Diploma Student Calendar

2026

ABOUT US

Western Community College is a designated Private Post-Secondary institution in Surrey, BC offering more than 60 diploma and certificate programs and a Bachelor of Hospitality Management Degree. This degree is offered under the written consent of the Minister of Advanced Education and Skills Training. The College has been operating since 2012 and has graduated more than 8000 students from various programs. Western Community College is committed to producing 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 dedicated support for active learning. The college also focuses on preparing the students to be successful in their careers and 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 highly successful and rewarding journey in the years to come.

Gurpal Dhaliwal,
President Western
Community College

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MISSION STATEMENT AND ACADEMIC GOALS

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

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

Academic Goals

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

Ancestral Territory Recognition and Acknowledgement

Western Community College recognizes and acknowledges the ancestral unceded territory of the Coastal First Nations (Sumas First Nation, Mastqui First Nation, Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt and Tsawwassen) where we live and work.

IMPORTANT DATES

Winter Term 2026 Dates

Registration Deadline for New Students	January 9th, 2026
Term Registration Deadline for Existing Students	December 5th, 2025
First Date of Courses	January 12th, 2026
Last Day of Courses including Exams	May 3th, 2026

Spring Term 2026 Dates

Registration Deadline for New Students	May 8th,2026
Term Registration Deadline for Existing Students	April 3rd, 2026
First Date of Courses	May 11th, 2026
Last Day of Courses including Exams	August 30th, 2026

Fall Term 2026 Dates

Registration Deadline for New Students	September 4th, 2026
Term Registration Deadline for Existing Students	August 7th, 2026
First Date of Courses	September 9th, 2026
Last Day of Courses including Exams	December 23rd, 2026

Holidays & Campus Closures 2025

New Year's Day- January 1
Family Day – February 16
Good Friday – April 3
Victoria Day – May 18
Canada Day – July 1
BC Day – August 3

Labour Day – September 7
National Truth and Reconciliation Day – September 30
Thanksgiving – October 12
Remembrance Day – November 11
Christmas Day – December 25

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

In addition to these, any other campus closures due to extreme weather or any other unavoidable circumstance will be posted on the WCC's website, student portals and WCC's official social media accounts.

STUDENT STATEMENT OF RIGHTS

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

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

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

You have the right to a **student enrolment contract** that includes the following information:
- amount of tuition and any additional fee for your program
- refund policy
- if your program includes work experience, the requirements to participate in the work experience and the geographic area where it will be provided.
- whether the program was approved by PTIB or does not require approval.

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

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

You have the right to make a **claim** to PTIB for a **tuition refund** if:
- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

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

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

ADMISSIONS POLICY

Western Community College (the College) provides "offers of admission" based on student eligibility. The purpose of this policy is to set out the criteria which an applicant must satisfy to be considered for admission to certificate and diploma programs at the College.

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 the program.

Each program will consider the knowledge, skills, values and attributes conducive to student success in the program to set the admission requirements. For regulated programs, the admission requirements provided by the regulatory body will be adopted.

The College is committed to enrolling students who meet all the program admission requirements.

Scope

This policy applies to all the diploma and certificate programs offered by Western Community College.

Policy Details

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

Applicant Types

- Domestic applicants are those who are either:

- o Canadian citizens.
- o 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:
  - o Ministerial permit claiming refugee status.
  - o Diplomatic visa or dependent of a person on a diplomatic visa.
  - o Restricted employment authorization or dependent of a person on a restricted employment authorization.

A mature student is defined as an applicant who:
- Is **19 years of age or older** at the time of registration, and
- Has **not graduated from high school** or does **not meet the regular academic admission requirements** of the program.
- Applicants with a GED or equivalent may be assessed under this policy at the discretion of the Admissions Office

(Mature Student Admission Policy AD120)

Admission Requirements and Conditions

- Applications with official documents and transcripts must be received prior to the application deadline for each cohort/term. If applications are received after the application deadline, applications may be processed for the subsequent term/cohort.
- Applicants who receive an offer of admission must submit a registration deposit. Registration deposits should be paid within two weeks of the offer of admission being issued or prior to last date of registration for that cohort/term, whichever comes first.
- The College may specify admissions with conditions as per policy.
- If the applicant's file is incomplete by the application deadline and without any indication of extenuating circumstances, the application may be declined, and any offers of admission withdrawn.
- 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.
- No student may register for courses unless they have been accepted in the program.

Selection Criteria

Each program shall maintain a description of the selection criteria applicable to applicants who wish to enroll in that program. This selection criteria includes:

- Application deadline
- Language Proficiency Requirements (LPR)
- Admission requirements
- Class size, where applicable
- Number of intakes per year
- Documentation required for admission
- Methods of evaluating eligibility
- Any additional notes not covered above.

Admission Procedures

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

1. Program Advising Interview

The Admissions counsellor interviews the prospective student to explore the applicants' interests as they relate to the programs offered, assist applicants to identify an appropriate area of study consistent with their stated interests and educational goals. The interview may be conducted in person via phone or other digital application.

When the applicant decides on a program of study the Admissions Counsellor will:
- Ensure that the applicant has all of 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 information on program tuition, ancillary costs and refund policies, review the content and terms and conditions of the Enrolment Contract and policy handbook which indicates the Tuition Refund, Attendance, Work Experience, Dismissal, Withdrawal, Grade Appeal, and Dispute Resolution policies.

2. Submission of Documents

Once the student is eligible and willing to get admission into a program, the student will submit the required documents as per the admission requirement of that program. The student will also need to provide proof of language proficiency as per the admission requirement of that particular program.

3. Review of Application

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. Enrolment Contract

When it has been determined that the applicant meets the diploma program admission requirements, the applicant will complete the application documents and submit this 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 fees.
- Written agreement that the applicant has read the program outline and had understood the admission and program requirements.

5. Review and acknowledgement of student handbook

The applicant will also be provided the Student Handbook, emphasizing the following policies:
a) Tuition Refund Policy
b) Attendance Policy
c) Work Experience Policy
d) Dismissal Policy
e) Grade Appeal Policy
f) Respect and Fair Treatment Policy
g) Dispute Resolution Policy

The applicant will have an opportunity to ask any questions related to the student handbook or any policies and will also sign an acknowledgement that the applicant has read and understands all the policies and procedures.

6. Payment of Fee:

The applicant will be reminded that tuition and program specific fees (if any) and all required documentation must be received and approved before the first day of instruction, otherwise the student will not be allowed to start.

7. 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.

8. 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 equivalencies are submitted and assessed in consultation with the Dean of Programs. The Registrar's Office will then issue a 'Letter of Acceptance' (LOA).

9. 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.

10. The applicant will be notified within two weeks of submission of their application of the status of their application.

11. Upon approval, the applicant will receive a notification of acceptance and a deadline to pay the fee. International students are issued a <u>Letter of Acceptance</u> along with instructions to review the College <u>Academic Calendar.</u>

12. 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.

13. The students will be notified candidates of their acceptance or refusal.

14. 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.

15. All new students should arrive on time to attend a new student orientation. They should allow themselves sufficient time before the start of the term to secure accommodation, to purchase textbooks and other instructional resources.

General Admission Requirements

In general admission requirements are program specific. Most programs accept mature students with a minimum of high school diploma and language proficiency requirements. However, the admission requirements for each certificate and diploma program are different and can be viewed on the website and Program Outlines.

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.

Applicants must provide a copy of their Permanent Resident Card (PRC)/citizenship proof/ID to prove their status in Canada with their application. Applicants who are Convention Refugees must provide proof of their status with their application.

<u>International Applicants</u>
In addition to what is described above, the following documents are required for international students:
- Original or official copies of all educational transcripts and credentialing documents. <u>Documents must be in English</u>. If the document has been translated, the original along with a certified translated copy must be submitted.
- Proof of English language proficiency as described in the College's Policy AD105: *English Language Proficiency Policy or as per individual program's admission requirements.*
- Photocopy of a current passport for proof of citizenship and date of birth
- A completed and signed 'Enrolment Contract'.
- A study permit.
  If a study permit is denied, the applicant will provide the College with a copy of the denial document.

- A co-op work permit (if the program has a co-op work experience component); and
- Evidence of healthcare coverage.

The student may not be permitted to start the program if all required program documents are not submitted before the start of the student's program.

The College may request additional documentation to support the review of an application including documentation provided by a recognized credential evaluation service agency.

Where required, 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.

Study Permit
To study at the College, international applicants studying in a program more than 6 months of duration 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 on the website of Citizenship and Immigration Canada, (www.cic.gc.ca)

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

When an international student on a study permit has been dismissed or is withdrawn from a program for which a study permit has been issued, the College will notify Citizenship and Immigration Canada using the 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.

Work Permit
An international student will need to obtain a work permit to participate in a diploma program with co-op work experience. This can be obtained before or after a student enters the country (www.cic.gc.ca/english/study/work-coop.asp)

Deferred Admission
Once an applicant has been admitted, they may defer their start date for a maximum of 3 terms/one year. If they do not start by that date, they must provide updated documentation to be re-considered for admission. If the admission requirements have changed during this period, the application will need to be approved by the Registrar in consultation with the Dean of Programs.

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. If the admission requirements have changed during this period, the application will need to be approved by the Registrar in consultation with the Dean of Programs.

Responsibility

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.

Transfer Credit

On application, students may apply for course transfer credits 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 www.bctransferguide.ca or maybe referred to the Dean of Programs, for review and approval as per the Credit Transfer policy of the college.

Further details of the number of credits, limitations and other information pertaining to transfer credits can be found in the policy on *Credit Transfer Policy* and *Prior Learning Assessment Recognition policy*.

<u>Enrolment Process</u>
Western Community College is responsible for the final selection of all applicants and reserves the right to accept only those applicants who, having met the minimum program entrance requirements, are best suited for success in the program or course. Where possible the College makes every effort to accommodate any special circumstances that the applicant may require. The College will ensure that decisions are made based on objective evaluation.
The College reserves the right to cancel any program offering at any time due to low enrollments, regulatory requirements or any other circumstances. If this occurs all fees will be refunded. The admission criteria cannot be waived by either the College or the applicant.

<u>Appealing Admission Decisions</u>
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 Academic Council.The appeal must contain additional information explaining why the appeal should be considered.

The Registrar is responsible for reviewing any applications for which the applicant is requesting an appeal. The decision of the Academic Council will be final in this case.

Document Misrepresentation

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

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

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

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

Terminology

Application for Admission - Formal request by an applicant to attend the College and includes submission of required documentation.

Admission with Conditions - Formal letter issued by the Registrar's Office to applicants who have been accepted into a specific program of study for a specific term, and with specific conditions indicated which the student must meet.

Denial - Formal rejection of an application for admission issued by the Registrar's Office when an applicant does not meet the minimum admission requirements and who is not eligible under flexible admissions rules.

Letter of Acceptance (LOA) - Formal letter issued by the Registrar's Office to applicants who have been accepted into a specific program of study for a specific term with no conditions.

Deferred Admission - Offer of admission that, on request of the applicant, is deferred to a later start date.

Official Transcript - Official, original signed and sealed document sent directly to the Registrar's Office from the issuing high school or post-secondary institution outlining the applicant's educational experiences.

Academic Council Admissions Committee – An ad-hoc appeal body that reviews all requests for appeal from applicants who were denied.

Re-entry - Formal process by which a student returns to the College after a period of inactivity.

ICES (International Credential Evaluation Service) - A British Columbia-based service which provides a detailed report to compare an international credential to Canadian educational standards. See www.bcit.ca/ices.

WES (World Education Services) - An Ontario-based service which provides a detailed report to compare an international credential to Canadian educational standards.

ENGLISH LANGUAGE PROFICIENCY

All programs are delivered in English.

English language proficiency is a pre-requisite for student success in a program. All applicants must demonstrate that they are proficient in the English language as per the college Language Proficiency Requirements

Language proficiency requirements for each program are different, and applicants must check the website for admission requirements for each program. WCC adheres to only the approved admission requirements and language requirements for programs approved by regulatory bodies like BC Care Aide Registry

ACCOMMODATION AND ACCESSIBILITY

Western Community College (the College) fosters an atmosphere, which removes and prevents barriers that impact the accessibility of people with diverse learning needsThe College is committed to preventing, identifying, and removing barriers that impede the ability of diverse individuals to access the College 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 and provide accessible and open learning environment. College staff and volunteers will ensure that they make all reasonable efforts to accommodate persons with diverse learning needs.

Definitions

Assistive Devices and Measures: Are supports made available by the College to improve the access to the institution by persons with diverse learning needs.

Personal Assistive Devices: Are personal supports used by persons with needs that enable them to carry out the activities of daily living and allow access to services.

Service Animals: Used by people with diverse needs. Presence of a support animal in class must be discussed with the College before their use.

Support Person: Accompanies a person with diverse learning requirements to help with communication, mobility, personal care or medical needs or with access to services. The presence of a support person in class, other than a student, must be discussed with the College in advance.

Accommodation of Time: Additional completion time for assignments or exams may be provided to student if required as per the request to accommodate due to exceptional circumstances.

Application

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

- Encouraging people with diverse learning needs to use their own personal assistive devices to access the College's programs
- Enabling people with diverse learning needs to access and utilize our programs by offering assistive devices and measures
- Treating diversity with sensitivity and empathy while communicating with a differently abled person
- Permitting the use of service animal to areas of the premises that are open to the public
- Permitting a support person to accompany individuals that require them while in the College
- Training staff and volunteers about key principles and accessibility strategies
- Providing adequate notice of temporary disruptions when facilities or services that said people rely on to access the College's programs are disrupted.

Procedure

1. Students requesting for specific accommodations may complete the accommodations and accessibility request form and submit it to the Student Services office in at least three weeks prior to start date of the program/cohort.
2. Student services department will discuss the accommodations request with the Dean of Programs.
3. If required, more college staff will be involved in the decision-making process to ensure the possibility of accepting the request.
4. Decision about the acceptance/non acceptance of the request will be provided to the student within 2 weeks of the submission of request.
5. Required accessibility /accommodations arrangements will be made by the Student Services department.

Additional Fees for Various Services

Credit Transfer from another Instituite	$50 Per course
Practicum Postponement fee	$100.00
program Deferment Charges (Second time)	$200.00
Enrollment letter fee	$20.00
Official Transcript fee	$25.00
Payment Charge Back	$30.00
POPARD Reappearance	$300.00
ID Card Reissue	$20.00
Supplemental exam fee	$25.00
Graduation Ceremony Fees	$100.00

TUITION FEE REFUND POLICY

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

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

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
- No later than seven days after student signed the enrolment contract, and - Before the program start date.	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and unused aircraft utilization fees.
- More than seven days after student signed the enrolment contract, and - Before the program start date.	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract.
After the program start date, the institution provides a notice of dismissal or receive a notice of withdrawal (applies to all programs):	

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
• No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely-asynchronous distance-education-only programs):	
• After the program start date, and up to and including 10% of instruction hours have been provided.	Institution may retain up to 10% of tuition paid or payable under a contract.
• After the program start date, and after more than 10% but before 30% of instruction hours have been provided.	Institution may retain up to 30% of tuition paid or payable under a contract.
• After the program start date, and after more than 30% but before 50% of instruction hours have been provided.	Institution may retain up to 50% of tuition paid or payable under a contract.
• After the program start date, and after more than 50% of instruction hours have been provided.	No refund due
Student does not attend – "no-show" (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
• A student does not attend the first 30% of the program.	Institution may retain up to 50% of the tuition paid under a contract.

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
• Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract • Student has not requested additional Letter(s) of Acceptance.	100% tuition and all related fees, other than application fee.

Approved Programs – Solely Asynchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal:	
- No later than seven days after student signed the enrolment contract, and - Before the program start date.	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and aircraft utilization fees.
- More than seven days after student signed the enrolment contract, and - Before the program start date.	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely-asynchronous distance-education-only programs):	
No later than seven days after the program start date	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract.
Student has **completed** no more than 10% of the program	Institution may retain up to 10% of tuition paid or payable under a contract.
Student has **completed** no more than 10% but less than 30% of the program	Institution may retain up to 30% of the tuition paid or payable under a contract.
Student has **completed** more than 30% but less than 50% of the program	Institution may retain up to 50% of tuition paid or payable under a contract.
Student has **completed** 50% or more of the program	No refund due

Completed means the student has received an evaluation of their performance for the specified percentage of hours of instruction. Only hours of instruction for which the student received an evaluation should be included in the calculation of a tuition refund. If a student completed a portion of a program for which they did not receive an evaluation, that portion should <u>not</u> be included in the calculation of the percentage of the program completed.

Approved Programs – All Delivery Methods	Refund Due
Student enrolled in a program without having met the admission requirements for the program	
• If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.	100% tuition and all related fees, including application fees
Institution does not provide a work experience	
• The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.	100% tuition and all related fees, other than application fees

Refund of Aircraft Utilization Fees
The institution must refund unused aircraft utilization fees paid by or on behalf of a student if any of the following apply: • Student provides notice of withdrawal • Institution provides notice of dismissal • Student completes the program • Student does not attend any of the first 30% of the hours of instruction of the program

Fees and tuition refund for programs that do not require approval

Programs that do not require approval – programs that have tuition of $4,000 or more and that are not solely provided through distance education:	Refund Due
• The student does not attend the program, and • The institution receives from the student a notice of withdrawal or a copy of refusal of a study permit no later than 30 days after the later of:	100% tuition and all related fees, other than application fees

a) the start date of the program in the most recent Letter of Acceptance b) the start date of the program in the enrolment contract.	

Institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

Additional note for International Students

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

   a)   Student Authorization Related Withdrawals

- The College will retain the registration fee due under the enrolment contract for international students who are denied Study Permit authorization from Citizenship and Immigration Canada.

- Students denied a Study Permit must provide the institution with a written request for a refund along with a copy of the denial letter, prior to the program start date given on the institution's Letter of Acceptance.

   b)   Refund after Study Permit Approval and before the program of study starts: The refund calculation will remain the same as for domestic students

   c)   Refunds after the program of study starts: The refund calculation will remain the same as for domestic students.

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

   a. of the date the college receives a student's notice of withdrawal,
   b. of the date the college provides a notice of dismissal to the student,
   c. of the date that the registrar provides notice to college that the institution is not complying with section 1(c) or 2 of this policy, or
   d. after the first 30% of the hours of instruction if section 3 of this policy applies.

Process for Refunds

• 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 a person who paid the tuition or fees on behalf of the student, within 30 days of the date the College:

o Receives a student's completed refund request form with the required supporting documents; or

o Provides a notice of dismissal to the student.

• 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.

If the student is denied a study permit based on false misrepresentation or submission of

        o   false documentation, the first-term deposit for such students will not be refundable.

ATTENDANCE POLICY

Western Community College (the 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.

SCOPE

The College is required to take attendance by provincial regulators and report delinquent attendance to funding agencies, government, accreditation, and student assistance agencies. Attendance is the document of record that demonstrates to auditors that students have received all program hours indicated in either the course or program outline.

Some programs may have additional attendance requirements.

The attendance policy applies to all diploma and certificate students at Western Community College.

PROCEDURE

- Attendance is recorded daily from the first day of class.
- Attendance is taken in every class and reconciled the same day.
- All classes are scheduled and run at their allocated time with no early dismissals.
- Late arrivals and early departures from class are noted in the attendance record and added to the total time absent.

- Students who miss over 50% of an individual class session are marked absent.
- Students must attend all work experience sessions.
- If a student is unable to attend a work experience session, they must notify the College and their work experience host but will have to make up for the missed work experience hours.
- If a student is going to be absent it is their responsibility to notify the Faculty and College as soon as possible.
- All absences are recorded regardless of the reason for the absence.
- If a student is unable to attend for more than 2 consecutive days, they are required to document that there have been unexpected circumstances which have prevented them from attending.
- Absences based on illness of more than **2 consecutive days** must be supported by a physician's note.
- When students are unable to attend for **5 consecutive days or 10% of the program**, regardless of the reason, they will receive a warning in writing.
- Students who miss **15% of a program** will be placed on probation and their progress will be monitored closely.
- Students who miss **10 consecutive days or 30% of the program** will be withdrawn.
- Students are required to attend all rescheduled classes.

Leave Due to Extenuating Circumstances

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

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

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.

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.

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

Authorized (excused) and Unauthorized Leave:

Leave for which permission has been granted by Registrar's office and is supported with documentation from the student is authorized leave and will be recorded as such in student records/status. 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.

However, if the student has not informed the college about the absence or permission has not been granted, the leave will be unauthorized leave and will be recorded as such in student records.

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

Mandatory requirements

Students are required to maintain a minimum of 70% attendance throughout the program. The students will not be allowed to appear in the final exam if they are absent for more than 30% of the course. If the student does not meet the minimum attendance criteria, the student may be dismissed from the course/program.

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.

Recording of Attendance

The college prepares a class attendance record for each course offered. It is the faculty's

responsibility to accurately maintain attendance record for each class. A course wise/term record for each student's attendance will be placed in each student's file by the college at the end of each course/term. All students should attend and be on time for all classes. As student is responsible for notifying the campus of the absence prior to the start of the class. Attendance is recorded from the first day of the scheduled classes and not the first day of attendance by a student. Faculty/instructors are responsible for maintaining accurate attendance records. They record attendance in terms of hours attended by students out of hours delivered.

Attendance Conventions are as follows:

Faculty will record attendance using the following conventions.

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

Recording of attendance for online and virtual classes:

For the synchronous classes, the instructors will mark the attendance in the LMS in the same way as they would do for an in-person class. The attendance records from MS Teams will also be taken into consideration for tallying/matching the attendance records. For asynchronous classes, the attendance of the students will be based on their participation/program completion/log records in moodle platform. The log records are able to inform the usage of platform in terms of hours and the activity completion shows the participation of the student in those hours.

Appeal

Student has the right to appeal, any dispute will be submitted to the Dispute Resolution Committee.

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SEXUAL MISCONDUCT AND HARRASSMENT POLICY

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 for all those involved in the College's academic programs.

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.

Scope

This policy applies only in cases of Sexual Misconduct and Harassment. For all other complaints, see policy AC110 Dispute Resolution. This policy does not apply to criminal cases nor does it remove any rights of the complainant or respondent to use the judicial system.

Definition of Sexual Misconduct and Harassment
The college relies on the definition provided by Government of British Columbia in Core Policy Objectives & Human Resources Policies, Chapter 11 Definitions.

Procedure

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.

Complaints

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.

If the complaint is about the President, the person receiving the complaint will discuss with the complainant whether to deal with the issue directly or to refer to an external body or person. (In the remainder of this policy, the word President shall include the person receiving the complaint or to the external body or person.)

Any College community member who wishes to make a complaint or report of alleged sexual misconduct or harassment may, if appropriate and reasonable in the circumstances, choose to first inform the respondent that their conduct is inappropriate and unwanted and that they should

cease the inappropriate behaviour immediately.

If the complainant chooses to make a sexual misconduct or harassment report to the President, they should do so in a timely fashion, preferably in writing, setting out the relevant details of their allegations.

The President will review the allegations with the complainant and determine whether the College has jurisdiction to proceed with the investigation and resolution of the complaint.

In the event of a legal investigation, the College commits to work collaboratively and transparently with the officials to investigate the allegations.

If the President decides that the College has jurisdiction, the President or designate will, as soon as possible, compile the written complaint with the contact information for any witnesses to the alleged misconduct.

The President will meet with the complainant and discuss the two ways of proceeding with the complaint: Informally with the willing participation of the respondent, or formally. For either process the Participants must sign a non-disclosure form.

If the complainant agrees to the informal process, they will do so on the understanding that choosing to resolve the matter informally does not preclude using the formal procedures should the complainant not be satisfied with the result of the informal process.

The President will clarify with the complainant, what outcome they are seeking and what would be acceptable.

The President will also inform the complainant that they can choose to make their complaint to an appropriate public authority as an alternative to pursuing resolution using the College's procedures.

The President will ensure that the complaint process is completed within 30 days of the complaint being made. In exceptional circumstances, this period can be extended in consultation with the complainant.

Informal Mechanism

If the complainant chooses to attempt to resolve the matter informally, the President will inform the respondent of the details of the complaint and advise the respondent that the complainant has agreed to resolve the matter by way of the informal mechanism.

The President will ensure that the respondent understands both the informal and formal mechanisms as outlined below.

If both the complainant and the respondent agree to proceed informally, the President will arrange and facilitate face-to-face discussions between the parties and attempt to come to a resolution of the matter acceptable to the complainant. Note: Either or both parties may choose to have representatives in the meetings. The representatives must be acceptable to the President or designate.

The President will maintain a confidential record of what transpires during the informal process, including the substance of the discussions and the specifics of any agreed outcome. Only the President will have access to the confidential records.

The President will follow up with the complainant and the respondent to ensure that the alleged misconduct has ceased, and that the complainant is satisfied with the outcome.

Formal Mechanism

If the complainant chooses this process or is not satisfied with the outcome of the informal process or should the respondent decline to participate in the informal process, the President will process the complaint formally.

The President will interview the Complainant and Respondent separately and create and maintain a confidential record of the interviews. Note: Either or both parties may choose to have representatives in the meetings. The representatives must be acceptable to the President or designate.

The President will interview any witnesses or other relevant third persons separately and maintain confidential records of those interviews.

The President will consider the evidence and prepare a report setting out findings of fact, including whether the alleged sexual misconduct or harassment has been established on a balance of probabilities and any recommendations that flow from the findings. Both the Complainant and Respondent will be given a copy of the report.

The President will review the report with the Leadership Team, and they shall determine what, if any, disciplinary or any other measures are required.

The President will follow up to ensure the approved recommendations are implemented and that the sexual misconduct or harassment, if established, has stopped and the Complainant is satisfied with the outcome.

Disciplinary Measures

These measures are specific to this policy. Any College community member and who has been found to have committed sexual misconduct or harassment is subject to one or more of the following sanctions:
- A verbal or written warning
- An adverse performance evaluation
- If an employee, a demotion, suspension or dismissal
- If a student or other member of the College community would also be subject to a temporary or permanent suspension from participation from any or all of the College's academic programs
- Other such discipline, as appropriate in the circumstances, including the gravity and seriousness of the found behaviour and its impact on the Complainant and/or on the environment of the College's academic programs up to and including expulsion from the program or the College or dismissal from employment.

Appeal Process
The decision of the President or designate is final

Confidentiality and Privacy

To protect the integrity, fairness, and effectiveness of complaint mechanisms and to ensure compliance with the *Freedom of Information and Protection of Privacy* Act (FIPPA), all participants in an investigation or procedure under this policy must act in accordance with the requirements set out below.

Individuals, including the Complainant and the Respondent, who have obtained information about an identifiable individual through their participation in an informal or formal process must not disclose this information to anybody except their own personal advisors or representatives, or as required by law.

Implementation

The College will ensure that this policy is disseminated to all members of the College community. All new employees will be given an orientation that includes becoming familiar with the content of this policy. Contractors will be required to adhere to this policy as a condition of their contractual arrangement with the College.

ACADEMIC HONESTY POLICY

Western Community College (the College) requires academic honesty in the acquisition and growth of knowledge and the circulation of open and unhindered ideas. It is the 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 College.

Scope
This policy applies to all academic work done on or off campus and submitted to the College.

Definitions
Plagiarism is the act of representing someone else's work as your own. Plagiarism includes but is not limited to:
- The unattributed use of material from any source – including books, images, sound files, periodicals, electronic information sources, textiles, and Internet
- Using another person's essential style and manner of expression
- Plagiarism ranges from an entire assignment that is not the student's own work to specific passages within an assignment taken from a source without acknowledgement

- Submitting as your own, homework, written papers, exams, lab assignments, published work, circuit design, etc. without reference to the original creator of the material
- Submitting as your own, software or copyrighted materials without reference to the original creator of the material.

Self-Plagiarism 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, and 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.

Considerations

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

Evidence of academic dishonesty includes, but is not limited to:
- Student admission of plagiarism
- Faculty member discovery of plagiarism
- Student admission of cheating
- Faculty member or student observation of cheating
- Student assisting other students during exam

Procedures

First Offence

For a first offense, the Faculty member:
- will meet with the student to discuss the violation.
- may issue a verbal reminder of the Academic Honesty policy and document the discussion. It will describe specific examples of the student's misconduct and the consequences if further violations occur. A copy will be given to the student and placed in the student's file.
- may refer the student to the Dean of Programs who may choose to place the student on academic probation for a specified period of time, pending a full investigation of the violation, or as a form of corrective action short of dismissal from the College.

Consequences

If an act of academic dishonesty is discovered after a grade or credential is awarded, an investigation will be initiated. Outcomes from this investigation could result to one or more of the following:
- Repeal of the grade or credential
- Student will be required to rewrite an assignment or exam
- A letter of reprimand
- A notation on the student's academic transcript
- A grade of '0' assigned to the assignment, exam, or course
- Suspension from the program and/or College
- Dismissal from their program.

Second Offence

For a second offense, the Dean of Programs will:

- investigate the circumstances of the violation
- meet with the student who has committed the violation and advise the student about the details of dismissal. The student will be provided with a Letter of Dismissal explaining the circumstances and the manner of appeal.
- The Dean of Programs will inform all departments.
- The Financial Administrator will terminate the student's contract in accordance with policy.

A student who wishes to appeal a decision may do so in accordance with the *Dispute Resolution Policy*

Supplemental

TURNITIN 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.

ROLES AND RESPONSIBILITIES

Instructors can use Turnitin to collect and review student assignments by comparing the text of student writing against Turnitin's sources, looking for potential plagiarism, checking for improper citations in student work and adding marks and feedback to student work.
Instructors will inform the students about the use of Turnitin. They will have the following statement added to their course outline:

Turnitin Software will be used in this course for the detection of plagiarism in the submitted assignments. Students will be permitted to submit a draft before the due date and get a screening report (which is also available to the instructors). Students who submit a draft prior to the due date will be allowed to make changes before the final submission by the due date. You can check the privacy policy of Turnitin here: https://www.turnitin.com/privacy
Students will be able to use the draft feature of Turnitin to see the screening of their draft

submission and then make changes prior to the final submission. Students must go through the Turnitin privacy policy and if they have any concerns, they can discuss them with their instructors.

GENERATIVE AI 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.

NON-COMPLIANCE
Plagiarism is a serious offence and noncompliance to academic honesty will lead to serious consequences. Please refer to the Academic Honesty policy for more information.

SAFE EXAM BROWSER
For online exams, students will have to download safe exam browser to ensure that the students are not able to access other online resources while doing the quizzes or exams. The students will be completing the exam while on camera and with the use of safe exam browser. The students can exit safe exam browser only after the instructor provides them a password to exit the exam. This is to ensure that academic honesty is maintained while appearing for the exam.

COURSE LOAD

Western Community College (the College) reports students based on part-time or full-time status.

Definitions

Full-time student: a student that is enrolled for a program cohort scheduled for 20 hours or more per week (*This does not apply to aviation programs).

Part-time student: a student that is enrolled for a program cohort scheduled for less than 20 hours per week (*This does not apply to aviation programs).

Full-course load: Five courses per term for Business, Hospitality and Accounting Diplomas and enrollment in all courses being offered for other diploma programs during a term.

Maximum course load: Full course load plus one for a total of six courses in a term for business, accounting and hospitality diplomas.

Procedure

A student 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 for review as the end of each term and/or if a student's circumstances change.

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

CREDIT TRANSFER POLICY

Credit transfer policy at Western Community College allows the students to get course equivalencies towards a program of study, based on the acceptable degree or diploma level course work from other accredited post-secondary institutions or from Western Community College itself. This allows the students to transfer the credits for the courses which they have already done in some other program of study, to exempt them from those courses in another course of study they choose to do. Courses appropriate for transfer credit are those that can normally be applied to fulfill specific 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.

The credit transfer policy is based on the principles of equity and non-discrimination. Credit transfers are made completely based on the considerations and procedure mentioned in this policy and are free from any biases.

Scope:

The credit transfer policy at Western Community College applies to all the diploma and certificate programs at WCC.

Policy details:

1. Courses from Western Community College: The credit transfer policy applies to the courses from Western Community College. The students will get the Equivalent Transfer Credits for the courses they have completed from Western Community College, to get admission in other relevant courses at WCC. The decision of the Registrar's Office will be final in this case.
2. Courses from other registered institutions: Students can get Transfer Credits for the courses done from other registered institutions, in either of the following cases:
   a) More than 75 % of the Course Outlines of the Courses that they have done match with the course outlines of the course at Western Community College and the student should have passed the Course with a minimum of 60% marks. (Grade C)
   b) They appear for a challenge exam in that course and get no less than 70% marks in the challenge exam.

3. At least 50% of the program hours should be completed at Western Community College to get the credential from WCC. 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.
4. Transfer credit will not be awarded at an equivalent level for:
   - External Work experience (practicum, clinical, co-op) courses
   - Capstone courses
   - Portfolio courses.
5. For the ENG099 course in hospitality and business diploma programs, the following equivalencies are also acceptable:

   If, at the time of admission, the student is able to provide a proof of any of the following, the student can get a Transfer Credit (TC) for ENG099. The student may not need to apply for this transfer credit, as the admissions team will recommend this to the Registrar's office on seeing the eligibility:

   a) 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 where English is the first language.
   b) If the student was able to get a minimum of the following scores in any of these assessment tests:
      CAEL: Overall, 70 (with speaking subset of 60)
      CELPIP: Overall, 7 (with no module less than 7)
      CLB: Overall, 7 (with no module less than 7)
      CPE: C
      PTE: 58-66
      IELTS: 6.5 (with no less than 6.0 in any module)
      MET: 59
      TOEFL: 550
      IEP: 600
6. For the MATH099 course in hospitality and business diploma programs, the following equivalencies are also acceptable:
   The applicants have completed Math 11 or higher in high school and have scored 60% or more (Grade C of higher) in this course.
7. The decision of the Registrar's office will remain final in any of the above cases.

Considerations:

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

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 of grade equivalent of 2.0 (C) (60% 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 Policy

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).

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.

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.

At times, 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 their institution's Academic Calendar (if not available online).

Procedure

If the student wishes to write a Challenge Exam, he/she needs to mention the same in the Credits Transfer Request Form. The Exam will be conducted at a suitable date as given by the Admission Office and it may take up to two working days to give the result for the challenge exam.

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.

For courses from Western Community College, the students need to submit the transcripts of the courses completed along with the Credits Transfer Form.

For courses from other registered institutions, the students need to submit their transcripts for the courses for which they are seeking the Credit Transfer, along with a copy of the course outlines for the completed courses at the said institution. The office can take up to ten working days to compare the course outlines and allow the credits transfer as per the policy.

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 program intake. Requests will not be accepted after the first day of the program start 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 program coordinator/program manager/subject matter expert.

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 (AD111)*. 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 Academic Council. This decision will be final.

STUDENT DISMISSAL

Western Community College (the 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 students, staff, 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

Procedures

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 determines a student will be dismissed, they will be notified in writing, in person, by email 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 student's 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 the *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 Expectations and Technical Requirements for Online Learning

All students applying for an online/virtual or blended/hybrid program are required to have regular access to:

- **Stable high-speed internet** – All attendance and evaluation will only be accepted online.
- **Computer or Laptop that can reliably access network platforms** – Students will need to be able to access the *MyWCC.ca* website and download the *Safe Exam Browser* software as well as access other prescribed software."
- **Submission of assignments through Turnitin, as mentioned in the Academic Honesty policy.**
- Ensure access to a reliable computer, internet connection, and necessary software.

- Keep software and browser updates current to support online learning activities.

Students are also expected to fulfil active learning expectations as follows:

Active Participation and Collaboration:

- Engage actively in all online classes, discussions, and group activities.
- Contribute thoughtfully to discussion boards and collaborative projects.
- Participate actively in groups when divided through online teaching platform by the instructor.
- Work collaboratively with peers in group projects and discussions.
- Respect deadlines and responsibilities in collaborative work.

Technical Proficiency:

- Attend the IT orientation provided at the beginning of the program.
- Be comfortable using the online learning platform and associated technologies.
- Troubleshoot basic technical issues and seek help when needed.

Feedback and Improvement:

- Provide constructive feedback on the online learning experience.
- Be open to feedback from instructors and peers and use it to improve academic performance.

Time Management and Communication Skills:

- Dedicate sufficient time to complete readings, assignments, and other coursework.
- Meet deadlines consistently and manage study time effectively.
- Communicate clearly and respectfully with instructors and peers.
- Use appropriate channels for asking questions, seeking clarification, and providing feedback.

Academic Integrity:

- Uphold academic honesty by avoiding plagiarism and cheating.
- Submit original work and properly cite sources.
- Follow the Academic Honesty policy of the college. The college has zero tolerance for plagiarism and academic dishonesty.

Responsiveness and Discipline:

- Respond promptly to emails, messages, and other communications from instructors and peers.

- Actively check and participate in course updates and announcements.
- Stay motivated and disciplined in completing course requirements.
- Take initiative in learning and seek additional resources if needed.

Preparedness and Respectful behavior:

- Be prepared for each online session by completing pre-class readings and assignments.
- Have necessary materials and resources ready before starting online classes.
- Show respect and consideration for diverse perspectives and backgrounds in all interactions.
- Maintain a professional and respectful tone in online communications.

EMERGENCY PROCEDURES

Western Community College (the 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 personal protection and first-aid when required. To this end the College will maintain a health and safety program.

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

Lock Down Procedures

Only College administrators can declare a campus lockdown. Staff and students will follow the directions of College administrators after a lockdown has been declared.
Students will take direction from faculty in the classroom.

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

When a Lockdown Occurs:
- A senior administrator ensures that all staff members are notified of the lockdown as quickly as possible.
- A senior administrator notifies police via 911 that an incident is in progress, giving as much detail as possible about the intruder.
- Staff members follow directions of the senior administrator.

- If staff and students are unable to exit the building, staff members will direct all to classrooms and other lockable locations.
- All people located in a classroom or other lockable location are to assume a crouched position against a wall or under tables or desks.
- Staff are to ensure that doors are locked, and lights turned off.
- Silence must be maintained.
- All are to remain in the building until directed to do so by the senior on site police officer.

When a Lockdown is Over
- Follow the directions of first responders and police on site

Medical Emergency

- There is always a first-aid person on duty.
- In event of a possible medical emergency, call for the first-aid person.
    a. Follow instructions from the first-aid person.
    b. If asked to call 911, call 911 and be prepared to provide the following information to the 911 operator:
        i. Location
        ii. Ask for medical (the operator will ask for "police, fire, ambulance");
        iii. Answer other questions as requested
        iv. 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.

RESPECTFUL AND FAIR TREATMENT POLICY

Western Community College's (the College) treats the faculty, staff and students with respect and fairness. This policy provides acceptable standards of conduct which are considered to be core in the creation of a collegial and respectful learning and work environment.

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

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.

Scope
This policy applies to all behavior on campus and College off-campus activities.

List of behaviors violating this policy

While not exhaustive, the following is a list of behaviors that violate the "Respectful and Fair Treatment Policy for Students:
- 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.

Procedures

Students who feel they have been subjected to lack of respect or to unfair treatment as defined above, should follow the processes in *Policy AC110 Dispute Resolution Policy*.

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.

CODE OF CONDUCT

Students, staff, and faculty are expected to always conduct themselves in a professional manner respecting the rights and responsibilities of all and comply with the operating policies and procedures of Western Community College (the College). Integral to this is the belief that honesty, fairness, mutual respect, and co-operation form the basis of the "student-faculty", "student-staff" and "faculty-staff" relationships. It is the responsibility of the College to ensure that academic achievement is not undermined by dishonest or unethical behaviour and that the highest standards are being met.

Scope

Students are to:

- Follow the policies as described in this document, the Academic Calendar, and College website.

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

Faculty and staff should not:

- Approve any of the circumstances described above
- Create, alter, or falsify an academic record; or
- Engage in any form of academic dishonesty or misconduct, fraud, or misrepresentation.

ACCEPTABLE USE OF COLLEGE PROPERTY

Information technology facilities include computers and associated peripherals, communications (namely the Internet) and related equipment, facsimile machines, scanners, copiers, telephones, video and other multimedia devices, and all forms of hardware and software. Such resources and tools are made available to students in support of their training objectives and academic requirements.

Scope

This policy applies to all members of the College community.

Guidelines and Responsibilities

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

Failure to adhere to these guidelines above may result in the suspension of access privileges as well as other actions as deemed appropriate by the College.

Inappropriate use of information technology includes, but is not limited to the following:

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

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

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

The appropriate officials of the College will investigate the matter and, if circumstances warrant, proceed to investigate all work and files of the student, faculty or staff. If the College believes that the criminal code has been broken, appropriate authorities will be notified.

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

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

GRADING SYSTEM

Western Community College (the 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 academic performance and enrolment history including all courses attempted, grades earned, and degrees and awards conferred.

Scope

This policy applies to the diploma and certificate student records at the College.

Purpose

The purpose of this policy is to ensure that students are aware of:
- Their continuing academic achievement in their program
- How numerical grades are converted to letter grades
- How grades are recorded on student transcripts
- How the grading scale is understood and consistently applied
- How student academic standing can be accurately recorded.

Considerations

- A student's academic success is measured by their academic performance in individual courses and is calculated and reported as a letter grade with grade-point equivalents that reflect the percentage ranges shown below.
- Transcripts follow the national and provincial post-secondary standard practices.
- Only grades for courses completed at the College are considered in the calculation of the Term Grade Point Average (TGPA) and the Cumulative Grade Point Average (CGPA).
- Credit for a course will only be applied once in a student's program. The TGPA is calculated using the highest grade achieved in a course.
- Grades are 'official' only when released by the Registrar's Office. Interim and official transcripts are released by the Registrar's Office only.
- The grading policy for some programs (including dental assistant and RMT program) may be different, please refer to your course outlines for minimum passing grade requirements.

Diploma/Certificate Grading System			
Descriptor	**Percentage**	**Grade**	**GPA**
Exceptional	90% - 100%	A+	4.33
Outstanding	85% - 89%	A	4.00
Excellent	80% - 84%	A-	3.67
Very Good	76% - 79%	B+	3.33
Good	72% - 75% 68% – 71%	B B-	3.00 2.67
Satisfactory	64% – 67% 60% – 63%	C+ C	2.33 2.00
Fail	0 %– 59%	F	1.67 1.00 0.00
A final grade of 60% is required to pass a course unless otherwise indicated in the course outline.			

EXPLANATIONS:

GRADE POINT AVERAGE: The total of grade points received during the period of enrollment divided by the number of credits attempted during that period.

CUMULATIVE GRADE POINT AVERAGE: The total sum of the grade points received during the entire period of the student's enrollment divided by the number of credits attempted during that period. If a student repeats a course, the grade from the first attempt remains on the transcript. However, only the higher grade will be used in the calculation of the CGPA

For diploma and certificate programs, an overall Grade of C is required to graduate from the program and a Grade of C is required to transfer course credits.

Repeating Failed and Other Courses for Higher Standing

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

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

Transcript Notations

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

Notation	Title	Numeric Value	Explanation
AEG	Aegrotat	As %	Satisfactory completion – not all work completed due to illness or other exceptional circumstances
AUD	Audit Of Course	No grade	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 interim transcripts. The audited course will not receive a course grade and will not be included in the calculation for the GPA/CGPA.
CC	Course Challenge	No grade	Challenge course for credit by assessment. The course will not receive a course grade and will not be included in the calculation for the GPA/CGPA.
CW	Code of Conduct Violation	No grade	A student dismissed for a code of conduct violation 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. to continue in the program, the student must meet the minimum academic standing requirements. The student must successfully retake courses previously failed so that the recalculated CGPA meets or exceeds the minimum requirements.
DF	Deferred Grade	No grade	A student has been granted permission to postpone the writing of the final examination or major final assessment to some specified date, or a final examination or major final assessment has been postponed owing to circumstances that are not the responsibility of the student.
DS	Dismissal	0	A student has been dismissed from a program. Each incomplete course the student was registered for during the term they were dismissed in will be assigned a final course grade of 'F'.
F	Failure	0	The student did not meet the minimum course requirements. Used in GPA/CGPA calculation.
IC	Incomplete	0	The student is actively registered in the course in the current term, but no grade is available yet. This becomes an 'F' grade after 4 weeks if no grade is posted or work remains

			incomplete. Used in GPA/CGPA calculation.
IP	In Progress	No grade	The student is actively registered in the course in the current term, but no grade is available yet.
P	Pass	grade	Assigned when students complete their work experience. Not used in GPA/CGPA calculation.
PL	Prior Learning Assessment Recognition	No grade	Credit is granted as formal recognition of knowledge and skills gained through work and life experiences. No grade was given. Not used in GPA/CGPA calculation.
TC	Transfer Credit	No grade	Course Credit is granted for courses completed at other recognized post-secondary institutions. No grade is given. Not used in GPA/CGPA calculation.
WD	Withdraw	No grade	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.

Definitions

Credit: Number of credit hours assigned to a course.

Credit Hour:
- For theory courses, one (1) credit hour is equivalent to fifteen (15) hours of in-class instruction.
- Work experience and lab credit hours will differ depending on the program.

Term Grade Point Average (TGPA): Represents a student's overall performance for all courses in a given term.

Cumulative GPA (CGPA): Total number of grade points received by a student during their total period of enrolment divided by the number of credits attempted during the period. If a student repeats a course, the higher grade is used in the calculation of the CGPA.

Grade: The numerical or letter grade received upon completion of a course.

GRADE APPEAL POLICY

It is the responsibility of the faculty of Western Community College (the College) to assess the academic performance of students and to assign grades for 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

Procedures

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 Appeals Committee. The Academic Council's decision will be final and is 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 from the course and will be required to repeat the failed course.

WORK EXPERIENCE POLICY

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

Procedure

All students receive a copy of a Work Experience Agreement and Practicum Handbook that:
- Clearly describes the roles and responsibilities of the College, student and host; and
- Clearly describes expected work experience outcomes and assessment model.

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

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

Each individual program has its own work experience policy which outlines the pre-requisites for the practicum, its duration and completion requirements.

Students are monitored by the College.

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

Work Experience Placement Process
The College will source the placement for the student. In some cases, students may also suggest a placement, but it needs to be approved by the practicum coordinator and affiliation agreement needs to be signed with the host site prior to the work experience start date of the student.

The College will establish a relationship with possible new host sites. The College maintains a database of possible sites and is the single point of contact with work experience hosts. Every effort will be made to develop a placement that matches a student's request for placement

demographics or population, however, students may be placed for Work Experience placements anywhere in the lower mainland.

Students are assigned to placements at the discretion of the College.

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

Steps for Work Experience Placement
- Student interview by the Practicum Placement Coordinator
- Student identifies or sources host site and the College conducts an assessment of the host and site
- Student site visit and introduction to host
- Student acceptance and College approval
- Placement Contract signed by student, College, and host (part of the Work Experience Agreement Handbook).

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

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

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

College Responsibilities
Placements provide students with workplace experience, allowing them to apply learned theory and skills in a practical setting:
- Assist in sourcing work experience placement sites
- Ensure that the student has met the work experience requirements
- Clearly define the purpose of the work experience, tasks to be undertaken, and the nature and frequency of the evaluation to be undertaken, in conjunction with the student and host
- Provide work experience supervision for the duration of the work experience
- Agree to the terms and conditions as outlined below
- The College will contact the host at least once every four weeks to discuss the student's progress and will conduct at least 2 site visits in the first 30-day interval and will meet on each occasion with the Host to review the student's progress and any issues.

Student Responsibilities

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

Work Experience Host's Role and Responsibilities

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

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

Host Supervisor Role and Responsibilities

The Host Supervisor will:

- Provide an orientation to the setting and introduce the student to other staff members

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

College work experience supervision will be conducted on an individual or group basis. The Practicum Placement Coordinator will:
- Contact the host at least once every four weeks to discuss the student's progress review the student's progress and any issues
- Provide students with procedural, logistical, and host related support
- Ensure that the learning objectives, outcomes and assessment model described in the Work Experience Agreement Handbook meet minimum work experience requirements as described in policy
- Provide the student supervision as required
- Confirm student's work experience placement hours by receiving weekly attendance form from the host
- Review and complete all site supervisor evaluation forms and receive the final work assessment evaluation
- Contact the work experience host immediately if there are concerns related to the student's behaviour, attendance, and/or progress
- Attend or arrange any meetings that are necessary to resolve student work experience issues
- Communicate feedback as appropriate.

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

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

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

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

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

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

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

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

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

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

Termination of Work Experience
The College reserves the right to withdraw and/or remove a student from a work experience placement if it is considered to be in the best interest of the student, Host or College. Students may be withdrawn for:
- Serious violations, up to and including breach of confidentiality, behaviours that disrupt or threaten host operations and/or services provided to clients or customers
- The violation of host policies and procedures
- The violation of college policies, procedures and/or staff direction
- Failure to communicate absences to the host, the college, and/or work experience supervisor
- Ongoing patterns of lateness and/or absence; or
- Breach of policy.
- Unsafe practices in case of health related clinical or work experience placements, any unsafe practices that can put the staff, clients or residents' health and safety to risk may lead to immediate termination from the work experience and removal of the student from the host site.

Dispute Resolution
- All student, faculty, or Host concerns regarding a work experience placement will follow *Dispute Resolution.*

DISPUTE RESOLUTION POLICY

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

Policy

- All student complaints must be made in writing. All letters of dispute must be filed with the College within 1 month of the date of the occurrence.
- Students will not be subject to any form of retaliation by the institution at any time as a result of filing a complaint.
- Names, titles and emails of responsible individuals in this policy can be found at the end of this policy

Procedure

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

Other Details

- If the Dean of Programs is the focus of the complaint or is not available, the complaint will be addressed by the President.
- The individual making the complaint may be represented by an agent or a lawyer.
- The student / staff member/ Dean of Programs may request a third-party to attend the meeting for the purpose of support, advice, or representation.
- The Dean of Programs will provide the student/staff member with a written decision, including conclusions and recommendations. The delivery of this decision should not exceed thirty (20) days from the initial date the dispute was filed.
- If the student is or was enrolled in an approved program is still dissatisfied with the outcome, they may appeal to the Academic Council Dispute Resolution Subcommittee,

headed by the Senior Administrator, within three (3) days of having received a written decision from the Dean of Programs.

- The Academic Council subcommittee will review all documents and if necessary, will set up an appeal hearing involving all parties, within five (5) days.
- Academic Council subcommittee decisions are final.
- Written reasons for the determination will be provided to the student within two (2) days after the Academic Council subcommittee hearing.
- The College will retain a file of all complaints made by students and decisions issued under the dispute resolution policy for five years.
- Western Community College will provide the reasons for determination and the reconsideration

  (if any) to the student withing 30 days after the date on which the student made the complaint.
- If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

Names, titles and emails of responsible individuals:

Vandana Khetarpal
Dean of Programs
dean@wcc.ca

Gurpal Dhaliwal
President
president@wcc.ca

Rimpy Kaur
Senior Administrator
senioradmin@wcc.ca

STUDENT RECORDS

The Western Community College's (the College) student record system includes admissions, enrolment, financial, courses, program completion, 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 right to privacy of its students and does not release any student information unless authorized by the student concerned or required by law.

Scope

This policy applies to both permanent and temporary student records.

Authorized Access to Student Records

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
- Student Services department.

Information included in student files

1. Active Student Records (Paper-based/digital)

The following describes the information that may be included in a student's file and defines the limitations placed on information that may appear on the student's transcript of academic record. All student files must include:
- Signed enrolment contract(s) and any addendums
- Application and Admissions documentation and any supporting documents
- Transcripts (complete and signed)
- Financial records including payment and refund records
- Student loan documents
- Copy of certificates, diplomas and passport
- Student dispute, dismissal and/or withdrawal information
- Records of capstone and/or thesis project (if applicable).

2. Personal Information

The student's legal name, local address, secondary address (if one exists), contact information (primary and secondary phone numbers, primary and secondary email addresses), date of birth and student identification number.

3. Basis for Admission

- Program name
- The qualifications that form the basis for the student's admission to the program
- Credit transfer approvals
- If applicable, entrance exam results
- Prior learning assessment outcomes
- Other post-secondary institution(s) attended by the student and the dates of attendance
- Any official post-secondary transcripts (name, and completion date of any degree, diploma, or   certificate)

All of the above is maintained in a student's file, but admission information that appears on the transcript is restricted to identifying the institutions, dates attended and total credits awarded as transfer credits from previous post-secondary studies, and credits awarded for   prior   learning   assessment.

4.   Transcript Information (Interim and Final)

- Date(s) of enrolment, withdrawal, dismissal, or completion of a program of study
- Start and end dates for each term the student attended
- Date(s) of completion, withdrawal, or dismissal from individual courses and the academic outcome in each
- Date(s) of completion, withdrawal, or dismissal from program of students
- List of all the courses taken or in progress (course code and name), outcome, and credits received
- Grade point average per term and cumulative grade point average
- Suspension, dismissal, or probation activity notation
- Academic award/honors received
- Credential received and date conferred
- Grade   legend.

Additional Transcript Information

- College's legal and registered name and address
- Signature of the Registrar (Final transcripts only)
- College's legal seal (Final transcripts only)
- Date the transcript was last updated
- Date the transcript was issued.

If a transcript is issued as the result of a student request or request from an approved second party the date of issue and the current address of the student or approved second party will be indicated on the transcript.

Request for the Active Student Records Information (Paper-based/digital)

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.

Student records (hardcopy and/or digital) include:

- Admission application documentation and official transcripts
- Academic records, including copies of official transcripts and diplomas
- Student dispute, dismissal and/or withdrawal information
- Financial records
- Student loan records
- Thesis and capstone project records.

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. Request for additional copies will be made available to the student at a fair and reasonable cost.

Archived/Inactive Student Records (Paper-based/digital)

Archived/inactive student records are maintained for a minimum of seven (7) years. These archived records must include the following:
- Signed enrolment contract
- Results of admission requirements
- Transcripts (signed and complete)
- Financial records including payment records
- Student loan documents and any refunds
- Copy of certificates, diplomas
- Student dispute, dismissal and/or withdrawal information

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.

Student Records Maintenance (Digital)

Student transcripts and financial records are also maintained as digital documents. The entire student record database is backed-up on a daily basis in an off-site secure cloud-based location.

Transcript Request Procedure

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.

Record Protection and Off-Site Storage

Academic records are kept in a secure locked filing cabinet within the Registrar's Office. Digital copies are kept both on-site and off-site in a secure location with an outsourced and approved provider.

The College provides stamped transcripts, and diplomas embossed with the College seal. Archived student diplomas, contracts and transcripts are uploaded to a proprietary cloud-based off-site service within 60 days of a student leaving the College.

Note: In accord with Canada's privacy laws and British Columbia laws regarding student protection, all servers are located within Canada.

All information sent to the off-site provider are:

- Created electronically
- Time and date stamped
- IP addresses logged
- Email addresses logged.

The College has an agreement with an external third-party provider that stipulates the following:
- Student records are archived in a secure manner for fifty-five (55) years from the date the record is provided
- An approved College or government representative will only have access to the records on request
- An archived student record will be provided to an approved third-party provider within 60 days of:
    - The end date of the student enrolment contract; or
    - The date the institution receives a notice of withdrawal; or
    - The date the institution delivers to the student a notice of dismissal.
- The archived record will be labeled with the student's name and personal education number (PEN), for Canadian students and will include:
    - A copy of the signed student enrolment contract
    - Any transcripts issued to the student by the institution
    - A copy of any credential granted to the student by the institution.

The following information is not archived: sensitive personal information, unmasked credit card numbers, Social Insurance Numbers, bank account numbers, driver's license numbers, Permanent Resident Card Numbers, immigration status, disability status, aboriginal status, income assistance information, scanned cheque images or any other personal documentation.

EQUITY, DIVERSITY AND INCLUSION

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, supports and resources for employees, students, and other stakeholders to ensure that they thrive and succeed in their educational goals.

SCOPE

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.

Definitions

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.

[Source: *Canadian Centre for Diversity and Inclusion.*]

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.

[Source: *Canadian Centre for Diversity and Inclusion.*]

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.

The following legislated references have been taken into consideration as a guide for this policy:

- 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

- 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

References related to EDI in WCC Policies, Documents and Website:

- AM103 Accommodation and Accessibility
- AM105 Code of Conduct
- AM108 Ethical Practice

- FA105 Recruiting and Appointment
- HS104 Sexual Misconduct and Harassment
- SE107 Student Code of Conduct
- Diploma Student Academic Calendar
- Degree Student Academic Calendar
- Faculty Handbook
- Onboarding Guidelines for Instructors
- www.wcc.ca

Procedures to deal with complaints:

The procedure to complain has been mentioned in the respective policies given above. Any complaint related to EDI which has not been covered in the above-mentioned policies can be resolved through the dispute resolution process.

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.

Policy

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.*

Scope

This policy applies to all student information

Procedures

Student records may 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 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
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.

Inspection of Records
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 PRIVACY AND CONFIDENTIALITY FOR ONLINE LEARNING

Western Community College (WCC) is committed to safeguarding the privacy and confidentiality of all students enrolled in our online and virtual programs. This policy outlines the measures we take to protect personal information and ensure the confidentiality of all educational activities conducted online.

Collection of Personal Information

WCC collects personal information from students during the enrollment process and throughout the duration of any program. This information may include, but is not limited to, names, contact details, demographic data, academic records, and any other information necessary for educational purposes.

Use of Personal Information

The personal information collected will be used solely for the following purposes:

- Administration of the program
- Communication with students regarding course materials, assignments, and program updates
- Assessment and evaluation of student performance
- Compliance with legal and regulatory requirements

Protection of Personal Information

WCC employs a variety of security measures to ensure the protection of personal information, including:

- Encryption of data transmitted online.
- Secure storage solutions for electronic records.
- Regular audits and updates to security protocols.
- Restricted access to personal information, limited to authorized personnel only.

Online Learning Environment

To maintain the confidentiality and privacy of the online learning environment, WCC ensures that:

- Learning Management Systems (LMS) used for the programs are secure and comply with industry standards for data protection.
- Access to the LMS is password-protected and monitored.
- Online sessions are recorded only with the consent of all participants and for educational purposes only.

Student Responsibilities

Students are expected to:

- Keep their login credentials confidential and not share them with others.
- Use secure internet connections when accessing online course materials.
- Respect the privacy of their peers and instructors, refraining from sharing any course-related content without permission.
- Use only WCC emails to communicate with peers and instructors. If they are sharing their phone numbers with other students, the students are themselves responsible for the communication that they receive from those students.

Confidentiality in Communication

All communications within the programs, including emails, discussion forums, and virtual meetings, are considered confidential. Students and faculty members must ensure that:

- Confidential information is not disclosed to unauthorized individuals.
- Sensitive discussions are conducted in private settings.

Handling of Confidential Information

Any information shared in confidence, whether related to academic performance, personal matters, or professional development, will be handled with the utmost discretion. WCC commits to:

- Not disclosing confidential information without explicit consent, except where required by law.
- Providing support and resources for students who need assistance with privacy-related concerns

Breach of Privacy or Confidentiality

In the event of a suspected breach of privacy or confidentiality, WCC will:

- Promptly investigate the incident

- Take appropriate corrective action to mitigate any harm
- Notify affected individuals and, if necessary, regulatory authorities

SE115 Dress Code

SE115	Dress Code	Dress Code
Handbook	All	
Programs	Diploma	
	Date Created	April 2016
	Effective Date	April 2016
	Last Review	April 2020
	Date Effective After Review	May 2021
	Accountability	Instructors, Staff, Student Services
Documents/Forms		

Purpose:

The purpose of this dress code policy is to ensure a respectful, professional, and inclusive environment that fosters learning and personal development. The policy aims to strike a balance between personal expression and maintaining a standard of dress conducive to academic and professional settings.

Scope:

This policy applies to all students, faculty and staff on the Western Community College campus and at college-sponsored events.

General Guidelines:

Professional and Respectful Attire:

Clothing should be clean, neat, and appropriate for an academic setting. Attire that is disruptive, offensive, or reveals undergarments is not permitted. This includes, but is not limited to, clothing with offensive language, graphics, or slogans.
Footwear:

Footwear should be worn at all times. Closed-toe shoes are recommended in lab settings or areas with safety concerns. Flip-flops or other open-toe footwear should be avoided in such environments.

Headwear and Accessories:

Headwear that covers the face (e.g., masks, hoods) should be removed upon entering buildings unless required for religious or medical reasons. Accessories should not pose a safety hazard or interfere with academic activities.
Hats and Caps:

Hats and caps should be worn in a manner that does not obstruct vision or disrupt the educational environment. Head coverings for religious or cultural reasons are exempt from this guideline.

Revealing Clothing:

Clothing that is excessively revealing or inappropriate for a professional or academic setting is not allowed. This includes but is not limited to crop tops, low-cut tops, and excessively torn or distressed clothing.

Sleepwear and Loungewear:

Sleepwear, loungewear, and similar attire are not appropriate for academic settings. This includes pajamas and robes.

Special Considerations:

Religious and Cultural Attire:

The college respects religious and cultural attire and will make accommodations as necessary. Students and staff are encouraged to discuss any specific needs with the student services or the EDI Committee.

Health and Safety:

Attire required for health or safety reasons, such as medical or protective clothing, is permitted and should be worn as needed.

Lab and Practicums:

The dress code for labs and practicums will be included in the administration handbook/work experience policy of each program that includes lab or work experience component. Students are expected to follow the policies as outlined for their program.

Enforcement:

Responsibility:

All members of the college community are responsible for adhering to the dress code policy. Faculty and staff are expected to enforce this policy respectfully and consistently.

Non-Compliance:

Individuals not complying with the dress code policy will be asked to modify their attire or be

given a reasonable timeframe to do so. Continued non-compliance may result in disciplinary action according to the college's standard procedures.

Review and Amendments:

This policy will be reviewed periodically to ensure its relevance and effectiveness. Suggestions for amendments should be submitted to the Human Resources Office or Student Services.

PROGRAM DELIVERY

WCC has various program delivery methods and different programs are approved for different delivery modes. Some programs are completely in person, whereas most programs are offered in combined delivery mode and some online programs. The programs with combined delivery or online delivery may be synchronous or asynchronous. Students are encouraged to ensure that they are signing up for the delivery mode that best suits them. In the case of blended delivery (combined delivery), there will be a clear expectation from the student to come in person for various components of the program. The work experience for each program is in person. Students are required to arrange their own devices for attending the virtual/online classes. Students attending online/virtual classes are expected to have at least a minimum knowledge of using electronic devices, including laptops, and required programs to upload their assignments or navigate through the online learning platform.

ACADEMIC STANDING AND PROGRESSION

Policy Statement

At Western Community College (the College), students' academic performance and progress determine their academic standing and eligibility to continue in their program. Academic standing may be reviewed after each course or at the end of each term, depending on the program in which the student is enrolled (term based or cohort based). Students who do not meet the minimum academic standards may be placed on academic conditions or required to withdraw from the program.

Scope

This policy applies to all diploma and certificate programs offered at Western Community College (the College). It outlines the standards and procedures for monitoring and evaluating students' academic performance and progress throughout their studies. The policy ensures consistency and fairness in determining academic standing, applying academic conditions, and managing probation or withdrawal decisions across all programs. It is applicable to all students enrolled in full-time or part-time studies, regardless of mode of delivery or campus location.

Academic Standing and Progression in the program

Students are required to maintain satisfactory academic progress throughout their program. To progress in the program, students must:
- Achieve a minimum grade of **60%** in each course (**70%** in specific courses, as indicated in the course outline).
- Successfully complete all **coursework and assignments**.
- Successfully complete all **clinical experiences, practicums, or work experiences**, where applicable.

Based on their progress, students will be placed in one of the academic standing categories.

Satisfactory Academic Standing
Students achieving the required grades in the courses and successfully completing the required course work and work experiences will be considered to be in satisfactory Academic Standing.

Unsatisfactory Academic Standing
A student is considered to be in unsatisfactory academic standing at Western Community College if they fail to meet the requirements for satisfactory academic progress. This includes:

- Failing to achieve the minimum required grade of **60%** in a course (or **70%** in courses where higher standards are specified in the course outline).

- Failing to successfully complete required coursework or assignments.

- Failing to successfully complete clinical experiences, practicums, or work experiences, where applicable.

Students in unsatisfactory academic standing may be placed on academic probation and may receive an academic dismissal from the program, depending on the severity and frequency of the deficiencies, as determined in the following sections.

Academic Probation
A student whose grades fall below the pass percentage in one course (in the cohort-based programs) or through the mid-term in one or more courses in a term (in the term-based programs) will be automatically placed on academic probation.

Remediation/Academic Conditions and Progress:

The students on academic or clinical probation will get an opportunity to remediate their deficiencies and will be provided with academic support to perform better. In case they do not show any progress during probation, the students may end up failing or being dismissed from the program.

When a student is placed on academic probation, the student's progress will be closely monitored. The program instructor/program manager will offer additional support in terms of office hours or additional learning resources to the students.

<u>Academic Dismissal</u>

If the student fails to demonstrate any progress during academic probation and fails three courses in the program, the student will be dismissed. Similarly, if the student is unsuccessful in the work experience or placements in two attempts, the student will be dismissed.

<u>Exam Re-writes:</u>

Students may be allowed to re-write an exam due to academic failure or extenuating circumstances. Students are allowed to make a maximum of 2 attempts for an exam (meaning only one re-write) and not more than three courses in the program can be passed only through re-write of exams. Any approval for these re-writes or requests for accommodation must be made in writing through the registrar's office. An additional fee for exam re-writes may be applicable.

<u>Repeating Courses and Repeating Failed Courses</u>
A student who fails a course and cannot pass even through the exam re-write, must repeat the course with the next cohort or in the next term. Students may repeat a maximum of two failed (2) courses within their program. A student may not attempt the same course more than two (2) times unless prior arrangements have been made with the Dean of Programs. Failure to pass these repeat courses will result in academic dismissal of the student, and the student may have to repeat the entire program with re-entry/re-admission. An additional fee applies for repeating the courses.

<u>Clinical/Work Experience Failure:</u>

To successfully complete a work experience:
- All competency areas must meet or exceed expectations
- A final assessment must be submitted and evaluated

Students are permitted two attempts to complete a given placement. If a student fails twice, they will be dismissed from the program. Repeating of the work experience can be done in accordance with the Work Experience Policy. (SE-110-D) An additional fee applies for repeating the courses.

<u>Dismissal:</u>

1. Academic Dismissal: Students who fail to meet the requirements for academic progression and do not successfully remediate may be dismissed from the program.

2. Clinical/Work Experience Dismissal: Students who fail to meet clinical/work experience progression requirements and do not successfully remediate may be dismissed from the program.

3. Professional Conduct: Students who engage in unprofessional conduct or violate the program's code of ethics may be subject to dismissal.

Appeals

A student may appeal their academic standing when extenuating circumstances have contributed to the student's inability to meet the minimum required academic performance. 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.

Re-Admission

Students dismissed/withdrawn from a program and seeking re-entry into the program will have to go through the re-admission process of the college, that is initiated through the Registrar's Office.

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 the result of more than one graded assessment.

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 circumstances

MAXIMUM TIME TO COMPLETION

The maximum time that can be taken to complete a program is 1.5 times the actual duration of the program. Students who have not completed in the time required may be withdrawn from their program, unless the extension has been approved by the Registrar and Dean of Programs or student is able to provide proof of excenuating circumstances which lead to the delay in completion.

Successful completion of program is when the student has completed and passed all the theory courses of the program and also completed the Work Experience component with a "Satisfactory" or "Pass" grade.

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. The student services department at Western Community College offers an extensive array of services, including but not limited to:

- Academic Advising
- Peer Tutoring
- International Student Support
- Financial Aid
- Counselling Services
- Career services
- Housing Services
- Child Care
- IT Support
- Student Council Activities

Students may reach out to studentservices@wcc.ca to get more information about these services or to book an appointment with a coordinator.

Scott Road, Surrey BC

Unit 201 8318 120 St Surrey, BC V3W 3N4

Central Surrey Campus

Unit 900 13761 96 Ave, Surrey, BC V3V 0E8

Abbotsford, BC

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

South Surrey, BC

Unit 204, 15850 24 Avenue, Surrey, BC V3Z