



INTERNATIONAL STUDENT HANDBOOK



TABLE OF CONTENTS

MESSAGE FROM MANAGEMENT	3
STUDENT STATEMENT OF RIGHTS.....	4
CAMPUS GUIDELINES	5
COLLEGE CONTACTS.....	5
COLLEGE HOURS OF OPERATION	5
SCHOOL CLOSURES AND HOLIDAYS	5
SAFETY POLICY.....	6
PERSONAL SAFETY.....	7
ACCIDENT/INCIDENT INVESTIGATION STANDARD OPERATING PROCEDURE (SOP)	8
CODE OF CONDUCT	10
ADMINISTRATIVE POLICY	16
ACADEMIC GUIDELINES.....	17
ADMISSIONS POLICY.....	17
LANGUAGE PROFICIENCY POLICY.....	18
ATTENDANCE POLICY	18
CREDIT FOR PRIOR LEARNING (CPL) TRANSFER POLICY	20
ACTIVE PARTICIPATION AND ACADEMIC STANDING POLICY	21
ACADEMIC INTEGRITY AND MISCONDUCT POLICY	22
DISPUTE RESOLUTION POLICY	24
GRADE APPEAL POLICY.....	25
WITHDRAWAL POLICY	26
DISMISSAL POLICY	26
REINSTATEMENT POLICY	27
USE AND DISCLOSURE OF PERSONAL INFORMATION POLICY	28
RESPECTFUL AND FAIR TREATMENT POLICY	29
AUDIO AND VIDEO RECORDING POLICY.....	30
PHOTOGRAPHY AND MEDIA CONSENT POLICY	30
WORK EXPERIENCE POLICY	31
GRADUATION POLICY	32
ACADEMIC PROGRESSION & LEARNING SUPPORTS GUIDE	33
FINANCES.....	34
TUITION REFUND POLICY	34
INTERNATIONAL STUDENT SERVICES	37
SEXUAL MISCONDUCT POLICY.....	40
HUMAN RIGHTS AND HARASSMENT REPORTING AND COMPLAINT POLICY	43
STUDENT EMERGENCY & MEDICAL INFORMATION	45
STUDENT ACKNOWLEDGMENT OF HANDBOOK POLICIES	46
INTERNATIONAL STUDENT WAIVER	47

This handbook contains information about Avalon Community College policies and procedures, as well as information about community safety and support for students. Please take the time to read the Handbook thoroughly. If you have questions, please ask!



MESSAGE FROM MANAGEMENT

Welcome to Avalon Community College. Serving the community since 1982.

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

At Avalon Community College, our objective is to provide an exceptional educational experience that guides you toward your career goals. We believe in our students' abilities and ethics, and we are committed to providing them with all the tools, skills, and resources we can offer as a college and that they need to achieve their educational and career goals.

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

From all of us here at Avalon Community College, we wish you an incredible, successful journey with us.

Sincerely,

Chintan Purohit



STUDENT STATEMENT OF RIGHTS

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

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

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

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

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

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

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

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

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

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

For more information about the PTIRU and how to be an informed student, go to:

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



CAMPUS GUIDELINES

COLLEGE CONTACTS

Campus Telephone Number

(250) 824-1545

College Email

info@avaloncommunitycollege.ca

COLLEGE HOURS OF OPERATION

The Campuses are open as follows:

SURREY

Monday	8:00 AM – 5:30 PM
Tuesday	8:00 AM – 5:30 PM
Wednesday	8:00 AM – 5:30 PM
Thursday	8:00 AM – 5:30 PM
Friday	8:00 AM – 5:30 PM
Saturday	Closed
Sunday	Closed

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

SCHOOL CLOSURES AND HOLIDAYS

Avalon Community College is closed for the following Statutory Holidays:

Statutory Holiday	2025	2026
New Year's Day	January 1	January 1
Family Day	February 17	February 16
Good Friday	March 18	April 3
Victoria Day	May 19	May 18
Canada Day	July 1	July 1
BC Day	August 4	August 3
Labour Day	September 1	September 7
National Day for Truth and Reconciliation	September 30	September 30
Thanksgiving Day	October 13	October 12
Remembrance Day	November 11	November 11
Christmas Day	December 25	December 25

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

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



SAFETY POLICY

Avalon Community College is committed to providing a safe and healthy working and learning environment for all staff and students.

Procedure for Fire Safety:

1. The Campus Director is responsible for ensuring adequate fire suppression equipment is available as needed throughout the campus and that it is inspected by a qualified inspector at least annually.
2. The Campus Director is responsible for ensuring all employees receive safety training with respect to fire suppression and fire evacuation procedures during their orientation.
3. The Campus Director is responsible for preparing and posting emergency exit plans in each classroom at the campus, with the exit from that room specifically highlighted.
4. In the event of a fire emergency, the Campus Director or a designated staff member will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
5. In the event of a fire emergency, all staff and students are to evacuate the campus.
6. Instructors will escort their students to a designated meeting location and ensure that he or she take the class list with them. At the designated meeting location, the instructor will verify the students present against the attendance list for that day and will immediately notify the Director of Operations if anyone is missing.
7. The Campus Director or designate will act as liaison between fire officials and students/employees during the emergency. If necessary, the Campus Director will authorize school closure.
8. No student or employee will re-enter the campus until the fire officials have authorized re-entry.
9. Students will be advised of all safety procedures during their first day of class, and all emergency procedures will be posted throughout the campus.

Procedure for Earthquake Safety:

1. The Campus Director is responsible for ensuring adequate precautions are taken throughout the campus to ensure that injuries due to falling or unstable items during an earthquake are limited. This may include securing file cabinets to walls and providing lipped shelving for books or binders located at or above head level.
2. The Campus Director is responsible for ensuring all employees review earthquake and evacuation procedures during their orientation to the College.
3. The Campus Director is responsible for preparing and posting emergency instructions and emergency evacuation plans in each classroom at the campus, with the exit from that room specifically highlighted.
4. In the event of an earthquake emergency, all employees and students will take cover and remain under cover until the shaking stops.
5. When it is deemed safe to do so, all employees and students are to evacuate the campus.
6. Instructors will escort their students to a designated meeting location, ensuring that they take the class list with them. At the designated meeting location, the instructor will check the students present against the list of students in attendance that day and will immediately advise the Director of Operations if anyone is missing.
7. The Campus Director or designate will act as liaison between rescue officials and students/employees during the emergency. If necessary, the Campus Administrator and/ or Campus Director will authorize school closure.
8. No student or employee will re-enter the campus until the rescue officials have authorized re-entry.
9. The Campus Director and/or Campus Administrator will provide such further safety policies and procedures as are deemed necessary for program-specific safety issues.



PERSONAL SAFETY

Within the classrooms on this campus, you will find emergency exit maps indicating the closest exit to each classroom. If you have concerns about your personal safety while attending classes, please speak with the College Administrator and/or the College Director.

If you notice any areas of the campus that you feel are unsafe, please get in touch with the College Administrator and/or College Director.

The following tips and suggestions may help in ensuring your safety.

At home:

- Change the locks when you move into a new apartment.
- Use a deadbolt rather than just a safety chain.
- Know who is at your door before you open it.
- Ask for identification before letting someone into your house.
- Never let strangers into your house to use the phone. Offer to make the call for them and have them wait outside.
- If you receive a wrong number phone call, don't give out your name or phone number.
- If you receive an obscene phone call, hang up and call the police.
- In an apartment building, NEVER be alone in the laundry room.
- If you think someone is in your home, do not go in. Go to a neighbour's or a public area and call the police.
- If you see or hear anything suspicious, call the police.

While you are out:

- Always tell someone where you are going and when you expect to return home.
- If you are going on a first date or out with someone you don't know well, plan with someone you trust to check in once you are home.
- Travel with a friend if possible. Try to avoid going out alone.
- Carry only small amounts of cash and take only the credit cards you plan to use.
- Keep your purse closed and carry it across your body or keep an arm on it.
- Make sure to zip all pockets on your backpack. When in crowded places, on public transit, or on busy street corners, bring your backpack to the front and hold it.
- Pay attention to your surroundings and stay alert.
- If you are using earbuds, keep the music volume low so you can hear what is happening around you.
- Keep in mind when you are using your phone in public that other people can hear your conversation. Be cautious about the information you provide.
- Try NOT to go out alone at night.
- Avoid unfamiliar areas if possible.
- Don't walk near dark doorways or shrubbery. Don't use alleys or shortcuts.
- If you are driving, try to park only in lighted areas. Have your keys in your hand when returning to your car.
- Never leave your keys in the car. Never leave valuables in plain sight; lock them in the trunk.
- Always check your back seat before getting into your car.
- Always lock your door while driving or when parked.
- Keep your car in gear at stoplights or when stopped in traffic.
- Don't hitchhike or accept rides from strangers.
- Do NOT respond to comments from strangers on the street.
- If someone is following you, cross the street and walk into a business or other area where people are gathered.
- If you meet a new friend, exchange phone numbers but NOT addresses. Always meet in a public place and consider a daytime meeting rather than a nighttime one.
- Do not allow alcohol or drugs to impair your judgment. Always use in moderation. Be particularly careful of



street drugs. They may not be what you have been told.

- Always prearrange meeting times so you do not have to sit and wait alone.
- When walking, always keep a distance between you and other walkers. Don't let anyone get too close.
- When walking, if a car follows you, do NOT approach it. Turn around and walk in the opposite direction. Don't be afraid to yell for help.

Using Public Transit:

- Have your fare ready. Don't open your purse or wallet at a bus stop.
- During off hours, sit as near to the driver as possible.
- Keep your possessions in your lap.
- Pay attention. Don't sleep, clean out your pockets, or play on your phone. If you are reading or listening to music, look up and around periodically.
- If someone is bothering you, don't be afraid to tell the driver and move seats.
- If you are going to be out late, make sure you have cab fare.

Computer and Internet Safety

- Do not post anything defamatory about another student or bully others online
- When working on a project, save your work often
- Try not to pass along viruses or other malware. Be careful about what you share on Facebook
- Use virus detection programs and scan your computer for viruses often

ACCIDENT/INCIDENT INVESTIGATION STANDARD OPERATING PROCEDURE (SOP)

Purpose

This Standard Operating Procedure (SOP) outlines the steps for investigating accidents and incidents at the Avalon Community College. It ensures that investigations are conducted systematically and effectively to identify causes, implement corrective actions, and prevent future occurrences.

Scope

This SOP applies to all employees, students, volunteers, visitors, and contractors involved in accidents or incidents at the Avalon Community College premises or during college-sponsored activities.

RESPONSIBILITIES

Investigation Team

Investigation team members may include representatives from the Health and Safety Committee, the Human Resources Department, the Compliance and Regulatory Affairs Department, and other relevant departments. The Lead Investigator is designated by the Campus Director and/or Joint Health and Safety Committee and is responsible for overseeing the investigation process.

Reporting Party

Any manager or Health and Safety Committee Member on duty at the time of the occurrence is responsible for ensuring that the accident or incident is reported promptly. Employees/ Students are responsible for reporting accidents or incidents as soon as they occur.

PROCEDURES

Initial Response

Staff members are required to provide first aid and medical attention as needed and ensure that the area is safe and secure to prevent further incidents. They must also inform Security Services (if required), the Campus Director, a Health and Safety Committee member, or management of the accident or incident and contact emergency services if necessary.



Accident/Incident Reporting

The Campus Director, Joint Health and Safety Committee member or Manager will complete the Accident/Incident Report Form as soon as possible after the event. The report includes all relevant details such as date, time, location, individuals involved, and a description of the event. The report must be submitted to the Joint Health and Safety Committee within 24 hours of the accident or incident. The *Investigation Details* section (section 4) of the report must be completed by the Lead Investigator within 10 business days of the investigation's initiation. The Accident/Incident Report Form can be obtained from the reception desk or the designated Health and Safety area.

Investigation Process

The Lead Investigator will review the report and initiate the investigation. The investigation should start as soon as possible after the event to gather accurate information. The Lead Investigator will gather evidence related to the accident or incident. This may include:

- Witness statements
- Photographs or video footage
- Physical evidence (e.g., damaged equipment)
- Relevant documentation (e.g., maintenance records)

The Lead Investigator will also conduct interviews with individuals involved and any witnesses to obtain detailed accounts of the accident or incident.

Analysis

The investigation should include the analysis of the collected data to identify the root causes of the accident or incident. Contributing factors must be considered, such as equipment failure, human error, and environmental conditions. Any underlying issues that may have contributed to the event must be determined, such as a lack of training or procedural shortcomings.

Documentation

The Lead Investigator will fill out section 4. *Investigation Details* of the Accident/Incident Report outlining the findings, including the root causes, contributing factors, and recommendations for corrective actions. The report should also include recommendations for corrective actions to address identified causes and prevent recurrence, such as changes to procedures, additional training, or equipment upgrades. Section 4. *Investigation Details* of the Accident/Incident Report must be completed within 10 business days of the investigation's initiation.

Follow-Up

The action plan must be developed to implement the recommended corrective actions, set deadlines for completion and assign responsibilities. HSC is responsible for monitoring the effectiveness of the corrective actions, adjusting them as necessary, and conducting follow-up reviews to ensure that issues have been addressed.

Roles and Responsibilities

Employer

- Ensure that the Accident/Incident Investigation SOP is implemented and followed.
- Provide necessary resources and support for investigations.
- Review investigation reports and ensure corrective actions are implemented.

Leaders/Supervisors/Managers

- Ensure that accidents and incidents are reported and investigated according to this SOP.
- Cooperate with the investigation team and provide information and support as needed.

Employees/Students

- Report accidents and incidents promptly and accurately.
- Cooperate with the investigation team and provide information as requested.

Policy Revision

The Compliance and Regulatory Affairs Team, in conjunction with the Human Resources and Health and Safety Committee, will review this SOP annually. The SOP will be posted on the college's website and made available in accessible formats upon request.



CODE OF CONDUCT

The College community is composed of individuals with varied interests and diverse opinions. A student, by voluntarily joining the College, assumes responsibility for abiding by the standards that have been instituted according to our mission, processes, functions, and goals. To function properly, members must exhibit respect for the individual and collective rights of all those within the community.

Students who violate these principles or the rights of others are subject to disciplinary action in accordance with the Disciplinary Process. The College reserves the right to discipline any student it deems necessary to protect the safety and/or the integrity of the learning environment of the College.

Consideration For Others

Avalon Community College aims to provide the best possible learning environment for our students. We ask for cooperation in this endeavour. Please be considerate of fellow students to maintain a quiet learning environment and do not disturb other students. Please be especially considerate of students writing exams. Keep conversations to the social areas designated by the college.

Professional Communication

Avalon Community College students are expected to demonstrate professionalism in all forms of communication, including written, verbal, and digital correspondence.

In addition to academic writing and classroom dialogue, students are expected to use professional tone and discretion in digital formats such as email, messaging apps, and social media. Content shared online—even from personal accounts—may impact one's standing in the college or professional community.

Breaks And Break Area

Our campus has a Break Area. This designated area is there for students to utilize and enjoy. The Break Area provides an opportunity to enjoy refreshments, review notes and take a break from the workstation. Spill-proof beverage containers, as well as re-sealable water bottles, may be permitted at the workstation. If equipment is damaged due to a spill, the student to whom the beverage belongs will be held responsible for replacement and/or repair. NO food of any kind is allowed at workstations.

Please remember to take short breaks to maintain consistency in the learning process and prepare for the work environment. Please speak quietly so that other students will not be disturbed. Please keep the Break Area neat and tidy and throw out all personal refuse.

Recycling

Please place garbage and recycling in the proper bins that are provided. We are committed to reducing the amount of waste being sent to landfills. Your cooperation in this will be greatly appreciated.

Cancellation Of Classes

In-person classes are cancelled only in cases of public emergencies or extremely poor weather conditions, as these conditions are deemed to impact the safety of staff and students. In the event of early closure, the campus will make every effort to contact all students.

Emergencies

In case of fire, the alarm will sound continuously. Students must obey all college and other officials during emergencies. Please check the Evacuation Procedures posted at your campus for specific details. Students must leave the premises immediately and in an orderly fashion.

Report any hazards, accidents or injuries immediately to a college official. Help us keep the college healthy and safe for all users by reporting concerns immediately. We will make every reasonable effort to address the concern in a timely fashion.



Illness

During the winter months, it is very difficult to avoid coughs, colds and flu. If you are unable to attend your program, please contact the college early in the morning. Sponsored students should also contact their funding agency regarding their absence. Absenteeism of more than three (3) consecutive days will require a doctor's note. It is imperative that a doctor's note be submitted to your college for those being sponsored or through the Student Loans program.

Personal Property

Please note that Avalon Community College and its staff are not responsible for lost or stolen items. Please keep an eye on your personal belongings at all times and do not leave them unattended.

Scent-Free Environment

The college is a scent-free environment. We have a number of students and staff members who are sensitive to certain scents, causing them physical discomfort. We ask that all students and staff refrain from using perfume, cologne, scented hair products, scented deodorant, and heavily scented laundry detergent or fabric softener. Students may be asked to leave the campus, change or wash off the scent. Repeated offences will result in disciplinary action. Students asked to leave the campus will be required to log out of the attendance recorder and log back in upon return to the campus.

Cell Phones And Personal Data Devices

Cell phones and all other electronic devices must be turned off or set to vibrate mode while on campus. If there is an anticipated emergency situation, please advise the office before the start of the class. All cell phones must be kept on the silent function and should not be used for texting, as a calculator, etc. Any student who disrupts or interferes with a class, lab, or activity will be asked to turn off the device and possibly leave the class, lab, or activity. Vibrating/noise-making cell phones and in-class texting are distractions to other students and staff if the phone is on the workstation or you are texting and/or receiving texts continuously. Please respect fellow classmates and keep your cell phone from disturbing others. All conversations must be taken out of the classroom. Repeated offences will result in disciplinary action up to and including expulsion.

Digital Cameras And Cell Phone Cameras

The use of digital cameras and cell phone cameras in the lab area/classroom is not permitted. Please respect the rights of others when it comes to their privacy. Also, screenshots are not allowed as all material is protected by copyright. If you are experiencing difficulty with an examination, please alert your instructor, and he or she will direct you on how to properly create a screenshot should a Help Desk inquiry need to be made.

Internet Use

Your college has provided you with internet access to assist you in completing your course assignments. Please refrain from using these tools for your own personal use.



Minimal Technical Requirements

Before starting your studies, it is important to understand the minimal technical requirements necessary to participate effectively. These requirements are as follows:

- A desktop or laptop computer that meets the minimum system requirements:
- Processor: Intel Core i3 / AMD Ryzen 3 or equivalent
- Memory (RAM): 4 GB or higher
- Hard drive: 128 GB or higher (SSD recommended)
- Screen resolution: 1024 x 768 or higher
- Graphics card: Integrated graphics or a dedicated graphics card with 1 GB VRAM or higher
- Operating system: Windows 10, macOS, or Linux (depending on the course).
- Up-to-date web browser (Google Chrome, Mozilla Firefox, Safari, etc.)
- Internet connection: A reliable internet connection with a minimum speed of 10 Mbps for downloads and 5 Mbps for uploads
- Webcam (built-in or external) for video conferencing
- Microphone and speakers (built-in or external) for audio communication.

It is your responsibility as a student to ensure that you have access to the necessary equipment and resources to complete your studies online. This includes acquiring the appropriate hardware and software needed to participate in the online learning environment.

If you do not have access to the required technical resources, it is recommended that you consult with the college's technical support team for assistance at info@GranvilleCollege.ca. They will be able to provide guidance on how to obtain the necessary resources to complete your online studies.

Workstation Guidelines

With regard to your workstation, please follow these guidelines:

- All media presentation material is copyrighted material and, as such, cannot be removed from the classroom.
- Leave workstations clean and tidy. Allow sufficient time to tidy up and vacate the workstation for the next student.
- Please shut down the computer and turn off the screen before leaving for the day.
- Please obtain permission to remain at the workstation beyond your scheduled time. Requests for extra time are usually accommodated; however, relocation to another workstation may be necessary.
- Workstations are booked in 4-hour blocks. Should you wish to book additional time, please submit your request a minimum of 1 day prior to the day and time you wish to use the workstation, and we will do our best to accommodate the request.
- Please do not leave personal belongings at the workstation.
- For the health and safety of our staff and students, please put all outerwear in the designated location and not on the back of a chair, as this poses a trip and fall hazard for everyone. Also, please put all purses, backpacks, etc., under the desk to keep the aisles clear.

Due to the licensing of software, there may be instances when an instructor must relocate a student to another computer. We do our best to minimize this situation because we understand the inconvenience that results, but we ask for your cooperation in these instances.

We reserve the right to inspect, at any time, the computer display, hard drive, etc., that students are using. Such inspections take place only if there is reason to suspect an infraction of the rules. The appropriate officials will investigate the matter and, if circumstances warrant, proceed to investigate all work and files belonging to the student.

We cannot guarantee specific computers or workstations for any student.



Smoking

The college does not provide a smoking area or facility. Please ensure you follow the building requirements regarding designated smoking areas.

Student Dress Code

The College seeks to prepare students for the business world. While casual dress is acceptable, we encourage students to wear appropriate business attire. Unacceptable attire consists of, but is not limited to, ripped clothing, tank tops, midriff-baring clothing, flip-flops, loungewear, and offensive slogans on shirts. The College reserves the right to request any student wearing inappropriate attire to leave the premises. The student may return once they are properly attired. The determination of 'inappropriate attire' is at the sole discretion of the College. Students will be required to log out of the attendance recorder for this infraction and log back in upon return to the campus.

Telephone Calls

The College will only relay a message in cases of extreme emergency. Please inform the office at the college about any situation where we may be required to relay a message (e.g. serious illness in the family, daycare, etc.).

Guest Visitation and Responsibility

Guests are welcome on the Avalon Community College campus during regular administrative hours: Monday to Friday, 8:30 a.m. to 4:30 p.m. Students must accompany their guests at all times while on campus and are responsible for their conduct.

For visits outside regular public hours or for special circumstances (e.g., a campus tour for out-of-town family or guests), students must submit a guest request at least 10 business days in advance to the Campus Designate. Visits are only confirmed upon receipt of a confirmation email. All guests must check in at the front desk upon arrival and wear a visitor badge while on campus. Guests should not remain unattended or stay for extended periods unless part of an approved event or scheduled meeting.

Washroom Facilities

The College will have on-site washroom facilities or access to a common washroom area in a general place of business (e.g. an office tower or mall). Please keep the washroom area tidy. Don't forget any personal belongings when leaving the washroom area.

Respectful And Fair Treatment

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

Fitness To Attend

All Graville College students are expected to maintain an appropriate level of emotional stability and overall health to participate effectively in their studies.

If a concern arises regarding a student's fitness to attend classes:

- A written record of the concern will be prepared, and a follow-up will occur before the student is permitted to return to class.
- A meeting will be scheduled with the Campus Director or Designate.
- The student must meet any additional requirements determined necessary to continue attending classes.



Student Misconduct and Prohibited Conduct

Students are expected to uphold standards of conduct that contribute to a safe, respectful, and academically honest learning environment. Misconduct that endangers the health, safety, or educational environment of the College may result in immediate dismissal without access to the formal disciplinary process outlined in this handbook. Other forms of misconduct—including those related to integrity, financial obligations, and compliance with college rules—may result in disciplinary action depending on the nature and severity of the offence.

Behaviours that violate the Student Code of Conduct include, but are not limited to:

- Cheating, plagiarism, or other dishonest academic conduct, including the unauthorized use of artificial intelligence (AI) to generate work submitted for academic credit, assisting others in such acts, or submitting assignments that are not one's own.
- Providing false or misleading information to Gravelle College staff or instructors at any point before or during enrolment or in the course of one's studies.
- Forgery, alteration, or unauthorized use of any college document, record, form, or identification, including transcripts, medical records, financial documents, or student IDs.
- Unauthorized access to Gravelle College systems or platforms, including using another individual's login credentials, accessing restricted files, or tampering with learning management systems, email accounts, or student records.
- Tampering with or disrupting computing systems, such as introducing malware, altering configurations, interfering with system operations, or engaging in unauthorized downloading, copying, or sharing of copyrighted or college-owned materials.
- Improper use of Gravelle College's technology and internet resources, including for commercial activity, political advocacy, or viewing/distributing obscene, pornographic, or sexually explicit materials while on campus or using college equipment.
- Theft, attempted theft, vandalism, or destruction of property belonging to Gravelle College, its staff, students, or guests.
- Unauthorized possession, duplication, or use of keys, access cards, or credentials to enter Gravelle College spaces or facilities.
- Unauthorized entry into classrooms, labs, offices, or restricted areas outside of scheduled or approved times.
- Physical violence or assault, including hitting, pushing, or threatening bodily harm to any student, staff member, or visitor.
- Verbal abuse, yelling, or making degrading, threatening, or intimidating remarks toward any individual on campus.
- Bullying, intimidation, coercion, or stalking, including repeated unwanted contact or interfering with someone's ability to study or work.
- Harassment of any kind, including sexual, physical, verbal, visual, or electronic conduct, as well as inappropriate jokes, gestures, or comments.
- Discriminatory or exclusionary behaviour, including racism, xenophobia, homophobia, sexism, or other expressions of bias, whether direct or implied.
- Use of language or humour based on negative stereotypes, even if not intended to offend, where reasonably considered inappropriate in a professional academic environment.
- Being under the influence of alcohol, cannabis, or illegal substances while on campus or participating in any Gravelle College activity.
- Possession, use, sale, or distribution of illegal drugs, drug paraphernalia, unauthorized prescription medication, or cannabis-based products on Gravelle College premises or during college-sponsored activities.



-
- Failure to obtain approval for the use of medical cannabis on campus, or use of such substances in a way that compromises safety or learning.
 - Smoking or vaping in areas not designated for such activity.
 - Possession or use of weapons, replicas, explosives, hazardous chemicals, or other dangerous items on Graville College property.
 - Engaging in or facilitating hazing or initiation rituals that demean or endanger individuals physically or mentally.
 - Self-endangering behaviour, including threats or attempts of self-harm that disrupt the campus environment or compromise community safety.
 - Disruption of academic or administrative functions, including classes, exams, workshops, or college operations through noise, behaviour, or interference.
 - Unauthorized use of electronic devices, such as phones, smart watches, or recording equipment, during classes or evaluations without instructor consent.
 - Disorderly conduct, including loud behaviour, fighting, horseplay, or inciting others to engage in disruptive activities on campus.
 - Participation in or promotion of activities that undermine the safety, order, or public image of Graville College, whether on or off campus.
 - Failure to comply with a reasonable directive from Graville College personnel acting within the scope of their responsibilities.
 - Insubordination or overt defiance toward instructors, administrators, or other members of the college.
 - Refusal or failure to verify one's identity when requested by Graville College staff in the course of official business.
 - Failure to pay tuition or resolve other financial obligations within the timeframes outlined by the college after receiving formal notice.
 - Abuse or manipulation of the student disciplinary process, including providing false testimony, withholding information, or attempting to influence an investigation.
 - Retaliation, intimidation, or harassment of individuals involved in disciplinary proceedings or complaint processes.
 - Interference with any student conduct hearing, investigation, or official meeting, including disruptive behaviour or refusal to participate when required.
 - Failure to comply with disciplinary sanctions or conditions imposed by the College.
 - Assisting, encouraging, or enabling others to violate the Student Code of Conduct.
 - Bringing unauthorized visitors into classrooms, labs, or other academic settings without prior staff approval.
 - Allowing a guest to engage in misconduct while on Graville College premises; students are responsible for the conduct of their visitors.
 - Use of profane, aggressive, or offensive language, whether directed at an individual or disruptive to the campus environment.
 - Wearing inappropriate attire, including clothing with obscene, suggestive, or offensive language or imagery.
 - Posting or distributing materials on campus without approval, including content that is defamatory, misleading, or otherwise objectionable.
 - Engaging in extortion, blackmail, or coercion for personal gain or to pressure others.
 - Tampering with emergency equipment, including fire alarms, extinguishers, exits, or failing to evacuate during drills or emergencies.
 - Making bomb threats, false emergency reports, or other conduct intended to cause panic or disruption.



- Violating federal, provincial, or municipal laws while on Graville College premises or during college-sponsored activities.
- Any other conduct, whether explicitly stated or not, that compromises the safety, operations, academic integrity, or reputation of Graville College.
- The possible consequences of any misconduct will depend on the nature and severity of the misconduct. If provincial or federal laws have been broken, charges will be laid.

Consequences Of Misconduct

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

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

The above list is not intended to be progressive, and we reserve the right to impose the penalty we deem appropriate. Documentation of any disciplinary action will form part of the student's confidential administrative file. If deemed appropriate, and depending on the situation, sponsoring agencies and the student loans department will be informed.

ADMINISTRATIVE POLICY

This policy ensures clarity in processing transcript and administrative requests while maintaining reasonable timelines and costs.

Transcript Requests and Charges:

1. Unofficial Transcripts:
 - Fee: \$20 per request.
 - Frequency: Can only be issued once every 30 days at the regular price. Requests made within 30 days of the last issue are subject to express processing fees of \$35.
2. Official Transcripts:
 - First Request: Free of charge.
 - Reprints: \$20 for each additional request.
3. Additional Administrative Fees:
 - Graduation Credential Reprint: \$20 per request.
 - Program Change Administrative Fee: \$100 per request.
 - Confirmation of Status Letter: \$10 per request.
 - Exam/Test Rewrite Fee: \$200 per exam or test.
4. Processing Times:
 - Standard Processing: All transcript requests are processed within 5 business days.
 - Express Processing: Urgent requests require a minimum of 2 business days for processing and are subject to the express processing fee.

Students can submit requests for transcripts, administrative services, or related inquiries by emailing students@granvillecollege.ca. Please refer to the policy outlined above for applicable fees, processing times, and other details.

Requests will be processed as per the guidelines mentioned.



ACADEMIC GUIDELINES

ADMISSIONS POLICY

Avalon Community College is committed to enrolling students who meet clearly defined program admission criteria, including all academic standards and regulatory requirements. The College is dedicated to supporting students in achieving their educational and career goals.

Suitability for training is determined based on the admission requirements approved by the Private Training Institutions Regulatory Unit (PTIRU), as well as through a structured admissions process designed to assess readiness for the demands of the program.

ADMISSION REQUIREMENTS

General Admission Requirements

- High school graduation

OR

Mature Admission Requirements

- 19 years of age before starting class; and
- Entrance Evaluation (English and Math – A score of 60% on each component must be achieved for entry into the program)

Procedure:

1. The Admissions Representative will meet with the prospective student in an interview, either in person, by telephone or through an online video meeting to discuss the program of interest.
2. Once a prospective student has decided on a program of study, the Admissions Representative will review the admission criteria for the selected program of study with the student and gather all pertinent and required documentation evidencing that the student has met all requirements. A copy of each document will be placed in the student's file. Please refer to the specific program outline for the detailed admission requirements for each program.
3. Prospective students whose first language is not English must provide the College with a completed language proficiency test showing the student has attained the acceptable level of English proficiency, as set out in the College's Language Proficiency Policy. Kindly refer to the program outline for the detailed list of acceptable language tests.
4. Once it is established that the student has met all admission requirements:
 - a. The Admissions Representative will prepare and review the enrolment contract and all relevant policies with the student.
 - b. The Admissions Representative will discuss financial arrangements for payment of tuition and other fees.
 - c. The student will be asked to pay a non-refundable registration fee.
5. Once the enrolment contract has been properly executed, the student will receive the following:
 - a. A fully signed copy of the enrolment contract, including a copy of the Program Outline.
 - b. A Student Handbook containing all pertinent policies and procedures.



LANGUAGE PROFICIENCY POLICY

Students whose first language is not English, in addition to the admission requirements listed above, must also meet one or more of the following language proficiency requirements:

- Completion of grades 9-11, including English 11 with a grade of 'C' or higher from a country where English is one of the principal languages, **OR**
- Completion of 2 years of full-time post-secondary education at an accredited institution where English is the language of instruction. See **Appendix A** for the list of approved countries. **OR**
- Provide verified results for one of the English language proficiency tests listed below. Test results must be dated no more than two years before the start date of the program.
 - International English Language Testing System (IELTS) Academic: overall score of 5.5 or higher.
 - Canadian Academic English Language (CAEL) Test: overall score of 40 or higher
 - Duolingo English Test (DET): overall score of 95 or higher
 - Test of English as a Foreign Language (TOEFL) IBT: Minimum overall score of 46
 - Canadian English Language Proficiency Index Program (CELPIP):

Minimum overall score: Listening 6, Speaking 6, Reading 5, and Writing 5.

- Pearson Test of English (PTE) Academic: Minimum overall score of 43
- Cambridge English Qualifications: B2 First exam (FCE): Minimum overall score of 160 or "C"
- Cambridge Linguaskill: Minimum overall B2 level
- LANGUAGECERT Academic: Minimum overall B2 level
- The Michigan English Test (MET): Minimum overall B2 level
- iTEP Academic: Minimum overall score of 3.5
- EIKEN: Minimum placement of Grade Pre-1

ATTENDANCE POLICY

Avalon Community College expects students to attend classes regularly and to be punctual throughout their program of study. This includes participation in all scheduled lectures, labs, classroom activities, quizzes, tests, and examinations. Weekly academic support sessions with assigned instructors are also strongly recommended to enhance learning outcomes.

Minimum Attendance Requirements

Students must meet the minimum weekly attendance requirements set by the Ministry and StudentAid BC and outlined in their enrolment documents. Regardless of funding source, all students are required to attend at least 20 hours per week to remain in compliance with the Provincial Act.

A student will be withdrawn from the College if they:

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

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



Attendance Recording and Reporting

Instructors will record attendance at the start of each class using the Attendance Sheet provided by the College, and this information will be reported daily to the Director of Academics and/or Campus Designate. Students with third-party funding may have additional attendance requirements.

Student Responsibility for Absences

Students are expected to notify their instructor or College administrative staff in advance—or as soon as possible—if they will be absent or late. All missed time **must be made up**, and students are responsible for completing any assignments, tests, labs, or exams given during their absence.

Absences of three or more consecutive days require documentation:

- **Illness:** A doctor's note confirming the illness.
- **Compassionate reasons:** Supporting evidence, such as a funeral service order.

Excused absences may include illness, serious illness of a close family member, death of an immediate family member, accident, acute or preventative medical appointments, court appearances, funerals, or other unforeseen circumstances making attendance impossible. Written proof is required for all excused absences. All absences, whether excused or unexcused, are recorded. Some externally regulated programs may have their own attendance standards in addition to this policy.

Attendance Warnings

The College uses the following staged warning process before withdrawal:

1. **First Warning – Early Intervention:** Issued within three consecutive days of falling below the required weekly attendance, after one week of consecutive absences, or upon reaching **10% total absences** in the program.
2. **Second Warning – Urgent Notice:** Sent after 1.5 weeks of consecutive absences, two consecutive weeks below 60% course load, or upon reaching **15% total absences**.
3. **Final Warning / Pending Withdrawal:** Delivered at the end of the second consecutive week of absence, at the end of the third consecutive week below 60% course load, or upon reaching **20% total absences**.
4. **Withdrawal Notice:** Issued immediately once withdrawal criteria are met under external or internal policy.

The College may place a student on probation if there is a pattern of poor attendance, particularly when combined with poor academic performance or failure to maintain course completion dates.

Work Experience / Clinical Placement Attendance

Attendance at all scheduled work experience or clinical placement hours is mandatory. Students cannot miss placement time without prior approval and valid justification.

Third-Party Funding Requirements

Some students may be subject to additional attendance rules imposed by their funding provider or a regulatory body. Poor attendance may affect eligibility for financial assistance, certification, or licensing. In some cases, the College may be required to provide progress or attendance reports to a funding provider, which will be placed in the student's Administrative File. Students who do not meet attendance requirements may lose eligibility for continued financial assistance.



CREDIT FOR PRIOR LEARNING (CPL) TRANSFER POLICY

This policy outlines the criteria and procedures under which students may receive academic credit for previously completed formal education at recognized institutions. It is intended to support a transparent and consistent process aligned with post-secondary academic standards.

This policy applies to students seeking credit for formal, transcript-supported learning completed at Avalon Community College or other recognized post-secondary institutions. It applies to individuals who previously withdrew from a program—whether at Avalon Community College or another recognized institution—provided that the relevant courses were successfully completed, as well as to graduates who wish to apply previously completed coursework toward the requirements of a different program. Avalon Community College does not recognize or grant credit for experiential or non-formal learning.

Students may be granted **Credit for Prior Learning (CPL)** where it is demonstrated that the previously completed course is equivalent in content and level to an Avalon Community College course. Only formal, accredited coursework is considered. All credit must be documented by official transcripts and supported by course outlines or institutional catalogues.

Policy Provisions

- Applications for CPL must be submitted at the time of initial enrolment in an Avalon Community College program.
- Approved credits will be noted on the student's Avalon Community College transcript, and the program duration and tuition will be adjusted accordingly.
- Applicants must provide an official transcript verifying successful completion of the relevant course(s), along with a catalogue description or course outline that demonstrates equivalency in content to an Avalon Community College course.
- Only full subject credits are granted. Partial course credit is not awarded under any circumstances. Additionally, credits cannot be granted for practicum placements, internships, or work experience components, even if they were part of a previously completed program. All credit transfers must correspond to full academic courses that meet the content, instructional hours, and assessment requirements outlined in this policy.
- The assessment criteria require that each course considered for credit must have been completed with a minimum **final grade of 75%** and must closely align with the corresponding Avalon Community College course in both content and learning outcomes.
- A maximum of **three (3) courses** may be transferred toward completion of an Avalon Community College program, unless otherwise approved by the Campus Director or Designate.
- Credit transfer may not exceed **50% of the total program hours**, unless the program leads to a regulated occupation, and the applicable regulatory authority permits a higher percentage of credit recognition.
- Courses must have been completed within the **past two (2) years** to be considered for credit.

Exceptions and Appeals

- In exceptional circumstances, the Campus Director or Designate may approve credit outside of standard provisions. Where applicable, students may be required to complete a challenge exam to demonstrate that their prior coursework meets the learning outcomes of the corresponding Avalon Community College course.
- Students may appeal denied applications or decisions regarding credit through the regular Avalon Community College dispute resolution process.

Responsibility, Review, and Distribution

The Campus Director or Designate is responsible for the implementation and ongoing administration of this policy. The policy shall be reviewed periodically and revised as necessary to ensure alignment with academic standards, regulatory requirements, and institutional needs. It must be communicated clearly to all prospective and current students at the time of admission and made publicly available through appropriate institutional materials.



ACTIVE PARTICIPATION AND ACADEMIC STANDING POLICY

Avalon Community College requires all students to adhere to institutional policies regarding active participation and academic standing. Failure to meet these standards may affect eligibility for funding from external agencies and could result in disciplinary action or dismissal.

Satisfactory Academic Standing

- Students must complete all approved program requirements within the designated study period and follow the Program Plan.
- Attendance at all scheduled classes, completion of all assignments and assessments, and ongoing academic progress are required.
- At least 60% of a full-time course load must be completed each study period to maintain StudentAid BC eligibility.
- Students who fail courses may need to repeat them, subject to program or regulatory restrictions.
- Missed or failed requirements due to absence are documented and could lead to disciplinary action or expulsion.

Active Participation Requirement

- Ongoing, full-time attendance and engagement in all components, including lectures, labs, practicums, and online activities, are mandatory.
- Students must:
 - Attend at least 80% of scheduled instructional hours for each course or module.
 - Not be absent for two consecutive calendar weeks (Sunday to Saturday).
 - Attend at least 12 hours per week (60% of a 20-hour week) over any three consecutive weeks.
 - Complete all mandatory work experience placements and maintain ongoing progress.
 - Report absences to Student Services and instructors in advance or within 24 hours, with supporting documentation (e.g., doctor's note).

Monitoring and Verification

- Attendance is recorded daily and monitored by administration.
- Online and combined delivery participation is tracked via the Learning Management System (LMS).
- Records must be valid and free of irregularities; unauthorized logins, access from unapproved devices or locations, and third-party activity will trigger compliance review.
- Students are required to keep cameras on during all synchronous (live) sessions. Failure to do so may be treated as non-participation.
- Students may be required to verify identity during assessments via photo ID, real-time, or proctored verification; refusal is treated as non-compliance.
- Discrepancies or irregular patterns may result in progressive discipline, including warnings, suspension of access, or dismissal.

StudentAid BC Requirements

- Students must maintain full-time enrolment and satisfactory progress for StudentAid BC funding.
- The College must notify StudentAid BC of withdrawal, dismissal, failure to maintain attendance, or early/unapproved completion.
- These actions may result in funding cancellation, conversion of grants to loans, or loss of interest-free status.
- Refunds, where applicable, use the last day of attendance (LDA), following Private Training Regulation and the College's Tuition Refund Policy.



Consequences of Non-Compliance

- The College may:
 1. Issue a written warning.
 2. Place the student on probation with specific conditions.
 3. Dismiss the student in accordance with the Dismissal Policy.
 4. Report status to StudentAid BC and PTIRU as required.

Student Responsibilities

- Inform the College of any changes to academic/personal circumstances affecting participation.
- Notify StudentAid BC about marital status, income, employment, program status changes, and contact information.
- Remain responsible for responding to StudentAid BC instructions and repaying all funding received.

Date of Withdrawal (Last Day of Attendance, LDA)

- The LDA marks when a student ceases to be recognized as such by the College.
- A student is withdrawn if:
 - Absent for 14 consecutive calendar days (10 study days).
 - Failing to meet participation or academic standards.
 - Submits written notice of withdrawal or is dismissed for non-compliance.
- The dismissal date is the last day of full-time attendance.

Compliance Statement

- This policy fulfills requirements under the Private Training Regulation (BC Reg. 466/2004 as amended), PTIRU directives, and StudentAid BC policies for designated institutions.

ACADEMIC INTEGRITY AND MISCONDUCT POLICY

Commitment to Academic Integrity

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

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

Roles and Responsibilities

- Instructors must inform students of academic integrity expectations on the first day of classes and provide guidance on proper citation, referencing, and use of sources.
- Students are responsible for understanding and following academic integrity requirements. If unclear, students must seek clarification from their instructor or Faculty Advisor before submitting work.

Academic Misconduct – Definitions

Cheating

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

- Using unauthorized aids during exams, tests, or projects (e.g., calculators, phones, notes, books, electronic devices, photocopied or AI-generated materials) without explicit permission.
- Copying or attempting to copy from another student's work or allowing another student to copy from yours.
- Submitting another person's work as your own or providing your work for someone else to submit as theirs.
- Unauthorized communication with another student during an examination.
- Presenting yourself as another student for a class or examination.



- Submitting the same work, or part of the same work, for credit in more than one course without prior written permission from the instructors involved.
- Gaining, or attempting to gain, unauthorized access to an examination or test.
- Falsifying, altering, or misrepresenting academic records or information on college forms.

Plagiarism

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

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

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

Other Academic Misconduct

Other examples include, but are not limited to:

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

Group Work

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

Reporting and Investigation

Initial Action

If an instructor suspects academic misconduct, including plagiarism:

1. The instructor will take all reasonable steps to prevent academic misconduct in their courses and, if observing suspicious behaviour (e.g., copying, collusion) during an examination, will immediately warn the student(s).
2. The instructor will meet privately with the student to explain the concern and confirm it in **writing within 30 days** of discovery, maintaining complete confidentiality and ensuring no other students are made aware of the incident.
3. The instructor will advise the student not to submit any further work until the matter has been reviewed.
4. The instructor will clearly identify in writing which part(s) of the student's work are being reviewed, attaching or referring to relevant materials as evidence.
5. The Director of Academic Programs will be notified immediately.



Investigation Outcome

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

Sanctions for Academic Misconduct

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

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

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

Instructor Responsibilities in Misconduct Cases

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

DISPUTE RESOLUTION POLICY

Avalon Community College is committed to providing an environment where students can raise concerns and have them resolved in a respectful, transparent, and timely manner. This policy applies to all current Avalon Community College students and students who were enrolled up to 30 days prior to the submission of a written concern.

All student complaints must be submitted in writing and may be delivered by email, in person, or by registered mail. Students may be accompanied by a support person or be represented by an agent or lawyer at any stage of the process. Anonymous complaints will be taken seriously and reviewed to identify potential systemic or repeated issues. Avalon Community College will investigate such matters to the extent possible based on the information provided. However, only complaints submitted by a named individual will be formally reviewed and processed under this policy. Students will not face any retaliation for submitting a complaint. There are no fees for students to access this dispute resolution process.

Informal Resolution

Students are encouraged to resolve concerns informally before initiating a formal complaint. The student should first raise the issue with the individual most closely involved, such as an instructor or staff member. If the issue remains unresolved, the student should escalate the matter to the relevant program administrator or supervisor for further review.

Formal Complaint Process

If the concern cannot be resolved informally, the student may initiate the formal complaint process by submitting a written complaint to the following individual:



Campus Director

Chintan Purohit

Email: Chintan.Purohit@avaloncommunitycollege.ca

The written complaint must include:

- A clear description of the concern
- Date(s) of occurrence
- Names of relevant parties
- Any supporting documentation
- The resolution sought

Within **five (5) business days** of receiving the written complaint, the Campus Director or Designate will acknowledge receipt and arrange a meeting with the student to discuss the matter. Following this meeting, the Director of Academic Programs or Designate will carry out any necessary inquiries, which may include consulting with relevant staff or other individuals involved, in order to assess the concern thoroughly. A formal written response will be provided within **fifteen (15) business days** of the initial complaint submission. If the complaint is not substantiated, the response will include a clear explanation. If it is substantiated in whole or in part, the institution will outline a proposed resolution. A copy of the complaint, the institutional response, and any supporting documentation will be retained in the student's file for a minimum of three (3) years.

Appeal

If the student is not satisfied with the resolution provided, they may submit a written appeal **within five (5) business days** of receiving the decision. The appeal should be directed to the Senior Educational Administrator (SEA) and must clearly explain the reason for the disagreement, along with any supporting documentation the student wishes to provide. Upon receipt, the Senior Educational Administrator or Designate will review the appeal and issue a final written decision within **five (5) business days**. A copy of the final decision will be placed in the student's file and, if applicable, in the institutional Student Conduct File. The college will make every effort to ensure that the full process, including any appeal, is completed within thirty **(30) calendar days** of receiving the written complaint.

External Complaint Process

If the student remains dissatisfied and believes they were misled about a significant aspect of the program or institutional operations, they may contact: **Private Training Institutions Regulatory Unit (PTIRU)**
www.privatetraininginstitutions.gov.bc.ca.

Important: Complaints must be filed **within one year** of the date the student completes, withdraws from, or is dismissed from the program. Students may be represented by an agent or lawyer when filing a complaint with PTIRU.

GRADE APPEAL POLICY

Avalon Community College provides an opportunity for students to appeal grades in a fair and equitable manner. The policy applies to all College students who are currently enrolled or were enrolled 30 days prior to submitting a notice of grade appeal to his/her instructor.

Procedure for Grade Appeal:

1. If a student is not satisfied with a grade assessed on an assignment or test, the student must provide a written statement of their concerns to the instructor who assessed the grade within 5 days of the grade assessment. The statement should set out the reasons for disputing the grade and include copies of any relevant evidence the student wishes to submit and have considered. Please note, grades will not be adjusted for compassionate reasons or unexcused absences.
2. The instructor will reconsider or remark the assignment/test based on the criteria of the assignment/test and will provide the student with a written determination, setting out the reasons which led to both the original grade and any re-marked grade, if applicable. Instructors are to provide students with their



determination within 3 business days of receipt of the student's grade appeal statement.

3. If the student is still not satisfied with the instructor's determination, the student should submit a formal written grade appeal, together with all relevant supporting documents to the Campus Administrator and/or Campus Director within 3 business days.
4. Upon receipt of the written grade appeal, the Campus Administrator and/or Campus Director will meet with the student to review the original assignment/test and all relevant supporting documentation (including the written determination of the instructor). The Campus Administrator and/or Campus Director may also meet with the instructor to conduct a re-marking of the assignment/test.
5. The decision of the Campus Administrator and/or Campus Director will be provided to the student in writing within 3 business days of receipt of the written complaint by the Campus Administrator and/or Campus Director. All decisions of the Campus Administrator and/or Campus Director with respect to the grade appeal will be considered final.

WITHDRAWAL POLICY

Avalon Community College's Withdrawal Policy is intended to provide guidance for students wishing to withdraw from a program of study at the College.

Procedure

1. Any student wishing to withdraw from a program of study must submit a written notice of withdrawal (together with any supporting documentation) to the Department in person, by email or by registered mail. The notice of withdrawal must clearly state the date on which the student intends to withdraw.
2. International students providing a copy of a refusal of study permit are considered to have withdrawn for the purposes of this policy.
3. The College will follow its Tuition Refund Policy in calculating any refund due to a student who withdraws.
4. The College will refund fees paid for course materials that have not been delivered to the student.
5. Students withdrawing from study must return any related equipment or supporting materials which have not been paid for by the student immediately upon withdrawal from their program of study.
6. Equipment and/or materials must be returned in original condition as issued.
7. Failure to return all equipment and materials in its original condition will result in a deduction for reasonable replacement costs of the equipment or material from any refund payable to the student. If no refund is due to the student, the institution will issue an invoice to the student for reasonable replacement costs of the equipment or materials or any unpaid tuition in accordance with the Tuition Refund Policy.

DISMISSAL POLICY

Avalon Community College expects students to meet and adhere to the rules and regulations of the College and its Code of Conduct (as set out in the College's Respectful-Fair Treatment Policy) while completing a program of study. Failure to adhere to the College's rules, regulations and/or code of conduct may result in dismissal or disciplinary actions.

Procedure for dismissal or disciplinary measures:

1. All concerns relating to a student's conduct/misconduct shall be directed in writing to the Campus Administrator or the Campus Director. Concerns may be brought by staff, students, instructors, or the public.
2. The Campus Administrator and/or Campus Director will arrange to meet with the student to discuss the complaint within 5 business days of receiving notice of the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Campus Administrator or Campus Director will meet with the student as soon as possible.



3. Following the meeting with the student, the Campus Administrator or Campus Director will conduct any further investigations deemed necessary to determine whether the complaint is substantiated, in whole or in part.
4. Any necessary inquiries or investigations shall be completed within 5 business days of the initial meeting with the student.
5. Upon completion of all inquiries and investigations the Campus Administrator or Campus Director will provide the student with a written determination with respect to the complaint. In the event a student wishes to dispute a written determination; the dispute shall be resolved in accordance with the College's Dispute Resolution Policy.
6. In the event the complaint has been substantiated, the Campus Administrator and/or Campus Director may:
 - a. Give the student a written warning, a copy of which will be signed and acknowledged by the student and placed on the student's file.
 - b. Set a probationary period with conditions which must be fulfilled or demonstrated. During a probationary period, a student's conduct will be monitored by the Campus Administrator and/or Campus Director. Any notice of a probationary period will be signed and acknowledged by the student and placed in the student's file.
 - c. Relocate the student to another class.
 - d. Dismiss the student from the program of study. In the event of a dismissal, the Campus Administrator and/or Campus Director will provide the student with a written notice of dismissal, which will include a calculation of any refund that may be due under the Tuition Refund Policy. Any refund deemed to be owed under the Tuition Refund Policy shall be delivered to the student within 30 days of the date of the notice of dismissal. In the event the student owes tuition or other fees to the College at the time of the dismissal, the Campus Administrator and/or Campus Director may undertake collection of the amount owed, forthwith upon dismissal.
 - e. Request immediate payment or compensation in the event of any physical damage caused by the student to the College's equipment or facility.

REINSTATEMENT POLICY

Reinstatement at Avalon Community College is not guaranteed and is subject to the sole discretion of the Campus Director or Designate. Requests for reinstatement will be evaluated based on the student's previous academic and conduct record, as well as the time elapsed since their last date of attendance.

Eligibility Requirements

- Reinstatement must occur within one (1) year of the student's official withdrawal or dismissal date.
- If the student is re-entering the same program and their previously completed academic components remain substantially aligned with the current curriculum, they may receive credit for those components without submitting a separate CPL application or following the standard CPL Policy. A CPL application, in accordance with the College's CPL Policy, is only required if the student seeks credit for coursework completed at another institution or if the coursework is no longer eligible for automatic reinstatement credit.
- The student must meet all current institutional admission requirements, including academic prerequisites, language proficiency (if applicable), and program-specific criteria.
- All required supporting documentation must be resubmitted in accordance with the most recent version of the program outline.
- The student must agree to and sign any terms of reinstatement outlined by the Campus Director or Designate.
- The student must comply with all current policies and procedures of Avalon Community College.
- Reinstatement is permitted only once. Students who have already been reinstated and subsequently withdrawn or dismissed again are not eligible to reapply for reinstatement. They must apply as new



applicants and may request CPL credit for previously completed coursework, provided it remains eligible under the CPL Policy and was completed within two (2) years of the new enrolment date.

- Exceptions to the above requirements may be granted at the discretion of the Campus Director or Designate in exceptional circumstances.
- Students may appeal a denied reinstatement decision through Avalon Community College's standard dispute resolution process.

Reinstatement for Externally Regulated Programs

For programs delivered under external curriculum, reinstatement decisions must follow applicable policies. These policies may differ from standard Avalon Community College provisions and are available to students upon request.

Upon Approval of Reinstatement

- Previously completed coursework at Avalon Community College will be recognized without requiring a CPL application, provided it remains current and substantially unchanged.
- Internal college academic records, such as an unofficial transcript or progress report, are sufficient proof of course completion if they include the course completion date and the grade received. These records must be issued or verified by an authorized Avalon Community College staff member. An official transcript is required only when the student is applying for CPL.
- Where a CPL application is not required for reinstatement, the CPL calculator must still be used internally to ensure accurate credit allocation and to support the Student Support Department during the reinstatement process.
- If tuition fees were previously paid in full, no additional fees will be charged for reinstatement, provided the student returns within one (1) year of their official withdrawal or dismissal date. Any tuition already paid will be applied toward the remaining program balance, if applicable.
- The student must sign a new Student Enrolment Contract reflecting the updated program structure and completion date.
- The student may be asked to demonstrate currency of knowledge and satisfy any updated admission or program requirements.
- Avalon Community College does not guarantee the immediate availability of all course components. Where immediate enrolment in a required module is not possible, every reasonable effort will be made to support the student's progress, including alternate delivery methods where available.

Policy Oversight

This policy is administered by the Campus Director or Designate and shall be reviewed periodically to ensure consistency with Avalon Community College academic policies, CPL regulations, and operational requirements. The policy shall be made available to all prospective and returning students and included in the relevant student materials.

USE AND DISCLOSURE OF PERSONAL INFORMATION POLICY

Avalon Community College collects, uses, retains, and discloses information in accordance with the Personal Information Protection Act ("PIPA"). The College may share and disclose personal information within the institution to carry out its mandate and operations. Information, in aggregate form only, may also be used for research purposes and statistics.

The College may also disclose a student's personal information under the following circumstances:

1. The College obtains written consent from the student.



2. The College is required to disclose personal information by law.
3. The College is required to share personal information with Citizenship and Immigration Canada, as necessary for the purposes of an International Student program and in accordance with applicable provincial privacy legislation.
4. Student files are maintained in accordance with the College's Records and Information Management Policy and procedures.

RESPECTFUL AND FAIR TREATMENT POLICY

Avalon Community College is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

While on the College's premises or in the course of activities or events hosted by the College, Avalon Community College expects students to meet and adhere to the code of conduct while completing a program of study. The College is a community of students and staff who are involved in learning, teaching, and other activities. In accordance with the code of conduct, all staff and students are expected to conduct themselves in a manner that promotes a positive learning environment. Students are expected to follow the College's code of conduct as set out below and are responsible for reading and understanding the Code. Failure to fulfill these responsibilities may result in dismissal or disciplinary action.

Disciplinary measures:

1. All concerns relating to a student's conduct/misconduct shall be directed in writing to the Campus Administrator or the Campus Director. Concerns may be brought by staff, students, instructors, or the public.
2. The Campus Administrator and/or Campus Director will arrange to meet with the student to discuss the complaint within 5 business days of receiving notice of the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Campus Administrator or Campus Director will meet with the student as soon as possible.
3. Following the meeting with the student, the Campus Administrator or Campus Director will conduct any further investigations deemed necessary to determine whether the complaint is substantiated, in whole or in part.
4. Any necessary inquiries or investigations shall be completed within 5 business days of the initial meeting with the student.
5. Upon completion of all inquiries and investigations, the Campus Administrator or Campus Director will provide the student with a written determination with respect to the complaint. In the event a student wishes to dispute a written determination, the dispute shall be resolved in accordance with the College's Dispute Resolution Policy.
6. In the event the complaint has been substantiated, the Campus Administrator and/or Campus Director may:
7. Give the student a written warning, a copy of which will be signed and acknowledged by the student and placed in the student's file.
8. The campus Administrator or Campus Director will meet with the students as soon as possible.
9. Following the meeting with the student, the Campus Administrator or Campus Director will conduct any further investigations deemed necessary to determine whether the complaint is substantiated, in whole or in part.
10. Any necessary inquiries or investigations shall be completed within 5 business days of the initial meeting with the student.
11. Upon completion of all inquiries and investigations, the Campus Administrator or Campus Director will provide the student with a written determination with respect to the complaint. In the event a student wishes to dispute a written determination, the dispute shall be resolved in accordance with the College's Dispute Resolution Policy.
12. In the event the complaint has been substantiated, the Campus Administrator and/or Campus Director may:



- a. Give the student a written warning, a copy of which will be signed and acknowledged by the student and placed in the student's file.
- b. Set a probationary period with conditions that must be fulfilled or demonstrated. During a probationary period, a student's conduct will be monitored by the Campus Administrator and/or Campus Director. Any notice of a probationary period will be signed and acknowledged by the student and placed on the student's file.
- c. Relocate the student to another class.
- d. Dismiss the student from the program of study. In the event of a dismissal, the Campus Administrator and/or Campus Director will provide the student with a written notice of dismissal which will include a calculation of any refund which may be due under the Tuition Refund Policy. Any refund deemed to be owed under the Tuition Refund Policy shall be delivered to the student within 30 days of the date of the notice of dismissal. In the event the student owes tuition or other fees to the College at the time of the dismissal, the Campus Administrator and/or Campus Director may undertake collection of the amount owed, forthwith dismissal.
- e. Request immediate payment or compensation in the event of any physical damage caused by the student to the College's equipment or facility.

AUDIO AND VIDEO RECORDING POLICY

Students are not permitted to record any class, lecture, or meeting (audio or video) without prior authorization from the instructor. If recording is approved—or required as part of a course—the instructor will provide clear expectations regarding use, storage, and confidentiality (including downloading, retention, and deletion). Recording may also be permitted as an approved accommodation for students with disabilities or in extenuating circumstances. In these cases, alternative learning arrangements will be made where necessary to meet accommodation needs.

Recordings must never be distributed, shared, or disseminated—either publicly or privately—without verbal and/or written consent from the instructor or speaker.

Requests to record must be submitted directly to the instructor and Campus Designate at least 10 business days prior to the scheduled class or meeting. Students who misuse recordings or breach this policy may be subject to disciplinary action, up to and including dismissal from the college.

In accordance with federal accommodation policies, students with documented disabilities may be permitted to record class content for personal academic use. These recordings are intended to supplement the student's notetaking and must be deleted at the end of the semester. Students must inform Avalon Community College at the initial stage of application about any accommodations needed (subject to approval). By enrolling at Avalon Community College, all students, faculty, and guests understand that

such recordings may occur when accommodations are in place. Any questions or concerns regarding this policy may be directed to the Academic Office.

PHOTOGRAPHY AND MEDIA CONSENT POLICY

Avalon Community College reserves the right to photograph, video, or audio record students and staff for educational, promotional, or institutional purposes. Attendance at Avalon Community College facilities, events, or classrooms constitutes consent for such use.

Suppose a student or faculty member prefers not to be included in promotional materials. In that case, a written opt-out request must be submitted to the Campus Designate not later than **10 business days** in advance to the Campus Designate and marketing representative for a specific event.



WORK EXPERIENCE POLICY

Where a work experience placement is part of a program, completion of the placement is a required part of the program of study in which the student obtains practical skills relevant to the learning objectives of the program.

Successful completion of the work experience placement is a graduation requirement.

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

1. For programs that include a practicum, students must complete each course/module in the program with a mark of 70% or higher before being placed in a practicum.
2. For programs that include a cooperative placement, students must have successfully completed all program components and have attended a minimum of 80% of classroom sessions included in the program before being placed in a cooperative placement.
3. In addition to the specific requirements outlined in sections 1 and 2 above, all students must meet all of the following conditions before being placed in a work experience placement:
 - a. Complete and receive a passing grade on all assignments for the program up to the date of the work experience placement.
 - b. Complete and receive a passing grade on all quizzes, tests and examinations up to the date of the work experience placement.
 - c. Return all borrowed items to the College.
 - d. Successfully complete a work experience placement interview.
4. The process by which the student will be placed in a work experience is as follows:
 - a. The student must have the Ready for Work Experience (whether Practicum or Co- Op) form signed by the instructor.
 - b. The student must successfully complete a work experience placement interview.
 - c. Once a placement is agreed upon, the student, the work experience host organization, and a College Representative must sign the Work Experience Agreement.
5. The College, the student and the host organization, will enter into a written agreement detailing each party's responsibilities and the activities the student will undertake during the work experience. A copy of the agreement will be provided to the student before the start date of the work experience.
6. The process by which the student will be evaluated in relation to the work experience component is as follows:
 - a. The College will monitor the student's attendance at the work experience placement by contacting the placement host weekly to gather information on the student's attendance during that week.
 - b. The College will assess the student's progress in meeting learning objectives, by providing the host organization a standardized evaluation survey for completion at the mid-point and at the end of the work experience placement.
 - c. The completed evaluation survey will be retained as a part of the student record.
 - d. The student must attain an overall positive evaluation from the host organization in order to be eligible for graduation.
7. The student will be provided with at least one written evaluation in relation to the work experience component.



GRADUATION POLICY

In order to graduate, students must have met all terms and conditions of the Enrolment Contract.

Procedure:

1. Students must:
 - a. Achieve a passing mark on each course within the program of study as set out in the Program and Course Outlines;
 - b. Students whose program of study includes a Work Experience Placement must have successfully completed the entire Work Experience Placement.
 - c. Have paid all fees and tuition owing under the Enrolment Contract.
 - d. Have returned all items borrowed from the College.
 - e. Have paid all outstanding fines for items borrowed from the College.
 - f. Provide the College with updated contact information in order that the College may contact them after graduation.
2. Once all the above-noted requirements have been met, the College will process the student's transcripts and other relevant graduation documents.



ACADEMIC PROGRESSION & LEARNING SUPPORTS GUIDE

Avalon Community College is committed to supporting student success through clear progression standards and accessible learning supports. These guidelines outline the resources, expectations, and procedures that help students maintain satisfactory progress and complete their program.

These supports apply to all students enrolled in any Avalon Community College program, including those with practicum or work experience components.

ACADEMIC PROGRESSION SUPPORT

- Academic Advising & Program Planning
 - The Senior Education Administrator (SEA) provides guidance on academic progression, course expectations, and plans to address academic difficulties.
 - The Education Coordinator assists students in understanding program structure, course sequencing, and graduation requirements.
- Attendance Monitoring & Early Intervention
 - Attendance is monitored daily.
 - Early Intervention Notices are issued when concerns arise.
 - Follow-up meetings may be scheduled to help students stay on track.
- Progress Reviews & Probation
 - A student may be placed on Progression Probation if they:
 - Fail or repeat a course
 - Fall behind timelines
 - Demonstrate repeated attendance issues
 - Are at risk of not meeting practicum/graduation benchmarks
- Practicum / Work Experience Support
 - Students receive readiness support.
 - Progress is monitored during placements.
 - Instructors and coordinators provide feedback and support.

LEARNING SUPPORTS

- Academic Support Sessions
 - Weekly academic support sessions are available.
 - Instructors offer additional help during office hours or by email.
- Learning Accommodations
 - Students with documented needs may receive assistance on a case-by-case basis.

STUDENT SERVICES SUPPORT

- Student Services provides:
 - Attendance guidance
 - Scheduling assistance
 - Support navigating academic and administrative processes
- Settlement & Community Supports (International Students)
 - Connections to:
 - Settlement services
 - Cultural supports
 - Housing and transportation resources
 - Mental health services
 - Banking and financial literacy resources
- Career Development Support
 - Career Services assists with:
 - Resumes and cover letters
 - Interview preparation
 - Job search strategies
 - Transition to employment
- Student Responsibilities
 - Students are expected to:
 - Attend all classes
 - Complete coursework on time
 - Communicate early when challenges arise
 - Participate in recommended supports
 - Follow their program plan



FINANCES

TUITION REFUND POLICY

Approved Programs – In-class, Combined Delivery, or Synchronous Distance Delivery	Refund Due
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> 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):	
<ul style="list-style-type: none"> 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):	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> After the program start date, and after more than 10% but before 30% of instruction hours have been provided. 	Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> 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):	
<ul style="list-style-type: none"> 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):		
<ul style="list-style-type: none"> Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. 		100% tuition and all related fees, other than application fee.
Approved Programs – Solely Asynchronous Distance Delivery		Refund Due
Before program start date, institution receives a notice of withdrawal:		
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> 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):		
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> Student has completed no more than 10% of the program 		Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> Student has completed 50% or more of the program 		No refund due

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



Approved Programs – All Delivery Methods	Refund Due
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none">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	
<ul style="list-style-type: none">The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control.	100% tuition and all related fees, other than application fees

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



INTERNATIONAL STUDENT SERVICES

Campus Student Services

Granville College has designated staff members to assist students while attending the college. Students can seek assistance from the below individuals:

- **Campus Director:** Chintan Purohit - Oversees campus operations.
- **Senior Education Administrator:** Justyna Matracki - Assists students with academic progression and conflict resolution.
- **Student Services:** Harsh Sharma – Assists with student attendance.
- **Financial Aid Advisor:** Bella Li - Provides support for budgeting and student funding options.
- **Career Services Coordinator:** Mehak Sakhuja - Offers resources for job-seeking and career development after graduation.

Services Available to International Students

Granville College provides assistance and resources to international students. These include resources and information on:

- Newcomer supports and settlement services (e.g., MOSAIC, S.U.C.C.E.S.S., ISSofBC).
 - MOSAIC: <https://www.mosaicbc.org/>
 - S.U.C.C.E.S.S.: <https://successbc.ca/>
 - ISSofBC (Immigrant Services Society of BC): <https://issbc.org/>
- Community cultural services.
 - City of Vancouver Cultural Services: <https://vancouver.ca/people-programs/connections-arts-and-culture.aspx>
 - City of Surrey Arts & Culture: <https://www.surrey.ca/arts-culture>
- Accommodation and transportation guidance (local transit: TransLink, student housing platforms).
 - TransLink (local transit): <https://www.translink.ca>
 - Student Housing Platforms (example Canadian College Housing): <https://canadiancollege.com/es/housing-in-vancouver>
- Banking in Canada.
 - CIBC (Canadian Imperial Bank of Commerce) – Apply for FREE unlimited student banking plan here
 - Scotiabank – Apply for FREE unlimited student banking plan and earn free movies here
 - RBC (Royal Bank of Canada) – Apply for FREE student banking plan in Canada here
 - TD (Toronto Dominion) – Apply for a FREE student banking plan here
- Community counselling and mental health support.
- College life, expectations, and orientation.

Newcomer Community Supports

Health and Safety

Granville College actively maintains a safe campus environment. All students, faculty, and staff share responsibility for safety and are required to follow established procedures and report hazards or incidents to the appropriate campus representative.



Studying in British Columbia

Study Permit:

International students are required to apply for a study permit through Immigration, Refugees and Citizenship Canada (IRCC). Visit: <http://www.cic.gc.ca/english/study/index.asp>

Work Permit:

International students may be eligible for part-time work during studies; post-graduation work permit (PGWP) eligibility in BC varies by institution and program. Private colleges are not generally eligible for PGWP unless specifically designated. For current work permit information, visit: <http://www.cic.gc.ca/english/study/work.asp>.

Health Care Insurance (MSP):

- All international students in BC with study permits valid for six months or longer must apply for BC's Medical Services Plan (MSP) upon arrival.
- There is a waiting period (balance of the arrival month plus two months) before MSP coverage starts; private insurance is required in the interim.
- MSP is mandatory unless formally opted out with valid reasons. For more info: <https://www2.gov.bc.ca/gov/content/health/accessing-health-care/health-fee-international-students>
- Institutions may also offer extended health and dental insurance via student unions or third-party providers (e.g., Guard.me, StudentCare).

Housing

International students are responsible for securing accommodations. Institutional housing may be limited; many use off-campus resources such as:

- Places4students.com - <https://www.places4students.com/>
- Canada Homestay Network - <https://canadahomestaynetwork.ca/>
- RentSeeker.ca: <https://www.rentseeker.ca/>
- University Living - <https://www.universityliving.com/>
- Arbutus Residences - <https://arbutusresidences.com/>
- GEC Living - <https://gecliving.com/>
- Airbnb - www.airbnb.com/ca
- Casita - <https://www.casita.com/>
- Nestpick - <https://www.nestpick.com/>

Getting Around

Metro Vancouver's transportation network, serving residents and visitors with public transit, major roads, bridges and Trip Planning.

It is one of the easiest and convenient ways to travel and includes:

- Skytrain
- Canadairline
- Bus
- Seabus

You can find out about the options that are best for you here: <https://www.translink.ca/>

Compass Cards

Compass Cards are convenient, reloadable fare cards that can be used when taking transit within Metro Vancouver. Compass Cards can be loaded with Stored Value, or with prepaid passes (such as Monthly and DayPasses).



How Compass Card Works

- Tap your card on the reader when entering buses, HandyDART, and at the gates when entering and exiting SkyTrain stations or SeaBus terminals.
- The fare is automatically deducted from the stored value on your card.
- Monthly Pass and DayPass riders tap in to validate their prepaid journey.
- You cannot pay for two fares on the same journey with one card — each rider needs their own form of payment. You can use the Stored Value on your Compass Card to purchase a Compass Ticket for another rider at a Compass Vending Machine (CVM).

Childcare

Surrey Childcare Options

Kids & Company Surrey Professional Centre
13737 96 Ave Unit 303, Surrey, BC V3V 0C6
Phone: +1 778-293-1004

Website: <https://kidsandcompany.com/locations/surrey-professional-centre/>

Young Dreamers Childcare Centre , Surrey-BC
15749 92 Ave, Surrey, BC V4N 3C3
Phone: +1 778-881-7211

Surrey City Childcare | Trusted Licensed Daycare in Surrey
12250 100 Ave, Surrey, BC V3V 2X1
Phone: +1 778-378-5437

Junior Einsteins Academy - Preschool and Daycare in Surrey BC
10787 128 St, Surrey, BC V3T 2L1
Phone: +1 604-719-1171

Child Care Options CCRR
13583 81 Ave #101, Surrey, BC V3W 3V8
Phone: +1 604-572-8032
Website: <https://www.options.bc.ca/program/child-care-options-resource-referral/>

Bonnycastle Montessori Daycare Inc
14630 107A Ave, Surrey, BC V3R 1V1
Phone: +1 604-670-7234
Website: N/A

Central City Junior Kindergarten | Licensed Preschool & Early Learning in Surrey
14333 104 Ave, Surrey, BC V3T 0E1
Phone: +1 604-771-6825

Guildford Child Care Centre
10553 148 St, Surrey, BC V3R 3X7
Phone: +1 604-589-5437

Cyrus Childcare Centre
14672 108a Ave, Surrey, BC V3R 1W7
Phone: +1 778-956-6291

Cedar Grove Childcare Centre
10326 144 St, Surrey, BC V3T 4V3
Phone: +1 604-584-2311

Guildford Gardens Daycare
14921 107A Ave, Surrey, BC V3R 1V3
Phone: +1 604-339-7052

For local information, refer to institution website or contact International Student Services for personalized support.



SEXUAL MISCONDUCT POLICY

Purpose and Commitment

Avalon Community College is committed to providing a safe, respectful, and supportive environment for all students, instructors, and staff. Sexual misconduct in any form will not be tolerated. This policy addresses both prevention and response to sexual misconduct, and it applies to all members of the institutional community.

The institution is committed to:

- Preventing sexual misconduct through awareness, education, and clear rules of conduct.
- Responding promptly, fairly, and effectively to all complaints and reports of sexual misconduct.
- Ensuring that complainants are supported and that respondents are treated with fairness.

This policy will be provided to all students prior to the start of their program. It will be posted prominently on the institution's website, displayed in campus reception areas, and included in student materials.

Definitions

Sexual misconduct includes, but is not limited to:

- Sexual assault
- Sexual exploitation
- Sexual harassment
- Stalking
- Indecent exposure
- Voyeurism
- the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video
- The attempt to commit an act of sexual misconduct
- The threats to commit an act of sexual misconduct

Employee sexual misconduct also includes:

- Any sexual relations, touching, or remarks of a sexual nature by an employee toward a student, or by a student toward an employee, where it constitutes a criminal offence, a violation of the Human Rights Code, or a breach of institutional policy.
- Reprisals or threats of reprisals for rejecting sexual advances.

Prevention Measures

The institution will:

- Provide students and employees with education and training on sexual misconduct prevention and response.
- Require instructors, staff, and administrators to maintain professional boundaries with students.
- Require external organizations hosting students (e.g., practicum sites) to confirm compliance with applicable human rights and workplace safety legislation.

Distinction Between Complaint and Report

Complaint: A disclosure of sexual misconduct where the individual seeks support, resolution, or accommodation, but does not request a formal investigation.

Report: A formal notification requesting that the institution take action, which may include investigation and disciplinary measures.

A student may make a complaint without being required or pressured to file a report.

Process and Timelines

The institution will follow the process and timelines set out in its Dispute Resolution Policy to ensure that all complaints and reports of sexual misconduct are addressed promptly, fairly, and within established timeframes.

Complaint Procedure (Informal)

Any student may submit a complaint in writing to the designated campus contact (see Section 11 – Contact



Information). Complaints may also be received by a Designate if the primary contact is unavailable.

Complainants will be provided with:

- Options for resolution.
- Access to academic or safety accommodations (e.g., class changes, extensions, alternative study methods).
- Referrals to counselling and community supports.

Report Procedure (Formal)

Any student or employee may file a report in writing with the designated contact. Upon receipt of a report, the institution will:

1. Determine whether an investigation should proceed and if the complainant wishes to participate.
2. Decide who will conduct the investigation, based on the seriousness and parties involved.
3. Consider whether immediate referral to the police is required.
4. Implement interim measures as appropriate (e.g., suspension, schedule changes, restricted access).

Investigation Process

If an investigation is initiated:

- The complainant and respondent may have a support person present.
- The investigator will:
 - Interview the complainant to document the full allegation.
 - Inform and interview the respondent, providing a full opportunity to respond.
 - Interview witnesses and review relevant evidence.
- Both parties will receive reasonable updates during the process.
- At conclusion, the decision-maker (Campus Designate or Designate) will review all evidence, determine whether sexual misconduct occurred, and decide on disciplinary measures.

Disciplinary Measures

If misconduct is found, the institution may impose:

- Verbal or written warnings
- Suspension of an employee or student
- Expulsion of a student
- Termination of employment (mandatory for serious employee misconduct)
- Restrictions on access to premises or services
- Referral to law enforcement where applicable

For employees terminated due to sexual misconduct, re-employment at the institution is strictly prohibited.

Confidentiality

All information related to complaints and reports will remain confidential except where:

- There is an imminent risk of self-harm or harm to others.
- Legal reporting obligations apply.
- Procedural fairness requires disclosure.

Protection from Reprisal

It is a violation of this policy to retaliate against, or threaten retaliation against, anyone who makes a complaint, files a report, provides evidence, or participates in an investigation.

False complaints made in bad faith may also result in disciplinary action.



Contact Information

Designated Contact(s):

- Name: Chintan Purohit
Email: chintan.purohit@avaloncommunitycollege.ca
Address:
Suite 600 & 700 – 549 Howe Street
Vancouver, BC, Canada V6C 2C2

13402 – 104 Avenue, 2nd Floor
Surrey, BC V3T 1V6
- Name: Jessica Dennie
Email: jessica.dennie@aoltoronto.com
Phone number: (416) 969-8845

External supports, such as BC Sexual Assault Centres and crisis lines, are listed below.

HealthLinkBC

- **Call** 811 toll free in B.C., 24 hours every day
- Easy access to non-emergency health information and services
- **Translation services** in over 130 languages on request
- **For deaf and hearing-impaired** assistance (TTY), call 711.
- www.healthlinkbc.ca

Crime Victim Assistance Program

- **Call toll-free in B.C.** at 1-866-660-3888 or **Email:** cvap@gov.bc.ca

Helpline for Children

- Call 310-1234 (no area code required), 24 hours every day, to report a person under 19 who needs protection to the Ministry of Children and Family Development
- To use the TTD (Telephone Device for the Deaf), call 1-866-660-0505

VictimLink BC

- VictimLink BC is a toll-free, multilingual, confidential telephone service available across B.C. and Yukon 24 hours a day, 7 days a week that provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence.
- **Contact VictimLink BC** at 1-800-563-0808 (toll-free in B.C. and Yukon). Call **TTY** at 604 875-0885; to **call collect**, please call Telus Relay Service at 711.
- **Text** to 604 836-6381. Or **Email:** VictimLinkBC@bc211.ca
- www.victimlinkbc.ca

Policy Review

This policy will be reviewed annually to ensure compliance with relevant legislation and to maintain its effectiveness in protecting students.



HUMAN RIGHTS AND HARASSMENT REPORTING AND COMPLAINT POLICY

At Avalon Community College every student and member of our learning community has the right to dignity, respect, and equality. This policy provides a clear framework for reporting, investigating, and resolving incidents of harassment and discrimination, in alignment with the British Columbia Human Rights Code and PTIB-regulated student policies.

Scope

This policy applies to all students, employees, faculty, contractors, and visitors at Avalon Community College.

Definitions

- **Discrimination:** Differential or unfair treatment based on protected characteristics under the BC Human Rights Code, such as race, gender, sexual orientation, disability, religion, age, marital status, ancestry, or ethnic origin.
- **Harassment:** Unwelcome verbal, physical, or visual behavior that offends, humiliates, or intimidates, creating a hostile or unsafe environment, in accordance with Section 8 of the BC Human Rights Code.
- **Retaliation:** Any adverse action taken against an individual for reporting discrimination or participating in an investigation, prohibited under Section 43 of the BC Human Rights Code.

Reporting and Complaint Procedures

- **Informal Resolution:** Students are encouraged to speak with an instructor or administrator for direct resolution, if comfortable.
- **Formal Complaint:** Written complaints should be submitted to the Campus Director at the contact information below:

Avalon Community College – Vancouver:

Address: 549 Howe St Suite 600 & 700,
Vancouver, BC V6C 2C2

Phone: [\(604\) 683-8850](tel:6046838850)

Avalon Community College – Surrey:

Address: 13402 104 Ave 2nd floor, Surrey, BC
V3T 1V6

Phone: [\(604\) 771-0254](tel:6047710254)

The submission must include:

- A clear description of the incident(s)
- Dates, times, and locations
- Names of individuals involved
- Any supporting evidence or documentation

The complainant will receive an acknowledgment within five (3) business days, along with a summary of the next steps and the estimated timeline for resolution.

Please consult the college's full Student Complaint Resolution Policy for comprehensive procedures, timelines, and form templates.

- Complaints must include a description of the incident, involved parties, dates, and any evidence. The college will respond within five business days, outlining next steps consistent with PTIB dispute resolution requirements.

Investigation and Resolution

- All formal complaints will be investigated by impartial personnel trained in procedural fairness, in accordance with PTIB and BC Human Rights Tribunal guidelines.
- Interim protective measures may be implemented where safety is a concern.
- Written findings will be provided to both the complainant and respondent. Should results be unsatisfactory, guidance will be provided on escalating matters to the British Columbia Human Rights Tribunal.



Accountability and Enforcement

- Violations of this policy may result in disciplinary action including verbal/written warning, suspension, or expulsion for students; and termination for staff or contractors—per PTIB standards for student and employee policies.
- Individuals can file complaints with the British Columbia Human Rights Tribunal within one year of the alleged incident.

Training and Awareness

- Mandatory training will be provided to all new students and staff as part of onboarding. Refresher sessions will be scheduled regularly as required by PTIB best practices.



STUDENT EMERGENCY & MEDICAL INFORMATION

Student Name: _____ Student Program: _____

Student Phone Number: _____ Student Email Address: _____

Student Mailing Address: _____

EMERGENCY CONTACT

Name _____
Phone Number _____
Relationship _____

EMERGENCY CONTACT

Name _____
Phone Number _____
Relationship _____

MEDICAL CONDITIONS

Do you have any medical conditions? (I.E., should the College be aware of allergies)?

☐ Yes

☐ No

Please specify:

Are you currently taking any medications?

☐ Yes

☐ No

Please specify:



STUDENT ACKNOWLEDGMENT OF HANDBOOK POLICIES

As a student of the Avalon Community College, it is your responsibility to review and understand all policies, procedures, and expectations outlined in the Student Handbook. These policies are in place to ensure a respectful, professional, and supportive environment for all students and staff.

The policies, procedures, rules and regulations outlined in this Student Handbook are currently in effect at the College at the time of this publication. The College reserves the right to revise and/or change these policies, procedures, rules and regulations, either individually or collectively, at any time when it deems such revision to be in the best interest of the College and its students.

Students will be notified of changes via postings on campus. All such revisions and/or changes to policies, procedures, rules and regulations, either individually or collectively, supersede those outlined in this handbook.

By signing this agreement, you acknowledge that:

- You have received, read, and reviewed the Avalon Community College Student Handbook in full.
- You understand and agree to comply with all policies, guidelines, and expectations contained in the Handbook.
- You understand that failure to follow these policies outlined in the Handbook may result in disciplinary action, up to and including suspension or dismissal from the program.
- You agree to seek clarification from an Avalon Community College staff member if you have any questions regarding these policies.

STUDENT ACKNOWLEDGMENT

I hereby confirm that I have read and understand the contents of the Avalon Community College Student Handbook. I agree to abide by all policies and procedures outlined and understand the importance of always maintaining a professional and respectful learning environment.

Student Name (Printed): _____

Student Signature: _____

Date: _____

College Staff Name (Printed): _____

College Staff Signature: _____

Date: _____



INTERNATIONAL STUDENT WAIVER

STUDENT FIRST NAME: _____ STUDENT LAST NAME: _____

YOUR CONDITIONS AS A STUDY PERMIT HOLDER IN CANADA

As a study permit holder, there are a few conditions you need to meet. If you don't meet these conditions, you may lose your student status and study permit. You may also have to leave Canada.

A study permit holder is allowed to work off-campus up to 20 hours a week when enrolled in a full-time program and if they meet the other eligibility requirements. If the program is part-time, or you have concluded your attendance, you are not permitted to work off-campus. Study Permit holders are not permitted to attend online-only programs (also known as distance learning) as their primary activity in Canada.

You cannot leave your studies unless you're taking an authorized leave approved by the College. The College is obligated to report your unauthorized absence to IRCC immediately.

On the IRCC website, you can see more information about these conditions:

<https://www.canada.ca/en/immigration-refugees-citizenship/services/study-canada/study-permit/prepare-arrival/study-permit-conditions.html>

POST-GRADUATION WORK PERMIT (PGWP) ELIGIBILITY

Granville College, as a private institution, is **NOT** eligible for the Post-Graduation Work Permit (PGWP).

WORK OPPORTUNITIES AND IMMIGRATION

The College does not **guarantee employment or matters related to immigration.**

VISITORS AND WORK PERMIT HOLDERS ELIGIBILITY

Only valid study permit holders can enrol and complete programs that are more than 6 months in length. If you are a visitor or a work permit holder, you must apply and receive your new study permit before you can commence your program of study at our schools across Canada.

LEGAL ADVICE

Any legal advice with respect to study or work permit applications as well as the immigration process must be addressed with IRCC directly or an immigration consultant and/or lawyer registered with The College of Immigration and Citizenship Consultants (CICC).

ACKNOWLEDGMENT

By my signature below, I understand and acknowledge that I have been duly informed of the above and I am obliged to act in accordance with these policies.

Student: _____ Date: _____

Admissions Representative: _____ Date: _____

If under the age of 18:

Parent/Guardian Name: _____

Parent/Guardian Signature: _____ Date: _____