth understanding of how housekeeping department operations work in helping to prepare students to meet the challenges associated with the housekeeping department. It provides an overview of the key issues of housekeeping and maintenance management. To understand the theoretical and practical knowledge that constitutes the work of housekeeping. To illustrate the complexities and demands of working in the industry through the scope of housekeeping. Provide the student with the competencies to function professionally within the housekeeping department.

#### HOSP344 Restaurant Facilities Operations Management

This course will prepare students to learn & understand successful operation of various catering outlets. Students will be required to adapt finer skills and through understanding of the managerial principals for overall development.

#### HOSP 426 Managing Hospitality Services in Hospital Sector

This course provides an in-depth understanding of hospital management principles and practices, with a focus on adopting strategies and concepts from the hospitality industry to enhance patient experience, service quality, and operational efficiency. Hospitality in Hospital Management refers to providing hotel-like services and experiences to the patients, visitors, and other stakeholders. This course focuses on the hospitality element in the healthcare industry based on comfortable amenities, a harmonious blend of healthy food and beverages, which could help expedite healing or recovery process.

#### HOSP416 Change Management

An organization's performance depends on its ability to implement strategic change. The goal of this course is to prepare students to meet the growing demands of the hospitality industry, an industry in a state of constant and permanent change, subject to globalization pressures, changes in government policies, and an increasingly fickle and environmentally conscious customer. This course is designed to introduce students to disruptive change management practices required to effectively leverage existing industry capabilities against an unknown future in an environment of changing hospitality and tourism paradigms. Students will explore a wide variety of probabilities, perspectives, and possibilities designed to continually assess an organization's preparedness and performance so that they do not develop blinders nor are blindsided by an unexpected unknown.

#### HOSP418 Hospitality Environmental Stewardship

This course takes a systems approach to economic, environmental, and socially sustainable issues facing the industry. Students will examine ideas, solutions, and strategies of how to manage operations sustainably while facilitating operations procedures, increasing efficiencies, and reducing costs.

#### MATH105 Business Mathematics

Using case studies and mathematical models this course teaches the skills and the 'economics way of thinking' required to solve everyday business problems.

#### MATH110 Introduction to Calculus

This course will reinforce and expand upon previous knowledge about precalculus. It will cover topics such as: graphing, solutions to linear equations, solving polynomial, rational trigonometric, logarithmic, and exponential functions. The course will briefly cover topics in calculus such as limits, derivatives, and integrals.

#### PHIL100 Introduction to Philosophy

This course covers a myriad of topics, but it first introduces students to common philosophical concepts. The course will examine the basic nature of reasoning and the impact that different philosophers had on human understanding of morality, consciousness, and reasoning. By understanding various philosophical viewpoints, students will have a grounded understanding of self, their environment, and how their experiences have shaped their perspectives. The topics in this course include: what is philosophy? How consciousness forms, how to define truth, utilitarianism, Kant's moral theorem, rationalist and empiricist philosophers, meta-ethics, and love and happiness.

#### PSYC110 Introduction to Psychology

This course covers a myriad of topics that are interesting to the beginner or to those with a broad interest in the field of psychology-the study of human behaviour. This course has been designed to engage the student and allows them to deepen their understanding in and appreciation for the depth of topics that comprise psychology. Topics covered include: Understanding what is and what is not psychology; elements of the human experience and development; the history of the field; advances in and current topics being researched; the new and emerging theories and studies being presented that continue to expand the field; morality, sexuality; memory, perception, intelligence; religion; mental illness; personality; language; creativity; brain development; people across cultures and of course, manipulation and experimentation.

#### SOCI120 Introduction to Sociology

This course introduces the core concepts and theories of sociology. Students will learn about how and why humans organize themselves, and the different ways in which societies integrate. We will think together about power and authority, social inequality, urbanization, globalization and a wide variety of cultural and social practices. Through active engagement with texts and through discussion and writing assignments, students will gain working knowledge of sociological theories and concepts, applying them analytically and critically. The course is designed with multiple components including readings, videos, lectures, class discussions and examinations to ensure balanced deliverance of all course information.

### 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.

## Tuition Fees

Fee information for the 2024 – 2025 year:

| Cost Category                            | Domestic Student | International Student |
|--|------------------|-----------------------|
| Initial Registration Fee (One time only) | \$250            | \$250                 |
| 2022 Tuition per credit hour             | \$248            | \$520                 |
| Annual technology fee                    | \$125 per annum  | \$125 per annum       |

For more information and to help you in planning your finances for this program, please speak with your admissions counselor.

## Campus Hours

Western Community College Campus hours of operation are generally from 8:30 am to 6:00 pm, Monday through Sunday. The Course lecture and office hours are posted on the individual course syllabus.

**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 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. Holidays and Campus Closure days for 2025 are as follows:

New Year's Day- January 1  
Family Day – February 17

Labour Day – September 1  
National Truth and Reconciliation Day – September 30

Good Friday – April 18  
Victoria Day – May 19  
Canada Day – July 1  
BC Day – August 4

Thanksgiving – October 13  
Remembrance Day – November 11  
Christmas Day – December 25

*\*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 sessions 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.

## Degree 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](http://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 degree courses that have been articulated with other public and private institutions are listed on the BC Transfer Guide ([bctransferguide.ca](http://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' must be submitted in their original envelopes, unopened and intact.

## Tuition, Fees, Charges 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.

| AD109           | Admissions   | Tuition and Fees; Charges and Refunds |
|-----------------|--|---------------------------------------|
| Handbooks       | Student, Staff   |                                       |
| Programs        | Degree   |                                       |
|                 | Effective Date   | January 2024                          |
|                 | Reviewed   | December 2023                         |
|                 | Accountability   | Finance                               |
| Documents/Forms | Student Enrollment Contract, Fee Schedule, Refund Request Form |                                       |

## Purpose

The purpose of this policy is to provide principles and processes for determining tuition, related fees and refunds.

## Scope

This Policy applies to all students applying to or registered in the degree programs at the College.

## Definitions

**Domestic student:** A Canadian citizen or permanent resident (landed immigrant) or Convention Refugee

**International Student:** 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,
- They are a minor child already in Canada whose parents are not “visitors” in Canada.
- They 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.

## Policy Statements

- 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 academic 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.
- Registration, IT fee and assessment fees are nonrefundable.
- Students admitted as international and who become permanent residents will continue to be classified as international until the next registration period.
- The refund policy differs between international and domestic students.
- A full tuition fee for each term is due 30 days 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 if the student has an outstanding tuition or fee 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 MYWCC account and withhold transcripts.
- 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.

## Procedures

### Tuition Refund Policy

WCC's refund policy applies to the term of an enrolment contract. Enrolment contracts are signed every term by the student during the registration period. Where applicable, fees will be refunded in accordance with Student Aid BC (SABC) or other provincial loan regulations and as per the terms mentioned in this policy.

## 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, based on the terms mentioned in this policy.
- Students are informed of the refund policy during the admission process.
- 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 is required to refund tuition fees in accordance with the stated refund policy.
- The tuition fee amount in the refund policy refers to the total amount excluding the scholarship or discount or bursary.

## Refund Policy for Domestic Students

| REFUNDS AFTER SIGNING THE ENROLLMENT CONTRACT FOR A GIVEN TERM   |  |
|--|--|
| Status   | Fee Retained by WCC  |
| Withdrawal/Dismissal After the Enrolment Contract has been signed and before the first session of a registered class | 30% of total tuition and term fees under contract plus applicable fees, fines or dues owing. |
| REFUNDS AFTER THE START OF THE TERM  |  |
| Status   | Fee Retained by WCC  |
| Withdrawal/Dismissal After the first session of a registered class   | 100% of total tuition and term fees under contract (No refund)                               |

## Refund Policy for International Students

| REFUNDS BEFORE AN APPLICANT HAS REGISTERED FOR CLASSES IN THEIR FIRST TERM OF THEIR PROGRAM |   |
|---|---|
| Status  | Fee Retained by WCC   |
| Study Permit Denied   | Registration fee, IT and assessment fee.                                |
| Study permit Received   | 100% of the first deposit made by the student up to a maximum of \$7000 |
| REFUNDS AFTER THE REGISTRATION OF THE FIRST TERM OF STUDY                                   |   |
| Status  | Fee Retained by WCC   |

|  |  |
|--|--|
| Withdrawal or dismissal after the first day of classes in the first academic term                                    | 100% of total fees under contract including textbooks, IT, and applicable fees               |
| <b>REFUNDS FOR EACH SUBSEQUENT TERM AFTER SUCCESSFULLY COMPLETING THE FIRST TERM</b>                                 |  |
| <b>Status</b>  | <b>Fee Retained by WCC</b>   |
| Withdrawal/Dismissal after the Enrolment Contract has been signed and before the first session of a registered class | 30% of total tuition and term fees under contract plus applicable fees, fines or dues owing. |
| Withdrawal/Dismissal after the first session of the registered class   | 100% of total tuition and term fees under contract (No refund)                               |

Note for international students:

- Students who **decide not to attend WCC for reasons other than denial of a Study Permit**:
  - If the college receives LOA verification for the student from IRCC, meaning thereby that the LOA was used for application of study permit, the college will retain 100% of the first deposit made by the student up to a maximum of \$7000.
  - If the student did not use the LOA for application of study permit the college will retain the Registration fee, IT fee, Assessment fees and \$1300
- Students denied a study permit will receive a 100% tuition fee refund. The student will need to submit a written request for a refund and proof of study permit denial. However, the registration fee will be non-refundable.
- If the student is denied a study permit based on false misrepresentation or submission of false documentation, the first-term deposit for such students will not be refundable.
- If a student is expelled from the program due to disciplinary issues or dismissed due to academic misconduct or other such issues, their term fee will not be refundable.
- Students who are **denied permission to register due to Academic Probation** may claim a refund of prepaid tuition fees. If the money in their account is part of the initial two semesters or (24 credit) tuition deposit, they may:
  - claim a 75% refund of the remaining tuition balance, or
  - choose to leave 100% of the remaining tuition deposit balance in their account to be used later when they return to the College after demonstrating improved academic performance at another public educational institution. A student has two years from the time they leave the College to improve their grades and return to the College to use up their tuition deposit.



## Process of Refund

- Application fees, student fees, textbooks, fines, dues owing, financial penalties and taxes are non-refundable. Outstanding tuition fees will be deducted from the amount refunded.
- All refund requests must be made in writing. Students must submit the completed and duly signed Refund request form and the supporting documents to the Refund department. Students are responsible for providing accurate information on the Refund Form.
- Refunds required under this policy will be paid to the student or the person who paid the tuition or fees on behalf of the student, within 6 weeks of the date the College:
  - Receives a student's completed refund request form with the required supporting documents; or
  - Provides a notice of dismissal to the student.
- Refund requests are processed within 6 weeks, from the date of receiving the completed refund form and all required supporting documentation.
- An administrative fee of 2% of the total amount paid will be charged for refunds requested by students who paid by credit card.
- Students who discontinue studies are expected to claim refundable funds within one year of discontinuation. Funds that are unclaimed by the end of one year will revert to the College.

## Accommodation and Accessibility

Western Community 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 animals 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 any alcohol or any prohibited mood-altering substances prior to attendance 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 statutes 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 behaviours 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.

## Equity, Diversity, and Inclusion Policy

Western Community College (WCC or the College) is committed to fostering an equitable and inclusive learning and working environment. Our goal is to enable our employees, students and other stakeholders to enjoy rich, engaging and supportive educational, transferable skills and working experiences.

The College believes in the principles of Equity Diversity and Inclusion and continues to embrace practices and policies that promote the basic principles of EDI. These principles permeate the college practices through the policies related to admissions, faculty and staff hiring as well as other major policies.

WCC has established diversity and inclusion policies that are in alignment with federal and provincial laws, as well as local regulations, pertaining to equity and inclusion in education. These policies include statements of non-discrimination, equal opportunity, and the institution's commitment to fostering an inclusive and diverse learning environment.

Organizations that leverage the opportunities of a diverse workforce also commonly work to identify and address possible systemic barriers embedded within policies and practices that inadvertently exclude individuals. The adoption of this policy is intended for WCC to embrace equity, diversity, and inclusion, and recognize that different backgrounds, strengths, and perspectives of the different stakeholders.

We work to offer opportunities, support and resources for employees, students, and other stakeholders to ensure that they thrive and succeed in their educational goals.

This policy applies equally to all employees, students, members of the WCC Leadership Team, Advisory Board, Academic Council and community members using College services or facilities. The application of this policy and its success depend on the commitment and effort of every member of the WCC team, in particular the leadership team. This includes not engaging in, allowing, condoning, or ignoring behaviour that violates this policy. No personal reason or conviction shall exempt any individual from his or her duty to adhere to this policy.

To more clearly understand, WCC has provided the following definitions for these terms:

*Equity* - Where everyone is treated according to their diverse needs in a way that enables all people to participate, perform, and engage to the same extent.

*Diversity* - Diversity is about the individual. It is about the variety of unique dimensions, qualities, and characteristics we all possess, and the mix that occurs in any group of people. Race, ethnicity, age, gender, sexual orientation, religious beliefs, economic status, physical abilities, life experiences, and other perspectives can make up individual diversity. Diversity is a fact, and inclusion is a choice.

*Inclusion* - Inclusion refers to creating a culture where all people feel their voices will be heard, and a sense of belonging and integration, enabling them to make meaningful contributions.

For additional information regarding the EDI policy, please refer to any of the following links:

- Canadian Human Rights Act - <https://laws-lois.justice.gc.ca/eng/acts/h-6/>
- B.C. Human Rights Code - <http://www.bchrt.bc.ca/human-rights-duties/index.htm>
- Canadian Charter of Rights and Freedoms - <https://laws-lois.justice.gc.ca/eng/Const/page-12.html>
- United Nations Universal Declaration of Rights and Freedoms - <https://www.un.org/en/about-us/universal-declaration-of-human-rights>

- Disability Services Framework-Guidelines for the Accommodation of Students with Disabilities Attending Post Secondary Education in B.C. - <https://studentaidbc.ca/sites/all/files/form-library/resource-directory-accessibility-programs-services.pdf>
- United Nations Declaration on the Rights of Indigenous Peoples - [https://www.un.org/esa/socdev/unpfii/documents/DRIPS\\_en.pdf](https://www.un.org/esa/socdev/unpfii/documents/DRIPS_en.pdf)

## 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 expects and requires academic honesty as fundamental principle for the growth and acquisition of knowledge, teaching, the open and unhindered circulation of ideas, and a cornerstone of the academic community. Without acknowledging the sources of information and

ideas, this will question the accuracy and integrity of educational outcomes and products. This act of academic dishonesty will compromise the integrity of the your education and 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 the 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.

Self-Plagiarism is defined as submitting an assignment for which past academic credit has been granted, or when the same assignment is submitted in full or in part for credit in two or more courses, or in the same course more than once, without the instructor's prior written consent. Presenting one's own previously published work as though it were new is another form of self-plagiarism.

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.
- Contract cheating -i.e. purchasing or otherwise receiving, with or without payment, work created by another person and submitting the entire or a portion of the work as one's own.
- Misrepresentation involving impersonating another or permitting oneself to be represented or impersonated by another in person, in writing, or electronically, in taking an examination or submitting academic work for academic evaluation.

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.

#### Use of Plagiarism Software

To supplement the academic honesty policy and to curb plagiarism and copying of assignments by students, WCC has subscribed to Turnitin software as a resource for students and faculty to help them maintain the academic standards of the college.

Originality Report: This is the report generated by Turnitin which highlights the improper citations and plagiarism by comparing it to all available academic databases.

Students will be able to use Turnitin to check the originality prior to submission of their final assignments. The staff will be able to use Turnitin to get an Originality Report. It will also be used to help students to understand referencing procedures.

Originality Report will not be used as a sole method to suspect plagiarism. The instructor will use their own judgement to see if academic honesty has been breached.

#### Use of Generative Artificial Intelligence Tools

Students should ask their instructor for clarity and guidance regarding the use of any AI tools rather than assuming that all available technologies are permitted. If the use of ChatGPT and/or generative AI tools has not been discussed or specified by the instructor, then it is likely to be considered as prohibited and will contribute to academic misconduct.

### 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 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 student's 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 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.

### Attendance

Western Community College maintains a strict policy regarding attendance and punctuality to ensure the academic success of students and remains compliant with the regulations. Regular attendance and participation are expected of all students in each of their courses to achieve the learning outcomes and will be a valid consideration in determining the final grades.

This Attendance policy applies to all the students at the college who are currently enrolled in the degree program. Failure to meet course learning objectives due to non-attendance may affect the student's course grade.

Overview of roles and responsibilities:

- a) Instructors will record attendance from the first day of scheduled classes and not the first day of attendance by a student.
- b) Instructors will mark the attendance on the online system (MySIS). Students are not permitted to mark their own attendance.
- c) Late arrivals and early departures from class are noted in the attendance record and added to the total time absent.
- d) Instructors will inform the students regarding attendance requirements at the beginning of each course.
- e) After the approval of the notified leave of the student, the instructor shall reschedule alternative times or dates to make up the course requirements.

### Regulations and Requirements

- First Session - Enrolled students are expected to attend the first class of the course. Students should inform the Registrar's office by e-mail before the start of the class, in case they are unable to attend the first class of the course. Students having an

unexcused absence of 3 hours at the beginning of the term (2 sessions for 1.5 hrs. or 1 session for 3 hrs. class) will be automatically withdrawn from the course and their seats in that course may be reassigned to other students. Any student whose seat is reassigned must officially withdraw from the course.

- **Mandatory Attendance Requirements** - Students are required to maintain a minimum of 60% attendance throughout the course. The students will not be allowed to appear in the final exam if they are absent for more than 40% of the course and /or absent for 9 consecutive hours without notifying the college.
- **Excused Absence** – Any leave application for more than 2 consecutive sessions should be accompanied by valid documentary evidence (such as a doctor's note) and might be verified. Such leave should be notified to the instructor and/ or Registrar's office as soon as the situation occurs. Excused absences can include but are not limited to circumstances of sickness, family or other emergencies, etc.
- **Leave Due to 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). A bereavement leave of 3-5 days (excluding holidays and Sundays), along with a few extra days for international students to accommodate their travel requirements can be provided if presented with documentary proof like travel tickets. Only the Dean of Programs can grant concessions for circumstances or events that impact more than one assessment result.

The Registrar's office 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

### Academic Concessions

In case of extenuating circumstances, students may be eligible for academic concessions. If the student requires an extension of course assignments, quizzes or deadlines more than one time the requests will need approval from the Registrar's Office. Based on the evidence provided, each case will be discussed and the decision is at the discretion of the instructor/Registrar's office.

- **Leave for Religious Observances** - Students must inform the instructors in writing within the first two weeks regarding any absence from classes, written exams, presentations or other class activities due to religious observances.
- **Approved term break for International Students**
  - a) Students are allowed to work full-time during the scheduled breaks if they are full-time students in the term before and after the scheduled break.

- b) Students are allowed to take authorized leave or gaps (considered actively pursuing studies) for no more than 150 days and be full-time students(unless it's their last term) in order to be eligible for Postgraduate work permits.

Students have the right to appeal any outcome. All disputes will be subject to the Dispute Resolution Process.

## International Student Authorised Break Policy

### AD113 International Student Authorised Break Policy

| AD113           | Admissions     | Authorised Term Break        |
|-----------------|----------------|------------------------------|
| Handbook        | Student        |                              |
| Programs        | All            |                              |
|                 | Effective Date | August 2024                  |
|                 | Reviewed       |                              |
|                 | Accountability | Registrar Office             |
|                 | Approval       | Leadership and P&P Committee |
| Documents/Forms |                |                              |

#### Policy Statement:

Western Community College (WCC), in its efforts to support students, has established this policy to aid full-time students who wish to work while continuing their studies part-time. All students in the Bachelor of Hospitality Management (BHM) Program at WCC are eligible for an approved scheduled term break after successfully completing 36 credits (equivalent to 3 terms of full-time study).

A scheduled break shall not exceed one term. A student must receive written approval from the Registrar's Office (RO) **before** taking the break. The scheduled break must be published in the academic calendar and the student's program plan as part of the Designated Learning Institution (DLI) for it to be legitimate. According to Immigration, Refugees, and Citizenship Canada (IRCC), to be considered a regularly scheduled break, it must be part of the DLI's academic calendar (e.g., winter and summer holidays, Reading Week).

At WCC, a second break may be scheduled for students. However, no student may receive more than two scheduled breaks in the BHM program. A second break may be approved by the RO after a student successfully completes six terms of full-time study at WCC and earns a minimum of 72 credits.

**Important Note:** Any break not scheduled and approved in writing is a violation of IRCC policies and the student's study visa requirements. Students must keep a copy of the letter approving the scheduled break for their Post-Graduation Work Permit (PGWP) and Permanent Residency (PR) status applications. IRCC can request documentation at any time to verify the accuracy of a student's adherence to policy and study visa conditions in Canada.

Students are authorized to work full-time during the scheduled time off between each term of study. Refer to the WCC Calendar for the start and end dates of terms.

## **Guidelines for the Break**

1. Students must successfully complete 36 credits (equivalent to 3 terms of full-time study) to be eligible for first break and 72 credits for second break.
2. One scheduled break must not exceed one term.
3. Students are allowed a maximum of two scheduled(term)breaks during the program.
4. Students must be enrolled full-time before and after the scheduled breaks to maintain eligibility for PGWP.
5. Students must request scheduled breaks up to 60 days before the start of the intake.
6. Students must pay at least 50% of the tuition fees for a minimum of three courses for the next term to get approval for a scheduled break. IRCC requires full-time status before and after the break.
7. Scheduled break requests will be analyzed by the Registrar, and students will receive approval in writing.
8. Students must ensure they do not begin working full-time unless they have received an approval letter from the RO with the begin and end dates of the scheduled break.
9. During the scheduled break, students have the option to take part-time courses.

## **Application Procedures**

- Students must request a scheduled break at least 60 days before the start of the intake.
- **Application Process:** Students should submit the scheduled break requests through the portal (myWCC).
- The Registrar's Office will approve the request within seven days of receipt.

## **Additional Important Information/Resources**

### **During Scheduled Breaks in the School Year**

You can work an unlimited number of hours if you're on a break scheduled by your DLI, such as winter and summer holidays, or a reading week.

During a scheduled break, you may also:

- Take courses on a part-time or full-time basis during the break.
- Work overtime or hold multiple part-time jobs.  
This will not affect your ability to work an unlimited number of hours.  
You must be a full-time student both before and after the break to work full-time during the break. For example, you cannot work before starting your first school semester.

At WCC, scheduled breaks occur after completing a minimum of 36 credits, generally equivalent to three terms of full-time study. A scheduled break may last up to 1 term, and a student may have a maximum of two scheduled breaks totaling no more than 180 days per year. Students may opt to take part-time courses (up to two) during a scheduled break to stay on track with

their studies while possibly working full-time. The Registrar's Office must approve the beginning and end dates of each scheduled break in writing.

**Note:** Students must obtain the approval letter **before** beginning their authorized scheduled break as per IRCC conditions, which will be tracked and reported. Breaking any IRCC rules could result in the requirement to leave Canada.

### Most Up-to-Date Information

For the most up-to-date information about Immigration, Refugees, and Citizenship Canada (IRCC), refer to the IRCC website at [canada.ca/immigration](https://canada.ca/immigration) or call 1-888-242-2100. It is the international student's responsibility to know the rules and regulations that apply. See the conditions of a study permit holder [here](#).

Off-campus work eligibility and scheduled breaks information can be found [here](#)

## Auditing

Western Community College applicants or students who wish to learn without the requirement of course credit or the obligation of assigned work and examinations can audit courses at the discretion of the College. A student who audits a course will not be required to complete and submit course assessment instruments, but is expected to attend all classes, actively participate in class activities and to pay any applicable course fees.

An applicant or student who wishes to audit one or more courses must apply and register according to existing registration procedures. Written permission of the course faculty member and approval of the Dean of Programs is required. Applicants wishing to audit a course will only be admitted to the course and added to the class roster if space is available in the course after all other categories of student applicants have been enrolled. Applicants may only audit 2 courses in any given term and only 6 courses in any program.

A change in credit or audit status is permitted only during the official course change period.

"AD" (Audit) will appear on the student's official transcript next to each course audited. Audited courses do not appear within the GPA/CGPA.

## Challenge Exams

Applicants may request a course challenge exam through a formal academic assessment. The challenge provides the applicant with 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 a particular 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 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](http://www.accesscopyright.ca).



## Course Load

While undergraduate degree programs are designed to offer five (5) courses per term, this may not always be the case. Undergraduate 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.

The suggested maximum course load for undergraduate students is fifteen course credits per term.

Students wishing to register for more than the maximum course load 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 at 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 awarded 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 within 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, the College dispute resolution policy will be used to settle disagreements. This policy governs complaints from students with respect to the College operations in the delivery of all programs. This policy applies to areas other than *Grade Appeal* or *Sexual Misconduct and Harassment* or other disputes or disagreement for which there exists a written 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 as a result of filing a complaint.

The complainant is responsible to inform the parties involved about the dispute. If a resolution cannot be found between the parties, the complainant will send a written complaint to the Dean of Programs detailing the complainant's understanding of the situation and suggesting a remedy. The Dean of Programs is responsible for determining the resolution of the case.

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 individual making the complaint may be represented by an agent or a lawyer.

If the focus of the complaint is on the Dean of Programs, the complaint will be addressed by the Vice-President Academic.

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 or faculty member with a written decision, including conclusions and recommendations. The delivery of this decision should not exceed ten (10) days from the initial date the dispute was filed.

If the complainant is still dissatisfied with the outcome, the appeal may be forwarded to the Dispute Resolution Committee within ten (10) days of having received a written decision from the Dean of Programs. The Dispute Resolution Committee will review all documents and if necessary, will set up an appeal hearing involving all parties, within ten (10) days.

The decisions of the Dispute Resolution Committee are final.

The College will retain a file of all complaints made by students and decisions issued under the dispute resolution policy for five years.

## 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.

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                   |

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

### Higher-Level Course Standing

Students are expected to achieve a letter grade of C or better in all courses at the 300 and 400 levels, although credit will be granted for grades from 50% to 59%. Students obtaining such grades in upper-level courses may be advised to repeat the courses in question. This is particularly true if their overall academic performance places them on academic warning or academic probation.

### Transcript Designations

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

*AEG (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.

*P (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 Degree Completion

Undergraduate degrees must be completed within six (6) years of an applicant's initial enrolment. 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 degree completion calculation.

## Program Completion Graduation

Students who have successfully completed all degree requirements must formally apply for graduation when registering in the final semester before 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.

Applications for graduation are made through the Registrar's Office and must include any applicable fees.

Candidates for graduation will be informed prior to their final semester of studies if there is an expectation that there will be any outstanding academic or program completion requirements.

Candidates for graduation will be put forward to Academic Council for approval. Once approved, the candidate has permission to use their designation. Academic Council usually meets three (3) times per year, but if circumstances warrant, the Academic Council will meet as required.

Final notification will be dependent on the approval of the Dean of Programs following final degree auditing procedures.

Until all academic fees and other financial obligations have been met and until all equipment borrowed from the College has been returned, graduation parchments and official transcripts are withheld from the students.

### 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 degree 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

The College will provide all graduates with an official parchment that will indicate the following:

- Name of the institution
- Full and legal name of the recipient
- Qualification granted
- Granting authority
- Signature of the representative of granting authority
- Date attained

The parchment will include the College's official seal.

Parchments will be awarded only at Convocation. *Only graduates will be permitted to pick up their parchments.* Identification will be 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

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 degree program course credits at the College. All program/major-specific upper-level course requirements must be completed at the college.

## Course Changes

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).

### Adding/Dropping a Course

The Add/Drop period is the first two (2) weeks of a term.

Any course changes during the Add/Drop period will not be reflected in the student's transcript and will not affect a student's GPA.

Students who withdraw from a course before the drop-add deadline may have their course fee(s) refunded according to *Tuition Refund* process.

### Section Changes in Courses

Once a student registers in specific course sections, they may apply to change the section of that course, provided it is done before the drop-add deadline. The College reserves the right to restrict course 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 Dispute Resolution Committee. The decision of the Committee 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
- Failure to meet program requirements and commitments as evaluated by faculty, Dean of Programs, or Work Experience Supervisor
- Illegal behaviour 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*. 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; and
- 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 degree. 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.

### Transfer Credits

On application, students may apply for course transfer credit or prior learning assessment recognition for courses completed at recognized post-secondary institutions. Credits may be granted by the Registrar's Office based on existing articulation agreements or on those found at [bccat.bc.ca](http://bccat.bc.ca) or maybe referred to the Dean of Programs, for review and approval.

The College requires that all applications with supporting documentation be submitted for review before the first day of the term, otherwise applications will not be considered, unless the student is a late applicant.

Further details of the number of credits, limitations and other information pertaining to transfer credit can be found in the College's *Credit Transfer* and *Prior Learning Assessment Recognition* policies.

### Advanced Standing

Course credit received from any combination of transfer, advanced placement, international baccalaureate and prior learning assessment may not exceed fifty percent (50%) of the total credential credit requirement at the College, unless otherwise specified. Credit cannot be received for 300 and 400 level courses.

### Notification of New Admission Criteria or Course Prerequisites

New or revised admission criteria will be published in all the College public documents and on-line before they are implemented. An effective date will be indicated. Dates will coincide with term start dates in order to provide adequate lead-time for applicants to fulfill the requirements without delaying the application process.

## Credit Transfers

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 (60 credits). Courses appropriate for transfer credit are those that can normally be applied to fulfill specific courses or elective requirements of a program.

The College will be guided by the Principles and Guidelines for Transfer endorsed by the British Columbia Council on Admissions & Transfer (BCCAT) and the Pan-Canadian Protocol on the Transferability of University Credits.

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.

Courses must have been completed within the previous five (5) years. Exceptions can only be approved by the Dean of Programs.

Transfer credit will only be granted for individual courses with a minimum grade equivalent to 2.0 (C) or better.

Courses completed through non-recognized institutions or organizations and learning obtained through work and life experience may be considered for recognition through the Prior Learning Assessment & Recognition (PLAR) process for possible credit. For policy details, please refer to *Prior Learning Assessment Recognition*.

Once transfer credit has been granted for a course from the sending institution, it cannot be used for transfer credit towards any subsequent course(s).

Courses used to meet the requirements of previously earned undergraduate or graduate degree will not be eligible for transfer credit.

Credits earned as part of a completed associate degree from a recognized Canadian institution with a GPA of 2.0 (C) or better may be eligible to transfer up to 60 credits towards an undergraduate degree.

Transfer credits will be awarded for assigned credits. Assigned credits are awarded for courses with content and outcomes similar to courses offered by the College.

Transfer credit will not be awarded for:

- (Senior) 300 and 400 level courses
- Work experience (practicum, clinical, co-op) courses
- Capstone courses
- Portfolio courses.

Applicants from international schools, where the language of instruction / administration is other than English, will be required to have their transcripts and course descriptions translated by a certified translator.

International applicants may also be required to have their academic credentials evaluated by one of the following credential evaluation services.

- Educational Credential Evaluators, Inc.
- International Credential Evaluation Service
- World Education Services.

Applicants may be required to submit course syllabi, examples of assessments completed, and the institution's Academic Calendar (if not available on-line).

If students are awarded more than 50% of all available credits towards a program of study (including both transfer and PLAR credits) a maximum equal to 50% of their program credits may be credited to their program.

Once accepted into a program of studies, students may request a credit transfer review by submitting a Transfer Credit Request Form to the Registrar's Office indicating which credits the applicant wishes to transfer. Additional documents supporting the request such as a course syllabus or a grading scale may be requested from the applicant.

The request and supporting documentation may be reviewed by an academic faculty member with requisite subject knowledge to determine transfer equivalency.



Credit transfer requests must be submitted before the first day of the term. Requests will not be accepted after the first day of the term unless the student is a late applicant.

The outcome of a credit transfer request will be approved by the Registrar upon advice from the appropriate department's Chair.

The College will notify the student in writing of all assigned transfer credits awarded and recognition for course credits as the result of the credit transfer request process or *Prior Learning Assessment Recognition*. Courses for which transfer credits have been awarded will appear on the student's transcript but will not be included in the calculation of the grade point average.

#### Transfer Credit Award Appeal

A student, who considers the evaluation of their academic credentials to be an inaccurate assessment of the number or types of credits earned, may submit to the Registrar's Office a letter of appeal requesting a re-evaluation of transfer credits. The appeal will be conducted by the Vice-President of Academic Affairs. This decision will be final.

### Prior Learning Assessment Recognition

The 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

Applicants can only apply for PLAR after they have received a Letter of Acceptance. PLAR will only be considered on a course-to-course basis. Only lower-level courses will be eligible. Only PLAR requests up to fifteen (15) course credits will be permitted unless otherwise approved by the Dean of Programs. Faculty will develop the PLAR assessment criteria. Faculty will conduct the PLAR assessments.

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

### 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, guides and evaluates 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 with 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 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/dismissal 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 at 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.

## 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 are asked to 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

- The College always has a first-aid person on duty.
- In the 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 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 reenter.

### 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 always carry their College identification. All staff must also 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 feel 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 (the 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. If 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.bcferries.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 'Degree 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 Degree 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:

---



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**City Centre**

Unit 900 13761 96 Ave,  
Surrey, BC V3V 1Z2  
+1-604-594-3500  
[surreyinfo@wcc.ca](mailto:surreyinfo@wcc.ca)

**Scott Road**

Unit 201 8318 120 St  
Surrey, BC V3W 3N4  
+1-604-594-3500  
[info@wcc.ca](mailto:info@wcc.ca)

**Abbotsford**

Unit 201, 3670 Townline Rd  
Abbotsford, BC V2T 5W8  
+1-604-776-1301  
[abbyinfo@wcc.ca](mailto:abbyinfo@wcc.ca)

**Other Campuses**

South Surrey  
King George (Surrey)  
Prince George