

STUDENT
HANDBOOK
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Mission, Vision & Academic Goals

At Arbutus College, our mission is:

To offer quality education that integrates communication and professional skills and prepares graduates for success in the global workplace.

Our vision is:

To create a dynamic learning community where students from diverse professional and cultural backgrounds can prepare for the challenges of the new economy. A strong skill set that combines business, communication and computer technology expertise is essential in today's global marketplace.

Our students are able to individualize their learning plans and goals to successfully acquire and expand their skills in the areas of high labour market demand. As a result, they graduate as true professionals with superiorly developed communication skills.

Our programs, courses and project work are designed to assist the student in pursuit of their business careers.

Our academic goals are:

- To provide students with unique programs and training that are essential in today's global marketplace, and their chosen careers;
- To develop programs of study which are current, relevant and that will contribute to life-long learning and career success;
- To offer an array of programs that provides the skills required by students at different stages of their career goals, from language programs to degree programs;
- To actively work with reputable post-secondary institutions in Canada and abroad to develop partnerships to facilitate articulation agreements on behalf of students;
- To promote excellence in teaching and learning by fostering academic, research and cultural needs of students, faculty and staff, and
- To provide students with a rich multicultural environment and with the skills necessary to perform critical thinking and analysis to succeed in their careers with an openness to new ideas and different cultures.

Student Support Resources

College Director

collegedirector@arbutuscollege.com

The College Director provides information on education requirements and options, monitors academic progress, helps students understand policies and procedures and directs students to campus resources. In addition, the College Director resolves any academic concerns.

The College Director also guides Co-op eligible students, while enrolled and after graduation, in preparing for your entry into your field of study. (Remember, if you are an international student, your Co-op placement is regulated by Canadian Immigration.)

Contact your College Director:

- For new student orientation
- To discuss classroom concerns
- To discuss graduation requirements
- If you are interested in participating on the Student Association
- If you are interested in becoming a Student Ambassador
- To find out about the next Graduation Ceremony
- To register for the Co-op workshops
- To approve Co-op placements
- To submit your monthly Co-op report
- To ensure you are meeting your Co-op requirements
- If you are an alumni and want to stay connected
- If you want to volunteer on campus

Student Advisor

studentadvisor@arbutuscollege.com

If you have any questions about your student record, you need to see the Student Advisor. The Student Advisor also provides information on education requirements and options, monitors academic progress, helps students understand policies and procedures and directs students to campus resources.

Contact your Student Advisor:

- For confirmation of enrolment documents
- If you have attendance record concerns
- To request certificates and diplomas
- To request transcripts
- If there is something wrong with your transcripts
- To register for courses
- To arrange for tutoring
- To change or withdraw from courses
- To discuss extension requests
- To discuss vacation requests
- If you were sick and have a doctor's note
- To set academic goals and action plans
- For your graduation checklist

Student Accounting

myinfo@arbutuscollege.com

If you need to make a payment to the College or have questions about your payment plan, contact Student Accounting.

Contact your Student Accounting:

- To make a tuition payment
- To get a statement of your account
- To discuss your payment plan

Administrative Support

studentadvisor@arbutuscollege.com

The Student Advisor is there to help you if you have any questions or problems that aren't necessarily about your grades, instructor, course or program. The Student Advisor assists when you need help with technology and facility resources, and with the Library & Study Room.

Contact your Student Advisor:

- To get your Student ID card or temporary Guest Pass
- For help with printing and photocopying
- If you have computer or network issues
- To learn about the Library & Study Room
- If you want to play the games in the Student Lounge
- If there are problems with the washrooms
- If there are problems in the building
- To discuss questions about Vancouver

Student Association & Student Ambassadors

Arbutus College supports and encourages student leadership through the Student Association. The purpose of the Student Association is:

- To provide a forum to discuss student issues
- To facilitate the exchange of ideas and information among students
- To act as a liaison between students, faculty and administration
- To support school clubs and work collaboratively with these organizations
- To provide leadership opportunities for students within the school
- To promote school spirit among the student body and create a sense of connectedness with the school that will result in student success

Student Ambassadors help the College Director and other members of Arbutus College. They are role models on campus, who introduce student life and represent the College as a positive place to study. Student Ambassadors:

- Help with new student orientation and registration
- Help with trial student drop-in tours
- Participate in on-campus events
- Answer questions about your course and student life

If you are interested in joining the Student Association or becoming a Student Ambassador, contact the College Director.

How to Succeed at College

General Conduct

- Attendance – It is expected that students attend class regularly to successfully complete their program of study. In the event that the student is unable to attend class, they must call in before the class start time and inform the school. For more information, please see the Attendance Policy in the Student Handbook.
- English Only – Students must speak only English during all campus activities – this means in class, on breaks and when using the computers. For more information, please see the English Only Policy in the Student Handbook.
- Noise Level – Noise level is to be kept at a minimum in classrooms, group study areas and the student lounge.
- Food & Drink – Food and drinks are allowed in designated areas and not in the computer rooms. It is every student’s responsibility to clean up after themselves and ensure areas are kept clean and tidy.
- Cell Phones – Cell phones must be off when in the classroom. All cell phone calls are to be taken outside of the study areas.
- Offensive Conduct – There is a zero tolerance policy regarding offensive conduct. All students are expected to treat fellow students, faculty and staff with respect. Unacceptable conduct may result in immediate removal from the College.
- Offensive Material and Conduct – There is a zero tolerance policy regarding offensive material (i.e. pornographic in nature) and conduct. If material of this nature is found present on your computer, you will be removed from the program.

For complete details on general conduct, please review the full Code of Conduct Policy found in your Student Handbook.

Student ID Card

You will be issued a Student ID Card when you register for classes. Please have your Student ID Card visible with you when you are on campus, as you will need it to enter all student areas, to register for classes, and for any student services. Your Student ID is to be on you at all times and to be presented when requested by College staff.

If you forget or misplace your Student ID card, you need to request a temporary Guest Pass from the Student Advisor on the main floor of the College. You are allowed a maximum of three day passes per term, after which you will be required to purchase a new card for \$10.00 plus taxes.

If you lose your Student ID card and need a new card, you will be required to buy a new card for \$10.00 plus taxes. If you need your Student ID updated, see your Student Advisor. Once you have paid the fee, you can use the receipt to pick up your new pass from the Student Advisor.

Tips for Success

Taking Notes

During class it is important to take good notes. Good notes help you remember information and ideas your instructor discussed during the class. Good notes can help you identify the important information that will be on tests or will be necessary for assignments.

- Before class, review your notes from the last class.
- Write down some questions to ask in class about areas you do not understand.
- Watch for clues from your instructor and write down the main ideas.
- Leave spaces to fill in missed information.
- Read over your notes and fill in missing information.
- Compare notes with someone in your class.

Taking Tests

- Learn the information as you go. Don't try to learn everything the night before the test.
- Use practice tests or have someone quiz you before the test.
- Use your time well when taking a test. Do the easiest parts first.

Reading

- Scan the whole chapter you are about to read and get to know the main points before you start reading.
- Make questions out of the titles. When you are reading, try to answer these questions.
- When you've finished reading, write down a short summary for each section you read.
- When you've finished reading, review the questions you made up and see if you can answer them.

Writing

When in school, you will have to write essays to see how well you understand the information and how well you can use critical thinking to discuss a topic.

- Make sure you understand what your topic is.
- Start learning everything you can about your topic and don't wait until the last minute.
- Make an outline and plan your paper well.
- Most essays contains a thesis (what it is you are going to talk about), a few main ideas (the points you want to make about your thesis), support for your ideas, and a conclusion (a summary of the main points and the thesis).
- Write a rough draft of all the ideas you want to include.
- Re-read what you wrote and see if it makes sense.
- Have someone else read the paper. They don't have to know the material, but they should understand English writing rules. You should have explained your topic well enough that anyone can understand it.
- Make corrections to content and meaning first.
- Finally, proof read for grammar and spelling mistakes.
- Don't forget to use spellcheck!

Presentations

At some point during your studies, you will be asked to make a presentation in your class. Just like with writing, it is important to plan early so that you have lots of time to practice. Good planning and practice, helps make good presentations.

- Make sure you understand what your topic is.
- Start learning everything you can about your topic and don't wait until the last minute.
- Make an outline including 3-5 main points you want to make.
- Clearly understand these points.
- Include visuals, stories and quotes.
- You can memorize your presentation, but make sure you are not just reciting.
- Practice in front of a mirror, or video recorder and time your presentation.
- Begin your presentation by telling your audience what you will be talking about including your main points.
- When you are nervous, you tend to speak faster, so talk slower than you think you should.
- Make sure to summarize your main points at the end of your presentation.
- Thank your audience and ask if they have any questions.
- If you don't know the answer to a question, just say so, and that you let them know when you find out.

Managing Your Time

- Make a long-term schedule which includes all important dates and holidays (i.e. Start of term).
- Set up a calendar for the term, including all your assignment due dates and test dates.
- Keep it in a place you see everyday like the inside of your front door.
- Keep a daily to-do list and write out the things you must do each day. Keep it with you so you can check things off.
- Prioritize and do the most important things first.
- Estimate how long it takes to do tasks and then plan accordingly
- Make sure you have time in your schedule for eating, sleeping and fun.
- Take some time each week for all the areas of your life. It is important to balance school, family, friends and social activities.
- Make sure you are sleeping once every 24 hours. You will be more productive if you rest your brain and body regularly.

Set Career Goals

Career goals are the focus and the reason behind all the hard work you are doing now. When you don't have a sense of what you are moving towards, things can seem pretty pointless. Knowing how each assignment relates to your future career can be a strong motivator.

Dealing with Personal Issues when Studying

We all have things outside of school that can add pressure when studying. It is important to recognize when life is getting in the way of your studies. For example, you may have to find a new place to live, you may be homesick, or maybe you are having trouble sleeping. If you are having a hard time because of personal issues, talk to your Student Advisor or go to your health care provider for a referral to someone who can help.

More than Just Taking Classes

Success at Arbutus College is more than doing well in class. It means knowing what you need to do to complete your studies. There are things that you need to know that you will not always be told or reminded of, so make sure you are familiar with this Student Handbook. And get to know your Student Advisor.

Some things you should know are:

- Where to find your Student Advisor
- Deadlines for adding/dropping classes
- Requirements for your program
- GPA requirements for continuation in your program
- Where to find Student Accounting
- Places where you can eat on campus

General Student Information

Communication to Students

Arbutus College uses a number of ways to communicate important announcements to students.

- Announcements Page – The announcements page is posted on the campus at the beginning of every week.
- Student Services Facebook Page – Join the College’s Facebook page to receive updates about upcoming events, activities and information!
www.facebook.com/Arbutuscollege
- Bulletin Boards on campus – There are a number of bulletin boards and whiteboards on campus that should be checked on a regular basis for important announcements. (Students may also post approved information to the bulletin boards. If you want to post on the bulletin boards, you must have your posting approved by the College Director.)

Computer Logins and Storage

Login information for student computers is located on each computer monitor .

Backing up Your Work

Arbutus College is not, under any circumstance, responsible for the loss of information, assignments or data of any kind whatsoever due to any software failure, virus or computer crash. You should make it a best practice to back up your files regularly.

- Backing up your data is your responsibility. USB drives are recommended for back-up and data transfer. If you are planning on moving data between school and home, a USB drive is ideal.
- Backing up important data at least every couple of days and critical information more often, to multiple locations (USB drive, home computer) is highly recommended.
- If you have a Google account, you can also back up to Google Docs.

Reporting Computer and/or Equipment Problems

If you are in class and you have a software or equipment problem, you should first talk to your instructor. He/she may be able to help you solve the problem. If that doesn’t work, try rebooting your computer if this is safe to do. You should never force the equipment or try to modify software programs.

If you require additional support during class or open lab time contact your Student Advisor.

Course Changes

The deadline for any course changes (withdrawals, additions, section changes, schedule changes) without having the course appear on your transcript, is the Friday of Week 1 of the new term at 4:00 pm. To request a course change, you must complete a Student Advising Form request.

Student Advising Forms are available in the Student Services office or visit your Student Advisor. If you have requested a course schedule change, you will be notified through the contact information provided on the Student Advising Form whether your change was possible or not. Your attendance will be taken in the courses you are officially registered – no unofficial switching of classes is allowed because we must keep track of each student's attendance for their scheduled classes.

Students who withdraw from a course during Week 2, will receive an 'Incomplete' on their transcripts. Proper forms and documentation must be filed on or before Friday at 4:00 pm of the second week of class. Students who fail to file any documentation but simply stop attending or completing coursework, tests or exams will fail the course and this grade/failing mark will be shown on their transcript.

For more information, please see the Withdrawal Policy in the Student Handbook.

Grade Appeals

Please contact the College Director for any appeals of final grades within 14 days of the last day of class in the course. For more information about appealing grades, please see the Grade Appeals Policy in the Student Handbook.

Lost & Found

There is a Lost & Found located at the Reception Desk on the main floor. Please note that Arbutus College is not responsible for Lost & Found items left after 30 days. All Lost & Found items are disposed of during term breaks.

Rescheduled Classes

At Arbutus College, we make every effort to keep your academic schedule, therefore it is the intention of the school to NOT cancel classes. However, please understand that emergencies may occur and in these cases, classes may be cancelled or rescheduled.

Students are not phoned with regards to class cancellations. The official campus Facebook page (www.facebook.com/Arbutuscollege) is completely up-to-date with class cancellation and class makeup information.

The campus is closed with no classes on the following statutory holidays:

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

Classes will run as usual unless otherwise notified. For more information, please refer to the Facebook page (www.facebook.com/Arbutuscollege).

Student Lounge

There is a Student Lounge located on the main floor of the campus. If there is a class downstairs, please keep the noise to a minimum.

There are microwaves and kettles available in the Student Lounge at Arbutus College. There are also vending machines located on the campus. It is every student's responsibility to clean up after themselves and ensure these areas are kept clean and tidy.

What to do in an Emergency

911 Procedures

Do not hesitate to call 911 in matters of life and death or if you are not sure about the seriousness of a situation. 911 is for police, fire or medical emergencies when immediate action is required: someone's health, safety or property is in jeopardy or a crime is in progress.

When you call 911:

- You will be asked if you need “police”, “fire” or “ambulance” and for which city (Vancouver). Once you indicate which service you need, your call will be immediately transferred.
- Stay on the line and follow instructions. Your 911 operator will stay on the line with you to make sure your call is answered by the agency you requested.
- You will need to know the location (Vancouver) including the name of the building (Arbutus College), the address (473 West Hastings Street), phone number (604.622.4446) and room name (if you don't know, say which floor of the building).
- Provide any other information that will help emergency personnel find you (e.g., landmarks, cross streets)
- Listen carefully, speak clearly and try to remain calm. 911 Operators are trained to ask specific questions in priority sequence. 911 Operators are relaying the vital information you provide to dispatchers and to the emergency personnel on their way to help you.

Students and staff are advised not to talk to the media in a crisis situation. It is important that emergency personnel provide official and accurate information about the situation.

How do I Know if it is an Emergency?

It's better to be safe than sorry, so if you're not sure, err on the side of caution. Tell someone: a faculty member, a staff member, a supervisor, or call 911.

College Address:

473 West Hastings Street, Vancouver, BC V6B 1L4

College Phone:

604.622.4446

Other Important Phone Numbers

Ambulance, non-emergency	604.872.5151
Crime Stoppers (Tips Line).....	604.669.8477
Crisis Intervention and Suicide Prevention Centre.....	604.872.3311
Deaf or hearing-impaired	1.866.872.0113
Earthquake, Flood, Dangerous Goods Spills, and Tsunami	1.800.663.3456
Fire, non-emergency	604.665.6000
BC Gas Leaks & Odours	1.800.663.9911
Poison Control Centre	1.800.567.8911
Police, non-emergency	604.717.3321
Power Outages & Emergencies	1.888.769.3766

Campus Closures

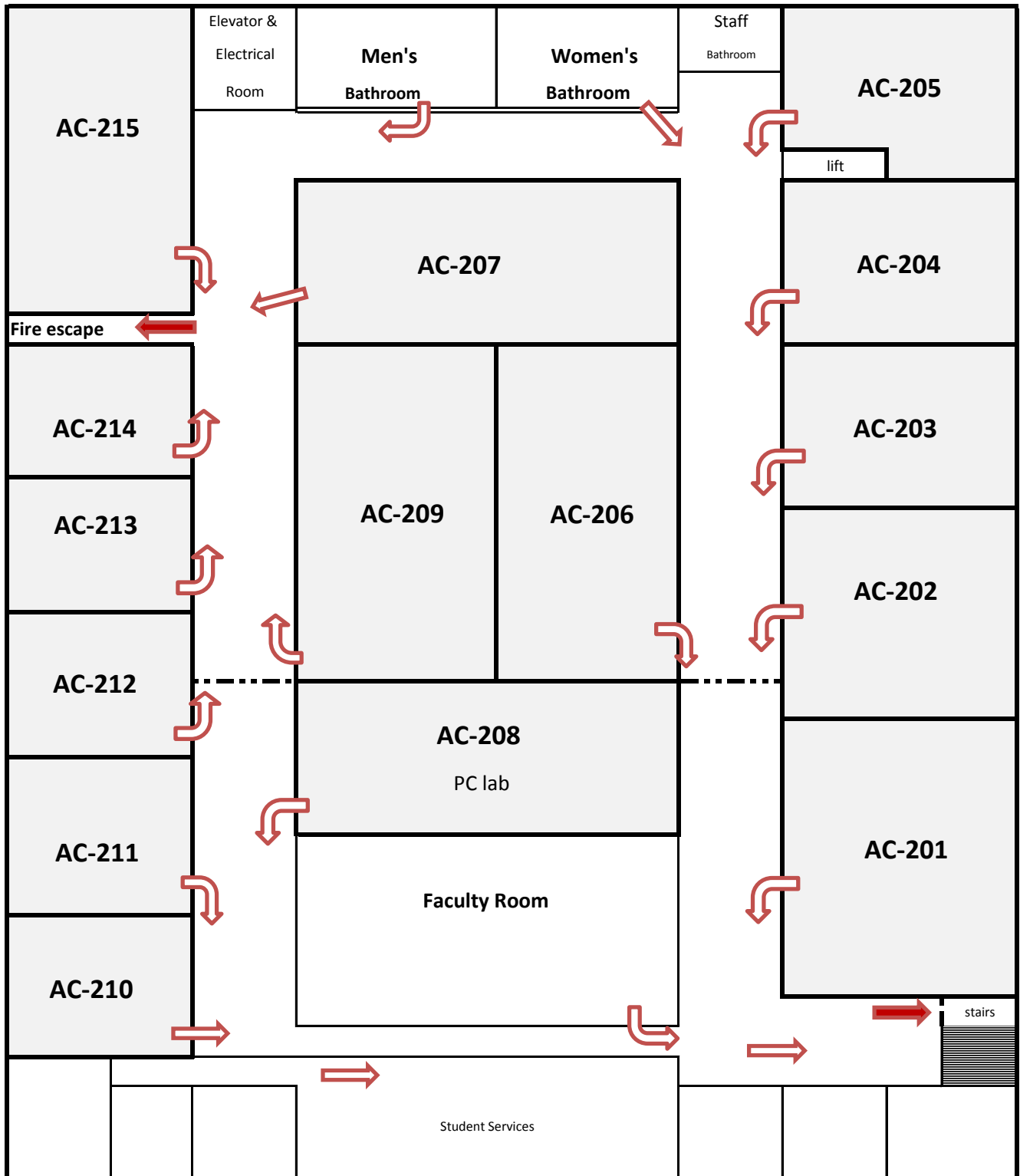
Arbutus College may determine in the interests of staff, faculty and students to close the school for one of the following reasons, but not limited to:

- Statutory holidays
- Earthquake
- Fire
- Inclement weather (i.e. Snow Day)
- Other national emergencies

Campus closures are rare, however in the event that the College must close, we will post the details of the closure on the College website or check our Facebook page (www.facebook.com/Arbutuscollege). If no information about a campus closure is posted, you may assume that the campus will be open for regular hours.

Campus Evacuation Route – Second Floor

Fire Escape Route Upstairs



meeting place: parking lot between Waterfront station and Steamworks restaurant

Emergency Plan

If there is an emergency situation like a fire, hazardous material release, bomb threat or earthquake, the Campus will be evacuated. Whenever a fire alarm sounds, it must be treated as a real emergency and the building must be safely evacuated.

If you have to evacuate:

- Proceed calmly to nearest exit – if there is a fire, check doors for heat before opening.
- Follow instructions from emergency personnel.
- Do not use elevators.
- Walk – don't run or push. Use handrails in stairwells.
- Help people with disabilities.
- Move away from the building quickly – watch for falling glass and other hazards.
- Move to your emergency meeting location (parking lot between Waterfront Station and Steamworks restaurant) and stay there so that everyone may be accounted for.
- Do not re-enter the building until told by emergency personnel that it is safe to do so.

In Case of Fire

If you see a fire:

- Activate the fire alarm, alert others, and move everyone away from the area of the fire, closing doors behind you.
- Call 911 (see 911 Procedures)
- Leave premises immediately following escape routes

When a fire alarm is activated:

- Treat it as a real emergency.
- Evacuate the building and proceed to the emergency meeting location.
- Never open a closed door without checking it first for heat – if the door is hot, do not open it. If not hot, open it slowly, standing behind it to one side, and be prepared to shut it quickly if fire is present.
- Use the stairwell, go down to the ground floor, never go up.
- Never use elevators if fire is suspected.
- Once outside, go to your emergency meeting location and stay there so that everyone may be accounted for.

If clothing catches on fire:

- Yours:
 - STOP where you are.
 - DROP to the floor.
 - ROLL around on the ground.
- Someone else's clothing is on fire:
 - Grab a blanket, rug or coat and wrap them in it to smother the flames.

If you are trapped in a room by fire:

- Block smoke from coming into the room by placing damp clothes around and under the door.
- Retreat, closing as many doors as possible between yourself and the fire.
- Phone 911 and give the fire department your exact location; if can't call, be prepared to signal from a window. Do not open the window or break glass unless absolutely necessary – outside smoke may be drawn in.

If you are caught in smoke:

- Drop to your knees and crawl.
- Breathe shallowly through your nose, holding your breath as long as possible. Use a damp cloth over your mouth and nose to filter out smoke.
- Stay calm. *Remember how many doors you need to pass before you reach the nearest exit. In heavy smoke you can crawl on the floor. Watch the base of the wall and count out the number of doors you pass and you will know when you have reached the exit door (even if you can't see that it is the exit).*

If There is a Bomb Threat

- All bomb threats should be taken seriously.
- The person answering the phone call should remain calm and:
 - Try to keep the caller on the phone as long as possible.
 - If they can, let someone else know about the situation so that they can call 911 while the caller is still on the line.
 - Listen to the caller and ask the following questions:
 - Where is the bomb?
 - When will it go off? What kind is it?
 - What does the bomb look like? (i.e. Contents, size, shape, color etc.)
 - What will make it go off and when?
 - Why are you doing this?
 - Who are you?
 - Try not to upset or panic the caller.
 - Take notes of the exact words of the caller and his/her accent.
 - Try to determine the if the caller is male or female.
 - Listen for any background music or noise.
 - When the call is over, immediately call 911 and ask for “police”. Give your name, location and telephone number to the police. Let them know about the situation, when you received the call, and any information you may have about the caller or the bomb.
 - Inform the College Director of the situation.
 - If instructed to evacuate, follow regular evacuation procedures.

If You See a Suspicious Package

If you see a suspicious package, object, etc. report it to a staff member immediately. Do NOT touch or move it in anyway.

Medical Emergencies

These tips are adapted from the British Columbia Ambulance Service "First Aid Tips" which can be found at www.bcas.ca/in-the-community/public-education/

If Someone is Bleeding

*For external bleeding (when blood comes from a wound and can be seen) remember **RED**:*

- If it is an emergency, call 911
- Call a staff member
- **R**est patient
- **E**levate wounded limb
- **D**irect pressure on wound

If an Adult is Choking

- Remember a choking patient cannot speak to you
- If the patient is coughing or can speak, do nothing
- If they cannot breath or speak to you:
 - Keep calm and reassure the patient
 - For a conscious victim position yourself behind them and reach your arms around their waist
 - Place your fist, thumb side in, just above the victim's navel and grab your fist tightly with your other hand
 - Pull your fist abruptly upwards and inwards
 - Repeat until the object is expelled

If you Believe Someone is Having a Heart Attack

If someone has the following symptoms:

- Chest pain or pressure
- Shortness of breath
- Sweating
- Nausea
- Ashen skin colour
- Weakness
- Fear, anxiety and denial
- Remember a conscious heart attack patient can usually speak to you

What to do:

- Call 911
- Call a staff member
- Stay on the line
- Be prepared to answer questions about your location, the patient's condition
- Start CPR (CPR instruction can be given to you over the phone)

If Someone has a Seizure

Possible signs and symptoms:

- Alternating contraction and relaxation of muscle groups
- Eye movements and turning of the head to the same side
- Speech arrest, vocalization
- Nausea, vomiting
- Sweating
- Rapid heart rate

What to do:

- Call 911
- Call a staff member
- Do not try to restrain patient
- Do not try to force anything between the patient's teeth
- Beware of the possibility of the patient hurting themselves by hitting objects around them during the seizure (remove objects, if possible)
- When seizure is over place patient in the recovery position

If Someone Faints or is Unconscious

- Call 911
- Call a staff member
- If a spinal injury is suspected, shout into patient's ear for response.
Do not shake.
- If a spinal injury is not suspected, shake shoulders and shout in ear for response.
- If there is no other response: look, listen, and feel for breathing.
- If patient is not breathing:
 - Open the airway, push forehead back and hold
 - Clear out mouth, if necessary, with fingers
 - Give mouth to mouth resuscitation (one breath every five seconds)
- If patient is breathing:
 - Place him or her in the recovery position to prevent choking

If you Believe Someone has Broken Bones

How do you know?

- Patient heard bone "snap"
- Deformity at the site of the fracture or pain at the site of the fracture
- Impaired movement of limb

What should you do? (Serious fractures involving injuries to the body, neck or back)

- Call a staff member
- Call 911
- Do not move the patient
- Help the patient find a comfortable position
- Control bleeding if present

If you Think Someone is in Shock

Some signs and symptoms:

- An extremely low blood pressure
- Fast, but weak pulse
- Dizziness, faintness or light-headedness
- Feeling weak or nauseous
- Moist, clammy skin
- Profuse sweating
- Unconsciousness
- Rapid, shallow breathing
- Feeling anxious, agitated or confused
- Blue lips and fingernails

What to do:

- Call 911
- Call a staff member
- Act immediately
- Keep patient lying down
- Keep calm and reassure patient
- Elevate patient's legs
- Keep patient warm, but avoid overheating
- Watch patient carefully
- Do not give the patient anything to drink – especially alcohol

What you Need to Know about Living in Vancouver

Note: These lists are for information purposes only and are not intended as a recommendation of any kind. Arbutus College does not inspect or endorse any service or website. Student's should be careful and use their best judgement.

BC Identification Card (BCID)

BCID cards are typically used as identification in any situation where you might use a driver's license. You can get a BCID card at any driver licensing office.

.....www.icbc.com/driver-licensing/BCID

Housing

TRAC Tenant Resource & Advisory Centre

Tenant Infoline 604.255.0546 or 1.800.665.1185

Tenant Survival Guide BCwww.tenants.bc.ca/main/?tenantsurvivalguide

Some websites for affordable rental suites in the Vancouver area include:

.....www.247apartments.com

..... www.amsrentsline.com

.....www.apartmentguide.ca

...www.padmapper.com/search/apartments/British-Columbia/Vancouver

..... www.rentsline.com

Homestays

Arbutus College does not offer homestay services nor airport pick up.

Please find below agencies who help homestay placement and airport pick up.

Canadian Vancouver International Homestay Ltd.604.275.6605

.....or www.cvihomestay.com

Cypress Accommodations (English, Portuguese available)604.568.5108

contato@cypressintercambio.com or www.cypressaccommodations.com

Joeun Education (English, Korean available)604.637.7925

..... or joeunedu@gmail.com

Student Homestay of Canada Ltd.604.205.0877 or homestay@smartt.com

Legal Services

Law Students' Legal Advice Program (LSLAP).....604.822.5791

Dial-A-Law 604.687.4680 or 1.800.565.5297

(Dial-A-Law is a library of scripts prepared by lawyers. It offers general information on topics on law in British Columbia, but not legal advice)

Library Services

“Funded by the City of Vancouver, Vancouver Public Library [VPL] is the third largest public library system in Canada, with over 373,000 cardholders and more than 9 million items borrowed annually. Today, with exceptional collections, services and technologies offered at 22 branches and an extensive virtual library, VPL is accessible to all citizens of Vancouver.” www.vpl.ca/about

Library cards are free to:

- All people who live or own property in the City of Vancouver
- All people who live within the InterLINK (www.interlinklibraries.ca/member-libraries) area

Vancouver Public Library 604.331.3603.
350 West Georgia Street www.vpl.ca or info@vpl.ca

Medical Services

All students at Arbutus College should have health coverage. The Medical Services Plan (MSP) is a provincial government program that insures medically required services provided by physicians and other health care practitioners, laboratory services and diagnostic procedures.

Medical Services Plan (MSP)

Medical Services Plan of BC 604.683.7151 or 1.800.663.7100

BC Residents

All BC residents must enrol for medical coverage. Register for MSP in order to receive your Personal Health Number (PHN) on your CareCard. It takes approximately two months to process the application form. Missing or incomplete information will extend the time further.

A BC resident is someone who is a citizen or permanent resident of Canada, makes his/her home in British Columbia and is physically present in BC at least 6 months in a calendar year.

Out-of-Province Students and International Students

Apply for MSP as soon as you arrive in BC rather than at the end of the waiting period to allow time for your application to be processed. Coverage eligibility occurs after a waiting period of three months.

- Out-of-province students: Make sure to have coverage with your previous medical plan during the waiting period. If you choose to maintain medical coverage from another province during and after the waiting period, please be aware of additional costs for services, such as ambulance.
- International students: Contact a private health insurance company for coverage during the waiting period.

Private Health Insurance

There are several service providers who offer private health insurance in addition to MSP coverage. Here are two examples:

Pacific Blue Cross604.419.2200
For more information, visit their website: <https://travelweb.pac.bluecross.ca/travelweb/VtcTripDetails.aspx>

guard.me (Toll Free in North America) 1.877.873.8447
To apply online, go to their website: www.guard.me/university-Colleges.php

General Medical Health

Finding a New Doctorwww.cpsbc.ca
Finding a New Dentist ...www.bcdental.org/Find_a_Dentist/DentistSearch.aspx
BC Nurseline..... 604.215.4700 or 1.866.215.4700
(*information over the phone from a Registered Nurse*)

HealthLink BC: Anywhere in BC 811
Deaf or hearing-impaired: 711
.....www.healthlinkbc.ca

Wellness Information

Alcohol & Drug Information and Referral Service..... 211
..... 604.660.9382 or 1.800.663.1441
BC Bereavement Helpline..... 604.738.9950 or 1.877.779.2223
Crisis Intervention and Suicide Prevention Centre.....604.872.3311
Deaf or hearing-impaired 1.866.872.0113
Mental Health Information Line..... 604.669.7600 or 1.800.661.2121
Options for Sexual Health 604.731.7803 or 1.800.739.7367
.....www.optionsforsexualhealth.org
Sexually Transmitted Disease 604.707.5600 or 1.888.488.7444
VictimLink BC (*help for victims & witnesses of crime or violence*) ... 1.800.563.0808
WAVAW Crisis Line (*for victims of sexual assault*) . 604.255.6344 or 1.877.392.7583
Youth in BC Distress Line.....604.872.3311

Transportation

Being close to Waterfront Sky Train station, the College is in an excellent location for using public transit. You can learn about transit fare rates and how to get around Vancouver by visiting their website.

Translink www.translink.ca

Translink for mobile phones m.translink.ca

Biking

Vancouver has many designated cycling routes and it is possible to take your bike with you on transit. The Translink website contains advice about travelling by bike throughout the city.

..... www.translink.ca/en/Getting-Around/Cycling.aspx

For information about your responsibilities when cycling in Vancouver, visit:

vancouver.ca/streets-transportation/cycling-safety-tips-and-regulations.aspx

Driving

If you plan to drive in Vancouver, you will need a valid driver's licence. To learn more, visit the Insurance Corporation of British Columbia (ICBC). They also have maps and other BC driving information.

ICBC www.icbc.com

Appendix: Policies and Procedures

Academic Integrity Policy

Arbutus College is committed to quality and intellectual growth. Essential to achieving this commitment, our instructors and the College help foster independent thought and respect for the ideas of others. Academic dishonesty inhibits student growth and threatens the quality of College programs. In becoming a student at Arbutus College, you accept responsibility to abide by the conditions of this policy.

Violations of academic integrity include, but are not limited to, the following:

- a. Plagiarism – Intentional or unintentional use of another’s words or ideas, representing them as your own. Examples of plagiarism include, but are not limited to, the following:
 - Exactly copying the information from a source without proper citation (in accordance with the APA – American Psychological Association – Publication Manual) and without use of quotation marks or block quotation formatting.
 - Paraphrasing statements, paragraphs, or other pieces of the work without proper citation.
 - Presenting work as your own when it has been created (in whole or part) by someone else.
- b. Self-plagiarism – Submitting work that has been prepared for a different course without prior approval from your instructor.
- c. Fabrication – Falsifying or creating information, statistics, or citation.
- d. Misrepresentation – Falsely representing your situation to an instructor to justify an absence or to request a make-up exam or exam extension.
- e. Collusion – Helping or allowing another student to commit an act of academic dishonesty.
- f. Cheating – Copying results from exams or assignments from another student or from a source when the source was not authorized by the instructor.

Please consult with Arbutus College staff if you need further clarification about any of these examples. If you are in a questionable situation not already outlined, please speak with Arbutus College staff to ensure you are following the Code of Conduct and Academic Integrity Policy.

Process

If a student is suspected to be, or caught in violation of this policy by a faculty member, the instructor must notify the College Director as soon as possible to explain the circumstances in which the incident occurred and whenever possible accompanied with physical evidence. The College Director will discuss with the instructor the sanctions to the student.

The College Director will meet with the student to hear his/her explanation of the event and to inform he/she of the sanction to be imposed. A written notification of the incident and sanction will be kept in the student’s file. Appeals on any sanction imposed may be initiated by referring to Dispute Resolution Policy included in the Student Handbook and on the Student Enrolment Contract.

Penalty

Class sanctions for violation of the Academic Integrity Policy may include the following:

- Resubmission of the assignment (for fewer points)
- Failure on the assignment
- Additional assignment(s)
- Reduction of the final course grade
- Failing grade in the course

A second infraction will lead to suspension.

Admission Policy

Policy Outline

This policy defines the criteria and conditions for admissions to Arbutus College and its programs. This policy applies to all domestic and international applicants seeking admission to Arbutus College programs. Essentially, students must have graduated from a secondary school and meet the minimum language requirements.

Procedure

1. To be admitted to the College, applicants must qualify as either domestic students or international students.
 - a. Domestic Students Applicants who are in possession of valid documentation confirming their legal status as Canadian citizens, permanent residents, or convention refugees.
 - b. International Students Applicants who are not domestic students who meet the guidelines established for international students studying in Canada by Citizenship and Immigration Canada.
2. All applicants must be high school graduates to qualify for admission.
3. Mature students may be admitted without high school graduation if over 21 years old and if they possess work and life experience.
4. All applicants must be proficient in English as demonstrated by
 - a. Graduation from a Canadian secondary school with Grade 12 Communication or Grade 12 English passing grade
 - b. IELTS test score of 5.0 at the minimum (some programs require higher minimum scores) or equivalent scores in other similar English proficiency exams such as TOEFL, EPT, etc. or the levels of English achieved at our language school partners, as a proof of competence in English reading, writing, listening and speaking proficiency. Students in our ACE programs required score specifics to the individual level of the program. (Level 1: IELTS 1.5; Level 2: IELTS 3.0; Level 3: IELTS 3.5; Level 4: IELTS 4.5, Level 5: IELTS 5.5 Level 6: IELTS 6.5 or equivalent is required)
 - c. Co-op programs require an IELTS test score of 5.0 at the minimum or equivalent scores in other English proficiency exams such as TOEFL, EPT, etc.
 - d. Students enrolled at Arbutus College and who request a change in their program of studies mid-stream, are required to comply with the new program minimum entry requirements (including English proficiency test scores) before being granted admittance to the new program. If required, students will be re-tested to ensure compliance with the admission criteria prior to the program change being granted.
5. Admission requirements cannot be waived.

Appeals Committee

The Appeals Committee meets as required and hears appeals with regards to dispute resolution. Appeals by students in connection with academic and administrative decisions of any faculty or staff member will be heard by the Appeals Committee including matters of discipline.

Matters such as grades assigned for individual classes will be considered by the Grades Appeal Committee of the Appeals Committee.

Grounds for an appeal to the Appeals Committee should be based on one or more of the following:

1. There is additional relevant information which was not considered at the Faculty/Administrative level.
2. There was a problem in procedure at the Faculty/Administrative level.
3. The substance of the case was not considered correctly at the Faculty/Administrative level. For example, relevant rules and regulations were applied incorrectly.
4. Even if relevant rules and regulations were applied correctly the resulting decision is unfair or unreasonable in the circumstances.

Committee members are appointed by the College Director and are composed of the following members:

- The College Director (Committee Chair)
- A Student Advisor
- Two instructors from the Faculty in question
- A member of the College's Student Council

No person who has made an initial determination in the student's dispute at any level shall be allowed to play any part in any appeal subsequent to that determination.

Alternates will be allocated by the College Director for those appeals in which any one of the Committee members may be perceived as having a conflict of interest.

The Committee will either confirm the initial decision or send a request to the College Director for a recommended change. In both cases, a written summary of the finding leading to the resolution must be presented to be included in the student's files and the College's dispute resolution records.

Appeals Policy

This policy outlines the steps to be taken by students and staff to appeal decisions taken by Arbutus College officers.

Procedure

1. An appeal of a decision should be made to the Appeals Committee, directly and/or with a spokesperson such as an instructor, a staff member or another student.
2. A representative of the Appeals Committee, will request a written description of the appeal, including any actions the taken previously to address the issue. The Appeals Committee shall respond within two days of becoming aware of the appeal.
3. The Appeals Committee will contact all parties concerned in the appeal, investigate the circumstances, call a meeting of all parties concerned, act as the meeting facilitator, and to the best of its ability, assist all parties involved to resolve the issue. This step shall be initiated within one week of the receipt of the written appeal and concluded within 3 weeks of the receipt of the written appeal.

4. If the appeals concerns the final grade of a particular class: completed exams should be kept for a period of one month at the minimum to allow for any reviews and appeals.
5. The Appeals Committee will provide to all parties concerned, including any other student or a staff member, a written report of the appeal, the actions and decisions taken, and the reasons and justification for the decision made. This step shall be completed within one week of the completion of step 3) above. The appellant must advise the Appeals Committee within a week if he/she wishes to further pursue the appeal.
6. If an appeal cannot be resolved with the above process, the Appeals Committee will refer the appeal to a professional mediator. This step shall be completed within three days after the College receives a written notice word from the appellant that the remedies offered were deemed unacceptable.
7. If a student has an appeal involving the College Director, the Appeals Committee may also refer the dispute to a professional mediator. This will be done within 3 days after the complaint has been received.
8. The cost of mediation will be the responsibility of the College. The Arbutus College representative will also provide information on the Private Career Training Institutions Agency of British Columbia as necessary.

Attendance Policy

At Arbutus College, we want to provide you with the best possible learning experience. The Attendance Policy requires that students regularly attend classes, to successfully progress through their program.

1. In the event that the student is unable to attend class, they must contact their Student Advisor (604.622.4446 or studentadvisor@arbutuscollege.com) before the class start time to inform the College. *(Please provide your Student ID number when contacting the College.)*
2. Absences for more than two classes because of illness require a doctor's certificate.
3. To avoid receiving zero marks on class assignments, presentations, examinations, etc., the student must call ahead and provide a doctor's certificate if they are absent.
4. If students miss three classes without a valid reason their progress in a course or a program term will be jeopardized and may lead to unsatisfactory results.
5. Students need to attend at least 75% of the classes in order to be eligible to present their final exams; any exceptions must be authorized by the College Director. Being eligible to participate does not guarantee successfully completing a course.
6. If students continue to miss classes without a valid reason, they will be progressively disciplined by warnings, verbal and written and may be dismissed from the school.

Valid reasons for missing classes include:

- a. Illness with doctor's note
 - b. Family emergency
 - c. Personal leave (with official approval)
 - d. Official break (with official approval)
7. Students are also expected to be on time to all classes. Students who are late more than 10 minutes from the start of class or after returning from a class break may not be admitted to class until the next break (or class). This will count as a half absence. Students that come late to class in more than three occasions will receive a warning letter and a 10-point deduction from his/her final grade for the course.
 8. Instructors at the start of the course may at their discretion have a more stringent policy as long as it is clearly stated in the course outline for the course and approved by the College Director.

SABC NOTE: If students receive funding from Student Aid BC (SABC) and “stop attending classes, drop below your required course load, or fail to maintain the minimum number of weekly instructional hours for non-academic programs for your entire study period, but you do not formally withdraw from school, you may still be considered withdrawn for student assistance purposes. (continued on next page)

You will be considered withdrawn if:

- *You miss two consecutive weeks of study (no attendance), or*
- *You drop below 60% of a full-time course load for three consecutive weeks of study, or*
- *You miss enough classes that school officials feel you cannot successfully complete the program*

If you withdraw from school two times while receiving B.C. student financial assistance, you will be denied further funding by StudentAid BC.” <https://studentaidbc.ca/maintain/responsibilities#scholastic-standing>

SACB NOTE: If students receive funding from the Saudi Arabia Cultural Bureau (SACB), the SACB needs to be informed when a student does not attend classes for 3 days in a row (for whatever reason: sick, non-attendance, etc).

Break from Studies Policy

Students may request a break from their studies in programs 10 months or longer, after successfully completing three months of study. Students must request a break from their studies prior to the start of an academic term. Your break must coincide with an academic term.

- The break must be approved by the Student Advisor and/or the College Director before the student goes on a break.
- Students complete a Student Advising Form with the Student Advisor at least three weeks before their break.
- The remainder of a student’s program must resume after the scheduled break(s) is/are taken.
- There are no refunds for programs that are cancelled during or after a scheduled break from studies.
- If a student is on break and needs to extend their break, they must contact their Student Advisor or College Director to request an extension of their break.

Students requesting a break must understand that taking a break from their studies may result in one or more of the following conditions:

- A delayed graduation date
- Required repeat of courses due to failed or deficient grades upon return to College
- Placement within revised curriculum
- Placement granted on space/course availability basis
- Revision of their financial plan
- Increased tuition rate

NOTE: Withdrawing from a course may mean withdrawing from your program, which has financial implications as outlined in your Student Contract. This can include “taking a break from your studies.” If you are making any changes to your studies, you need to contact your College Director to discuss the implications which could include refund or withdrawal penalties.

SACB NOTE: If students receive funding from the Saudi Arabia Cultural Bureau (SACB), the SACB only allows for 1 holiday during the whole stay of the student in school. The maximum time a student receiving SACB funding can be on holiday is 5 weeks, but it cannot interfere with an academic term. This means that a Saudi student studying at Arbutus College can only request a 4 week holiday (because of the length of an academic term), and they cannot request it from the middle of a term to the middle of next term.

Code of Conduct Policy

All members of Arbutus College, faculty, staff and student bodies are expected to conduct themselves in a manner that demonstrates respect for the rights and well-being of others, and in alignment with the mission statement of the College. The College has the right to address behavior that impedes, obstructs, or disrupts the academic, student life and operations of the College.

All members of the College are expected to:

- Treat all students, faculty and staff with respect.
- Refrain from any disruptive or offensive behavior.
- Treat College property with respect.
- Refrain from making inappropriate remarks concerning another student, faculty or staff's ethnicity, race, religion or sexual orientation.

All members of the College are prohibited from engaging in conduct leading to or resulting in any of the following:

- Interference or disruption of the regular operations and activities of the College.
- Damage to the College's property or injury to a student, faculty or staff member.
- Unauthorized access to or occupation of classrooms, boardroom, computer lab, faculty and administrative offices, and recreational facilities.
- Unauthorized access to or use of personal property, including files and records.
- Damage to the brand/or good name of a student, faculty or staff member of the College as well as the brand and good name of the College.

All members of Arbutus College must not, within the College's premises:

- Possess, consume or sell alcoholic beverages unless authorized by College officials.
- Anyone under the age of 19 cannot possess, consume or sell alcoholic beverages
- Possess and/or consume illegal drugs or narcotics.
- Be under the influence of alcohol or drugs.
- Possess and/or use firearms, hazardous substances, or any weapons.
- Engage in illegal activities of any kind.

Procedure

1. All concerns relating to misconduct by any member of the College, shall be directed to the College Director. Concerns may be brought by staff, students, faculty or the public.
2. The College Director will arrange to meet with the person(s) involved to discuss the concern(s) within five school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the College Director will meet with the person in question as soon as practicable.
3. Following the meeting with the person in question, the College Director will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
4. Any necessary inquiries or investigations shall be completed within five school days of the initial meeting with the student.

5. The College Director will meet with the person in question and do one of the following:
 - a. Determine that the concern(s) were not substantiated;
 - b. Determine that the concern(s) were substantiated, in whole or in part, and either:
 - i. Give the person in question, a warning setting out the consequences of further misconduct;
 - ii. Set a probationary period with appropriate conditions; or
 - iii. Recommend that the person in question be dismissed from the College.
6. The College Director will prepare a written summary of the determination. A copy shall be given to the person in question and a copy will also be placed in the College's appropriate files.
7. If the person in question is issued a warning or placed on probation, the College Director and the person involved shall both sign the written warning or probationary conditions and receive a copy. The original document is placed in the appropriate College file.
8. If the recommendation is to dismiss the person in question, the College Director of the College will meet with the person involved to dismiss him/her from the College.

Course Load

Each course has a specific number of instructional hours and an assigned number of credits. Each credit is worth 12 hours of instruction. Typically, courses meeting twice a week over one month are worth two credits, courses meeting three times per week over four weeks are three credits, etc. Students in general need to complete successfully the minimum of six credits per month and may take up to eight credits per month.

Discrimination, Harassment and Assault Policy

Arbutus College is committed to providing and promoting an atmosphere in which students and employees can reach their maximum potential. All members of our community including instructors, staff and students must understand that discrimination, harassment and assault will not be tolerated. It is expected that all students, faculty and staff meet and adhere to the Code of Conduct (For more information, please see the Code of Conduct Policy in the Student Handbook) while completing a program of study or while being employed by the College.

Discrimination means mistreating a person because:

- They are from a different country
- They have an illness or disability
- Of their gender
- Of their sexuality
- Of their religious beliefs
- Of their political beliefs

Discrimination will not be tolerated. Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

- Sexual assault
- Physical assault or other violent acts committed on or off campus against any student, faculty or staff
- Bullying, verbal abuse or threats
- Vandalism of College property
- Theft

Students, faculty or staff members who do not meet the expected Code of Conduct will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct.

Concerns related to a student, faculty or staff's conduct shall be referred to the College Director to process in accordance with this Policy.

Sexual harassment at Arbutus College is defined as:

Unwelcome (unwanted) sexual advances, requests for sexual favours and other verbal and physical conduct of a sexual nature by one who may be in a position of power or influence, when:

- a. Submission by an individual is made either an explicit or implicit term or condition of employment or academic standing and,
- b. Submission to or rejection of such conduct is the basis for academic or employment decisions affecting that employee or student.

A hostile situation may involve unwelcome sexual advances, requests for sexual favours and other verbal and physical conduct of a sexual nature, when such conduct may be directed towards an individual because of their gender and has the purpose or effect of:

- a. Creating an intimidating, hostile or offensive work or academic environment
- b. Unreasonably interfering with another's work or academic performance.

Reporting sexual harassment allegations

Any individual or individuals who believe that they have been victims of sexual harassment should report the incident to the College Director.

The College will do everything it can to protect the privacy of the individuals involved and ensure that the complainant and accused are both treated fairly. Information about individual complaints is considered confidential and will be shared only if the complainant signs a written release form. College staff will not discuss individual cases.

Procedure

1. All concerns relating to student, faculty or staff misconduct shall be directed to the College Director. Concerns may be brought by staff, students, faculty or the public.
2. The College Director will arrange to meet with the person(s) involved to discuss the concern(s) within five school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the College Director will meet with the student, faculty or staff member as soon as practicable.
3. Following the meeting with the student, faculty or staff member, the College Director will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
4. Any necessary inquiries or investigations shall be completed within five school days of the initial meeting with the student, faculty or staff member.
5. The College Director will meet with the student, faculty or staff member and do one of the following:
 - a. Determine that the concern(s) were not substantiated;
 - b. Determine that the concern(s) were substantiated, in whole or in part, and either:
 - iv. Give the student, faculty or staff member a warning setting out the consequences of further misconduct;
 - v. Set a probationary period with appropriate conditions; or
 - vi. Recommend that the student, faculty or staff member be dismissed from the College.
6. The College Director will prepare a written summary of the determination. A copy shall be given to the student, faculty or staff member. A copy will also be placed in the College's appropriate files.

7. If the student, faculty or staff member is issued a warning or placed on probation, the College Director and the person involved both sign the written warning or probationary conditions and a copy is given to them. The original document is placed in the appropriate College file.
8. If the recommendation is to dismiss the student, faculty or staff member, the College Director of the College will meet with the person involved to dismiss him/her from the College.

Dismissal Policy

1. **Program Dismissal** – Students who have been on probationary status and whose subsequent two terms Grade Point Average (GPA) falls below the required level of 1.67 may be dismissed or suspended from their program of studies. Students dismissed from a program may register after 3 months in another program only with the permission of the College Director. Students whose tuition fees are not up to date may also be dismissed from the College.
2. **Probationary Status** – Students whose term GPA falls below 1.67 for three consecutive terms will be placed on academic probation. The student must see an advisor in order to continue at the College. The student must take a reduced course load and may be required to redo certain courses.
3. **Repeated Courses** – A student may register in a course for a third (or more) time only with the permission of the College Director. When a student repeats a course, the course and grade obtained on each occasion will be recorded. Only the higher grade will be included in the student's program grade point average.
4. Students must adhere to the Attendance Policy
5. Absenteeism for longer than ten consecutive days without informing the school and/or instructor and provision of a doctor's note may result in dismissal.
6. Infraction of any of the following may result in immediate dismissal from the College:
 - a. Cheating or plagiarism
 - b. Harassment/Assault
 - c. Physical abuse of College's property
 - d. Theft or non-accidental damage to the College's property
 - e. Use of alcohol or non-prescription drugs
 - f. Flagrant disrespect of College's rules of conduct and policies

Dispute Resolution Policy

At Arbutus College, we make every effort to provide a learning environment that is mutually agreeable and satisfactory for students, faculty and administration. Should a problem arise, we expect that the persons involved first try to resolve their problems through discussion. If a student is in disagreement on an academic matter and unable to resolve the issue first with their instructor, they should:

Discuss with the College Director his/her concerns regarding:

- a. An instructor
- b. A course or program
- c. Refunds or fees
- d. Other significant matters related to their educational program

The College Director will do the following:

- a. Review the complaint with the student and other persons concerned
- b. Attempt to resolve the situation verbally to the satisfaction of all parties involved

If the dispute is still not satisfactorily resolved, the student may appeal in writing to the College Director.

Procedure

1. All students must have copies of this policy. This policy is included in the student's handbook provided to all students.
2. The students should bring a complaint to the attention of the College Director, directly and/or with a spokesperson such as a teacher, a staff member or another student. If the complaint concerns another staff member, or a student, step 4) follows. If the College Director is absent, the student must bring the complaint to the Student Advisor. If the dispute is with the College Director, step 7) follows.
3. The College Director as a representative of the Appeals Committee, will request the complainant(s) to provide a written description of the problem, including any actions the complainant(s) may have taken previously to solve the problem. The College Director shall contact the complainant within 2 days of becoming aware of the complaint and the complainant shall provide a written complaint within 3 days of being requested to provide such a written description.
4. The College Director will contact all parties concerned in the dispute, investigate the circumstances, call a meeting of all parties concerned at a location chosen by the complainant(s), act as the meeting facilitator, and to the best of his/her ability, assist all parties involved to resolve the problem. This step shall be initiated within one week of the receipt of the written complaint and concluded within 3 weeks of the receipt of the written complaint.
5. The College Director will provide to all parties concerned, including any other student or a staff member, a written report of the complaint, the actions and decisions taken, and the reasons and justification for the decision made. This step shall be completed within one week of the completion of step 4) above. The complainant must advise the College Director within a week if he/she wishes to further pursue the complaint.
6. If a dispute cannot be resolved with the above process, the College Director will refer the dispute to a professional mediator. This step shall be completed within 3 days after the college receives a written notice word from the complainant that the remedies offered were deemed unacceptable.
7. If a student has a dispute or complaint involving the College Director, the College Director will refer the dispute to the Sr. VP of Operations, Canada. This will be done within 3 days after the complaint has been received.
8. The cost of mediation will be the responsibility of the college. The Arbutus college representative will also provide information on the Private Training Institutions Branch (PTIB).
9. Students also have an opportunity to bring their claims to PTIB after these efforts have been exhausted.
10. The student making the complaint may be represented by an agent or a lawyer.

English Language Studies

We believe that immersion into an English environment is the best way for students to progress. Our curriculum has been professionally developed to incorporate the Canadian Language Benchmarks (CLB), giving us a solid framework of reference for learning, teaching, and assessing English as a Second Language. Created by Canada's Citizenship and Immigration Department, the benchmarks are a clear descriptive scale of communicative proficiency in English as a Second Language expressed as nine levels or reference points.

On orientation day, students studying in the English Language Programs will be required to participate in proficiency assessment tests. Our innovative assessment methods allow students to progress through these levels by demonstrating language knowledge and skills in communicative and performance tasks, not simply by taking and passing tests. Students feel confident that they are learning English and can easily follow their progress in our programs. It takes four months to complete each level, but this depends completely on each student's progression and commitment to his/her studies. Four months in a level does NOT guarantee the student will move up. These benchmarks form the foundation for our levels as follows:

Level	Level 1	Level 2	Level 3		Level 4		Level 5	Level 6
CLB	1-2	3	4	5	6	7	8	9
TOEFL Score	0-6	6 - 10	10-19	19-29	30-40	40 - 53	53 - 71	71 - 81
TOEIC Score	<250	250- 300	300 – 400		400 - 600		600 - 700	700 - 900
IELTS	1.5	3.0	3.5		4.5		5.5	6.5

English Only Policy

Studying abroad is a good way for students to learn and experience a new culture. At Arbutus College we want to provide you with the best possible English learning experience. The English Only Policy requires that students speak only English during all campus activities – this means in class, on breaks and when using the computers.

The following penalties may be enforced with students who disregard the policy:

- The 1st time an instructor or staff member hears a student use a language other than English on campus, the student will be issued a yellow warning card and they will receive a 1% penalty will be applied to grades from all classes in the current term. The infraction will be recorded in the student's file.
- The 2nd time: the student will again be issued a yellow warning card and they will receive a 2% penalty will be applied to grades from all classes in the current term. The infraction will be recorded in the student's file.
- The 3rd time: the student will be issued a red warning card and they will receive a 5% penalty will be applied to grades from all classes in the current term. The student must appeal in writing to the College Director why they would like to return to the program and their plan to follow the policy. The infraction and appeal will be recorded in the student's file.
- Students who continue to disregard the policy shall meet with the College Director and may be required to leave the College.

Because Arbutus College is a friendly campus, we prefer to motivate our students to speak only in English. If students use only English:

- They will learn English faster.

- They will make friends from all over the world.
- They may receive a green card to win a prize presented at the graduation ceremony.

Grade Appeals Committee

The Grade Appeals Committee meets as required and hears appeals dealing with grades achieved in credit courses. The role of the Committee is to determine if the grade given to a student in a course by his/her instructor was assigned by the instructor appropriately applying evaluation policies and/or procedures.

Committee members are appointed by the College Director and are composed of the following members:

- a. The College Director (Committee Chair)
- b. A Student Advisor
- c. Two instructors from the Faculty in question

No person who has made a determination of a student's grade at any level shall be allowed to play any part in any appeal subsequent to that determination.

Alternates will be allocated by the College Director for those appeals in which any one of the Committee members may be perceived as having a conflict of interest.

The Committee will either confirm the instructor's grade or send a request to the College Director for the grade to be changed. In both cases, a written summary of the finding leading to the resolution must be presented to be included in the student's files and the College's grade records.

Grade Appeals Policy

The purpose of this policy is to present an opportunity to students to make an appeal for a final grade obtained in a study course.

Procedure

1. If the student would like to dispute a final mark, the first step for the student is to contact his/her instructor and request to a review his/her mark. If an error in marking is present after the instructor's review of the student's marks for the course, the instructor will notify the College Director that a grade change is required. The instructor will submit a Change of Grade Form with the new grade to the College Director. The College Director will approve the change of grade and will provide the Change of Grade Form to the Records Officer to make the appropriate change in the student's transcript.
2. If after the student has gone through a grade review with his/her instructor, and he/she is still unsatisfied with the outcome, the student must notify the College Director in writing that he/she would like to have a formal review of his/her marks.
3. The College Director will gather all documentation from the instructor in regards to assignments, attendance, exams, etc. and will call for the Grade Appeals Committee to review the documentation.
4. The review of the student's marks by the Grade Appeals Committee will have only three outcomes which will be final:
 - a. Mark is unchanged
 - b. Mark is raised
 - c. Mark is lowered
5. The Grade Appeals Committee will then notify the instructor and student of the

outcome of the grade review, and if necessary will notify the Records Officer to make the appropriate change in the student's transcripts.

Grading System

Grade	% Range	Classification	Grade Point Average
A+	93-100%	Excellent	4.33
A	85-92%	Excellent	4.00
A-	80-84%	Excellent	3.67
B+	77-79%	Good	3.33
B	73-76%	Good	3.00
B-	70-72%	Good	2.67
C+	67-69%	Satisfactory	2.33
C	63-66%	Satisfactory	2.00
C-	60-62%	Satisfactory	1.67
D	50-59%	Minimal Pass	1.00
F	49% or below	Fail	0

NOTE:

- *Grade Point Average* – Students must have an overall Grade Point Average (GPA) of 1.67 in their program. To determine your Grade Point Average, multiply the letter grade point equivalent of each course on transcript by the number of credits in the course. Divide total grade points by the total credits to give your grade point average.
- *Withdrawals* – Students may withdraw from a course within the first week of classes and the course will not show on their transcripts. Withdrawals in the second week of classes will result in Incomplete on student's transcript and are not included in the calculation of GPA. Any further withdrawals or drops result in "F" and have a grade point of 0.
- *Grades and Transcripts* – Students will receive their transcripts with all final grades within 2 weeks of conclusion of a given term.
- Please contact the College Director for any appeals of final grades within 14 days of the last day of class.

Intellectual Property Policy

The purpose of this policy is to establish the intellectual/copyright property for curriculum, instructional, support and other materials created by any member of Arbutus College (staff, faculty, and student bodies).

1. Arbutus College will own the copyrights for any creative works (e.g. curriculum materials, curriculum outlines, lessons plans, audiovisual material, computer software, etc.) created by Arbutus College staff, faculty and students as part of their teaching duties, homework, academic projects, or resources unless otherwise agreed on.
2. If an Arbutus College member retains the copyright of any work created by them as described in 1), the College will ensure that it has continuous, unrestricted use of

these materials.

Respectful and Fair Treatment of Student Policy

Arbutus College commits to offer their students, faculty and staff a respectful, and fair treatment during their stay at the College.

Arbutus College has supporting policies to ensure all students, faculty and staff have an enjoyable and fruitful time while working or studying at the College. Arbutus College policies will be applied consistently to all members regarding of their nationality, religious, gender, sexual orientation or race.

Students will be evaluated in a fair and unbiased basis manner. All evaluation criteria will be clearly articulated to students at the beginning of the course in a course outline.

All students will be evaluated equally and consistently regardless of their nationality, religious, gender, sexual orientation or race.

Arbutus College recognizes that from time to time students may be take care of personal matters that may interfere with their program of studies, the College will make reasonable attempts to be flexible in these situations while maintaining the integrity of its courses and programs.

No Smoking Policy

Arbutus College is a non-smoking campus. In adherence with the City of Vancouver No Smoking Bylaw, no person may smoke within six metres of any window, door or opening to a private or public building.

The College is NOT more than six metres away from the edge of the sidewalk. Therefore all students who wish to smoke outside of class hours must go around to Richards Street or behind the College in the alley where no entranceway is within six metres.

Students are reminded that large groups congregating on city sidewalks, preventing pedestrians from passing freely, is disrespectful and should be avoided.

Plagiarism

Plagiarism involves using another author's words without prior consent, then presenting these words or work as one's own. It is a serious academic offence that will result in a severe academic penalty, such as expulsion from the College. Also, close paraphrasing of another author's work and self-plagiarism, including submitting the same, or substantively the same work for academic evaluation more than once, are unacceptable practices that will also result in severe academic penalty. For more information, please see the Academic Integrity Policy in the Student Handbook.

Printing and Photocopying

Arbutus College may occasionally provide printing and photocopying services for school work ONLY. Ask the Student Advisor to assist you with this. If you require additional printing or photocopying there is a minimum charge of \$10.00 to reload your allowance.

Prior Learning Assessment and Transfer Credit

Prior Learning Assessment provides individuals who may have attained significant learning from previous academic studies, training, work experience and other formal or non-formal means with an opportunity to have their learning experience recognized and be counted towards qualification in an area of study at Arbutus College.

Depending on the individual's specific circumstances, one or more of the following methods may be used to evaluate Prior Learning:

- Challenge Examinations: Students may be asked to take a written or oral examination to test his/her competency in his/her intended field of studies.
- Portfolio Review: Letters from employers, works samples, performance appraisals, etc.

Requests for transfer credits must be made by the student directly with Director of the college and must be accompanied by official transcripts from the educational institution where the academic credits were earned. A minimum grade of "B-" (70%) is required for a subject to be considered for transfer credits. The Director will make the final decision on and if any credits may be transferred to Arbutus College. International Students may need to verify their educational credentials as being substantially equivalent to Canadian educational standards. Arbutus College will grant up to a maximum of 50% credit for a program. Students will be required to complete the balance of the program of study through scheduled classes.

Privacy Policy

Arbutus College collects students' personal information for the following reasons:

- To maintain student records as required by PTIB.
- To maintain student records as required by CIC.
- To maintain student records as required by SABC.
- To maintain student records as required by SACB.
- To keep students/graduates informed of activities of the school.
- To issue T2202As in accordance with Canada Revenue Agency.
- To help students on Co-op be placed through a placement agency.

Students' personal information is not used for any other purpose.

Arbutus College retains the full student file for a period of seven (7) years following the student's withdrawal, dismissal or graduation. After seven years, the full student record is destroyed using a secure destruction method.

Arbutus College uploads a copy of the students' contract, transcripts and credential (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years by the third-party vendor.

Procedure for maintaining student files:

1. Student personal information is collected throughout the student's attendance at the institution. All required information regarding the student is placed in the student file.
2. Student files containing personal information are safely stored in locking file cabinets and access to the student files is limited to the appropriate administrative staff, the College Director, and the College Director.
3. When a student leaves the school either by withdrawal, dismissal or graduation a transcript is prepared showing the marks achieved in the courses completed. If the student has completed all courses within the program of study, a program credential is also prepared. These documents are signed by the College Director and College Director as necessary, and copies of the signed documents are placed in the student file.
4. Within 30 days of the student leaving school, copies of the Enrolment Contract, Transcript and Diploma for full career training programs are sent to the third-party vendor for long term storage.
5. After documents are sent for long term storage, the full student file is placed in "inactive" student storage for one year.
6. At the end of one year, the student file is placed in "closed" storage for a further six years.
7. At the end of the seven year period, the full student file may be destroyed using a secure destruction method.

Procedure for student access to the information on file:

- Students wishing to access the information in the student file must make the request to their Records Officer who in turn will request authorization by the College Director and/or the College Director and will provide copies of any document the student requests.

Procedure for authorizing release of information:

1. If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing.
2. The school will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation.

Student Assessment and Grading

1. At the initial orientation students are given a comprehensive explanation of course evaluation and program success. The minimum passing GPA average is 1.67 for all programs except university transfer where the GPA required is 3.0.
2. Students receive transcripts at the end of each one-month period of time and are given the opportunity to discuss their success or lack of success. Under performing students must meet with the College Director or delegate and are given advice and/or required to take remedial steps.
3. In each course students are evaluated on the basis of at least four separate and distinct types of assignments and examination.
4. Typical components of evaluation (will vary from course to course):
 - a. Participation
 - b. Quizzes
 - c. Major exams
 - d. Projects and others

Student's Good Standing

1. The College Director reviews all transcripts on a monthly basis and students' performance is reviewed on the basis of grades and GPA received in the courses completed. The College Director reviews all transcripts and highlights those that are deficient in meeting the required standards. A warning, probation or suspension letter is issued accordingly.
2. The College Director meets with all students whose performance is lacking and arranges with the Student Advisors specific actions to aid the students in meeting the required standards of performance. Such actions may include changes to the course selection, re-take of examinations, additional tutorial assistance.
3. This policy is tied to the Attendance Policy and continuing registration. Students whose performance does not improve, may ultimately be dismissed or transferred to less demanding programs if such options are available. Students who are placed on probation due to their performance at the College are considered students not in good standing.
4. Students who are in arrears in their tuition payments for four weeks are considered students not in good standing and will be suspended from taking classes until their fees and penalties (if applicable) are paid.
5. Students suspended for non-academic reasons are also considered students in not good standing.

NOTE: If students receive funding from Student Aid BC, "To continue receiving financial aid, the Canada Student Financial Assistance Act and StudentAid BC policy require you to maintain a satisfactory scholastic standing." <https://studentaidbc.ca/maintain/responsibilities#scholastic-standing>

Tuition Fees – Late Payment Policy

1. The deadline for payment of school fees is stated on all invoices.
 2. New students who pay full amount of the school fees before starting school must pay before the deadline to complete the registration process.
 3. Returning students who make instalment payments must pay the instalment amount in total before the deadline of each instalment to maintain their registration status. Failure to do so will result in suspension.
 4. Payment schedules are provided to students who are eligible for payment by instalments at the time of registration. Students should plan ahead of time and make funds available at each deadline.
 5. A late payment fee of \$50.00 per week applies to all students whose late payment is accepted.
-

Tuition Fees – Refund Policy

- 1) A student may be entitled to a refund of tuition fees in the event that:
 - (a) The student provides written notice to the institution that he or she is withdrawing from the program;
 - (b) An international student delivers a refusal of study permit; or
 - (c) The institution provides written notice to the student advising that the student has been dismissed from the program.
- 2) The written notice of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
- 3) The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.
- 4) The refund to which a student is entitled is calculated on the total tuition fees due under the contract. Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
- 5) If the institution has received fees in excess of the amount it is entitled to under the student contract, the excess amount must be refunded.

- 6) Refund policy for students:

- a) Refunds before the program of study begins:

If written notice of is received by the institution for any of the circumstances listed on 1) above, no later than 7 days after the effective contract date, and before the program start date, the institution will refund 100% of tuition;

If written notice is received by the institution for any of the circumstances listed on 1) above, between the date the contract was signed and the start of the program, where that period is less than 7 days, the institution will refund 100% of tuition;

If written notice is received by the institution for any of the circumstances listed on 1) above, more than 7 days after the effective contract date, and at least 30 days before the program start date, the institution may retain up to 10% of tuition to a maximum of \$1,000.00;

If written notice is received by the institution for any of the circumstances listed on 1) above, more than 7 days after the effective contract date, and less than 30 days before the program start date, the institution may retain up to 20% of tuition to a maximum of \$1,300.00;

b) Refunds after the program of study starts:

If written notice is received by the institution for any of the circumstances listed on 1) above, after the program start date, but before 10% of instruction hours have been provided, the institution may retain up to 30% of tuition;

If written notice is received by the institution for any of the circumstances listed on 1) above, after the program start date, and between 10% and 30% of instruction hours have been provided, the institution may retain up to 50% of tuition;

If a student withdraws or is dismissed after 30% of instruction hours have been provided, no refund is required.

c) Where a student did not meet the institutional and/or program specific minimum requirements for admission through no misrepresentation or fault of their own, the institution must refund all tuition and fees paid under the contract.

d) Where the institution does not provide all the work experience hours of a program (if applicable) within 30 days of the contract end date, and the student does not attend the work experience, the institution must refund all tuition and fees paid under the contract.

7) If a refund is due and the student has paid for but not received textbooks or other course materials, including equipment or uniforms, the institution must also refund the fees charged for these items.

Withdrawal Policy

Students are allowed to withdraw from courses during the first week of classes without the courses showing on their transcripts. If students withdraw in the second week, their course will show an incomplete mark, after the second week, students are not allowed to withdraw and therefore transcript will show an F. If students do not show for the final exam, their course will show an F.

Students may also add courses in the first week of classes subject to seat availability and timing (if the class has met twice already it may be difficult or impossible to add such a course).

All students withdrawing from, adding to or changing courses must meet with their Student Advisor and complete a Student Advising Form.

1. Students may withdraw from a program on the basis of personal considerations and non-academic reasons at any time by giving proper verbal and written notice to the College Director. Refund of tuition fees are governed by the Tuition Refund Policy.
2. Students may be dismissed from a program for lack of academic performance.
Such dismissal will be preceded by warnings and student advising sessions, and will follow student enrolment and students success policies:
3. Program Dismissal – Arbutus College students who has been on probationary status and whose subsequent two terms GPA falls below the required level of 1.67 may be dismissed or suspended from their program of studies. Students dismissed from a program may register after 3 months in another program only with the permission of the College Director.

NOTE: Withdrawing from a course may mean withdrawing from your program, which has financial implications as outlined in your Student Contract. This can include “taking a break from your studies.” If you are making any changes to your studies, you need to contact your College Director to discuss the implications which could include refund or withdrawal penalties.

Work Experience/Field Placement Policy

This policy clarifies the co-op/practicum policies.

Procedure

1. Co-op and practicum terms:
 - a. After successful completion of the student's academic component of the program (minimum overall GPA of 1.67). The students need to complete the application for Co-op or Practicum and submit it to the college's Student Advisor no later than 8 weeks before the beginning of the work experience term. The students must also complete their resumes at the same time. Students must have valid work permits.
 - b. An interview with the student advisor or the director refines the information necessary for the selection of appropriate prospective employers. External groups and companies may be engaged by the college to help with this process and to ensure that a student is placed in a position. This will be completed immediately after the submission of the documentation.
 - c. The college arranges job search assistance and arrange interviews with the help of external employment agency or advisor, the student must take responsibility for attending interviews. Once a job offer has been provided to the student by the college, the student may not unreasonably decline to accept a position. Failure to accept a position deemed acceptable and provided by the college may result in dismissal from the program.
 - d. The college reviews the results of the interview with the employer and or an external agency and the student and confirms job offers, or arranges for another interview.
 - e. Once a position has been accepted by the student and approved by the college, a host agreement will be issued to the student covering the responsibilities of the student, the host company and the college; as well as the type of work experience the student will undertake and the expected tasks to complete. The host agreement will be signed by the college, the student and the host company. The student will then start his/her co-op/practicum position.
 - f. During the placement, the college will monitor the students on a monthly basis to evaluate the students' progress. The student's supervisor at the host company will evaluate the student's performance on a bi-monthly basis. Students are required to complete an honest report on a monthly basis. At the end of the program the supervisor will provide a final overall evaluation of the student's performance during their time at the host company. The college will do an overall assessment of the student work experience based on its monitoring of the student, the reports provided by the student and host company to determine a successful completion of the work experience component of the program. The areas students will be evaluated on are listed at the bottom of this policy.
 - g. Following the work term, the student receives a diploma or certificate at a graduation ceremony.

EVALUATION AREAS

1. Interest in the work at hand
2. Organization/Planning of tasks assigned

3. Ability to learn new tasks
4. Quality of the work performed
5. Completion of the tasks assigned in a timely manner
6. Judgment when completing tasks assigned
7. Dependability
8. Personal relations
9. Communication skills – Written
10. Communication skills – Oral Expression
11. Attendance
12. Personal presentation

Student Advising Form Example



Student Advising Form

STUDENT INFORMATION

Name: _____ Student Number: _____
 Program: _____ Current Term: _____
 Email: _____ Phone: _____
 Date: _____

PROGRAM OR SCHEDULE CHANGE

Current Start Date: _____ New Start Date: _____
 Current End Date: _____ New End Date: _____

Reschedule Course(s)
 Withdraw from Course(s)
 Add Course(s)
 Withdrawal from Program
 Extending Program
 Break: From _____ To _____
 Other (Please list details below): _____

Reason for Change (List details below):

Failed Course(s)
 Family Situation
 Medical
 Other (Details): _____

Attendance Policy
 Personal Situation
 Financial

Courses or Number of Courses/Term: _____ Number of Credits: _____

Before the first Monday of Week 2, all reductions require the approval and signature of the Director of Education or their designate. If students withdraw in the second week, their course will show an incomplete mark, after the second week, students are not allowed to withdraw and therefore transcripts will show an F.

STUDENT ACCEPTANCE

I understand that the changes detailed on this form may result in one or more of the following: 1) a delayed graduation date, 2) required repeat of failed or insufficient grades upon return to Arbutus College, 3) placement granted on space/course availability basis, 4) revision of financial plan, 5) increased tuition rate, and/or 6) this form will serve as an amendment to the PCTIA contract as applicable.

Student Signature: _____ Date: _____

APPROVAL / CLEARANCE (The final signed form must remain with the Records Officer.)

Student Advisor Name: _____ Signature: _____ Date: _____
 Co-op Advisor Name: _____ Signature: _____ Date: _____
 Student Accounting Name: _____ Signature: _____ Date: _____
 Records Officer Name: _____ Signature: _____ Date: _____

OFFICE USE ONLY

Notes: _____

Master List Updated Date: _____
 TEAMS Notes Updated Date: _____
 PCTIA Contract Updated Date: _____

Intended Graduation Date Updated Date: _____
 Invoice Sent Date: _____
 Student File Updated Date: _____

LAST REVISED 03.27.2014

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This handbook was produced by Student Services at the Arbutus College. Arbutus College reserves the right to change the policies contained within this handbook from time-to-time. Although notice is not required for a new policy to take effect, Arbutus College will make reasonable attempts to inform students of any policy changes through website postings, campus postings or other methods deemed appropriate by the College.

LAST REVISED: March 2020