



**DISCOVERY**  
- C O M M U N I T Y -  
**COLLEGE**

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STUDENT HANDBOOK



Accredited with PPSEC, then PCTIA, since 1996; designated with PTIB since 2016.

2018

[www.discoverycommunitycollege.com](http://www.discoverycommunitycollege.com)

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## MESSAGE FROM THE PRESIDENT

Dear Student:

Welcome to **Discovery Community College**.

**Discovery Community College** is a private career college designated with the Private Training Institutions Branch of British Columbia (PTIB). Our training is focused on developing the real skills and strong competencies for jobs in Health Sciences, Human Services, Business, and Advanced Media programs.

Training at Discovery Community College is a giant step towards working in the field of your choice. A strong part of your future success depends on the commitment you put into your training. We believe that treating coming to school as you would a job is a big step to your future success.

We look forward to playing an important role in your training and trust that your time with us will be enjoyable, productive, and positive. Our staff and management are committed to the success of each of our students. We welcome you to take an active part in our college and encourage you to help us work with you and your individual needs.

Together we will work at accomplishing your goals and being an integral part in your success.

Yours truly,



Lois McNestry  
President



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# DISCOVERY COMMUNITY COLLEGE

## MISSION STATEMENT

Discovery Community College is committed to hands-on training and graduating work ready students who are sought after by employers

## OBJECTIVES

- To acknowledge and encourage the individual learning needs of each student
- To offer quality, hands-on education, utilizing the latest technology
- To understand and work with our local community and its unique needs
- To be superior at developing new programs and teaching the skills that are necessary for today's fast changing labor market

## HISTORY

Discovery Community College (DCC) began in Campbell River in 1989 under the name of Darlene Henderson Consulting. In 1992, to better reflect the mission of the school, the name was changed to LBD School of Business. LBD (Learn by Doing) was chosen to reflect the core philosophy towards education. This philosophy is still the core of DCC more than 20 years later.

In 1999 the College changed its name to Discovery Community College. This new name was chosen to better reflect the College as more than a business college. Also in 1999 Lois McNestry took over the management to create a stronger focus creating programs which better reflected the needs of the community. After recommending and implementing a more varied selection of programs and expanding the footprint of DCC, Lois McNestry became a managing partner in 2000. Lois has led a vigorous expansion of the College to include Health Sciences, Human Services, Business, and Advanced Media programs. Lois is now the President and sole owner of Discovery Community College.

DCC is an active member of the BC Career Colleges Association (BCCCA), and the National Association of Career Colleges (NACC). DCC has numerous affiliations with Health Authorities across the province. Lois is past president of the BCCCA and served for 6 years as an elected board member of PCTIA. DCC is also actively involved in many community organizations including long standing memberships with the Chamber of Commerce.

We are proud to offer training at campuses across Vancouver Island and in the Lower Mainland with a variety of programs that reflect today's employment needs.

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# STUDENT SERVICES

## Academic Advice

With small class sizes instructors are able to provide support and encouragement and to offer individual direction to their students. Instructors will seek additional assistance if needed. Because instructors at DCC have appropriate, relevant professional qualifications and experience, they are able to offer current information and advice about your chosen profession.

## Career Advisors

A DCC career advisor can help you choose the right program for your interests and goals. Once you have decided on your path, the career advisor can help you with financial aid applications. The information you need to make your choice and to apply for funding is available from your career advisor.

## Campus Manager

Your campus manager provides support and assistance to students in non-academic matters.

## Employment Preparation

Each program includes employability skills and job readiness training. Please ask your campus manager if you need additional assistance with your résumé and/or employer networking.

## Facilities and Learning Resources

Students will learn in classrooms, specialized properly equipped facilities (e.g. computer labs, nursing labs, dental clinic), and on-site in host facilities (e.g. residential care) as appropriate to their programs. Other services and resources available (depending on the campus attended) may include library, internet access, student lounge with computer(s), public transit, and parking.

Students may prearrange access to some classroom facilities outside of classroom hours (e.g. computer classroom) by contacting their campus manager.

## Individual Education Plans

Discovery Community College provides an inclusive learning environment that supports students with different learning abilities. We work with students as needed to create individual learning plans that guide both the student and College in determining appropriate supports and adaptations to the teaching/learning environment. The costs of additional resources provided by the College are the responsibility of the student.

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## INSTRUCTORS

### Availability

Your instructor is available to you during class and at pre-arranged times before or after class (instructor schedules and responsibilities do vary). Please respect your instructor's privacy and do not communicate with her/him outside of class time. This request includes telephone calls, emails, and social networking sites.

DCC reserves the right to re-schedule and/or change instructors during your program.

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## Evaluation

Performance criteria are set for instructors and regular performance reviews are conducted by DCC management.

Student “evaluation of instructor” forms are distributed during each program. We ask students to complete these and return them in confidence to the College official administering the evaluation (usually a Campus Manager). These forms are sent to the corporate office and summarized by a staff member and then shredded. The summarized information becomes part of the instructor’s performance review and is shared with him or her.

We use instructor performance reviews to identify success and any areas of concern. We use this process to support and enhance each instructor’s professional development and performance.

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## **WORK EXPERIENCE**

### **Policy**

This policy applies to all Discovery Community College students enrolled in a program offered by the College that includes any type of work experience.

In each program that offers any type of work experience the work experience is a required part of the program in which the student learns and practices skills relevant to the learning objectives of the program.

The process by which the student is placed in a work experience varies depending on the program of study. For program specific information refer to each work experience course outline and the course instructor. DCC staff arranges all work experience placements; suggestions or requests from students will be considered. Students must arrange their own transportation to all placements. Work experience placements may not be in the ‘home’ community and they may follow daily and weekly schedules that are not the same as the classroom schedule. Students must be able to attend their work experience placements.

The process by which the student is evaluated in the work experience is described in detail in each work experience course outline. Each student will be provided with at least one written evaluation during the work experience.

Discovery Community College will monitor each student during the work experience as follows:

- Weekly attendance will be reviewed for non-instructor led work experience (practicum, cooperative, preceptorship)
- Daily attendance will be tracked for instructor led work experience (clinical)
- Achievement of learning outcomes once during and once at the end of non-instructor led work experience
- Achievement of learning outcomes regularly for instructor led work experience

The requirements for participation in the work experience are described in detail in each work experience course outline. They minimally include completion of all courses scheduled prior to the work experience and often include completion of criminal records checks and immunizations.

The length of each work experience, including the hours of instruction, is described in each program curriculum guide as well as in each work experience course outline.

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The types of work experience offered in each program are described in each program curriculum guide as well as in each work experience course outline and can be:

- Practicum (monitored by DCC)
- Clinical (instructor led at all times)
- Preceptorship (monitored by DCC)
- Cooperative (monitored by DCC)

This work experience policy is included in the Student Handbook which is given to each student and reviewed during orientation.

Prior to each work experience, Discovery Community College, the student, and the host organization will sign an agreement that describes:

- The respective responsibilities of the host organization, the student, and DCC
- The work experience activities the student will undertake

A copy of this agreement will be provided to the student before the start of the work experience.

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## STUDENT RECORDS

### Protection of student records

Our policies and procedures for storing and using information about students comply with the *Personal Information Protection Act* (PIPA) and with the requirements of the Private Training Institutions Branch (PTIB), Student Aid British Columbia (SABC), and Canada Revenue Agency (for issuance of T2202A forms). More information is available, most readily by visiting the web sites of each organization (try a Google search OIPCBC, PTIB, and SABC), or by contacting the College.

The *Personal Information and Protection Act* regulates how we may collect, use, disclose, and secure personal information; PTIB and SABC tell us what information we must collect and how long we must retain it.

We follow these general guidelines:

- ~ We collect only the information needed to conduct our business; we collect this information directly from you; and we tell you how we will use this information.
- ~ We use student information only for the purpose for which it was collected.
- ~ We do not share student information with anyone else unless we have a signed consent form. You may modify or withdraw your consent at any time; if you do we will explain the consequences of such change. Student graduation and/or class participation photographs may be published unless DCC is expressly asked not to.
- ~ Current and former students have free and reasonable access to their records and the right to review their information for accuracy and to request any corrections.
- ~ Current and former students may request copies of their records and these will be made available at a reasonable cost.
- ~ Student information is kept secure at all times. Current paper files are kept in a campus office that is either attended by an employee or locked. Past files are kept in locked archive storage.
- ~ Electronic files are stored on our computer network replicated servers and backed up to an



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external hard drive that is swapped out and relocated to a secure alternate location every two weeks. The servers and active external hard drive are kept in a locked server room. Both servers are protected from unauthorized access by regularly updated hardware and software firewalls.

- ~ Electronic files are stored in our Student Administration System (SAS). This is a web based database system. These servers are located in a physically secure data centre and are protected from unauthorized access by regularly updated hardware and software firewalls.
- ~ DCC staff may access only the information they require to do their jobs effectively e.g. instructors access only marks and attendance, career advisors access only admissions information etc.

If you believe that we are not meeting our obligations under PIPA please put your complaint in writing to DCC's Privacy Officer. The Privacy Officer (or designate) will investigate and respond to you in writing within a reasonable time (usually ten business days). If you are still not satisfied you may follow the formal complaints procedure with the Office of the Information and Privacy Commissioner for British Columbia (OIPCBC).

#### Management, Retrieval, and Archiving of Student Records

- ~ DCC retains the full student file for a period of seven (7) years following the student's withdrawal, dismissal, or graduation.
- ~ Within sixty (60) days of the student leaving school, DCC uploads a copy of each student's contract, transcripts, and credential to an approved third party vendor. These records are retained for fifty-five (55) years by the third party vendor.
- ~ After seven years the paper student record may be destroyed using a secure destruction method.
- ~ The academic record (transcript) is retained permanently.

Typically, fees apply to requests for copies of documents in your file or replacement documents. See your Campus Administrator or Administrative Assistant to request documents and see the current fee schedule for applicable fees. In most cases, allow ten business days for your documents to be prepared.

#### Student Card

Each student is issued a student identification card at the start of their program. Replacements are available for a fee.

#### Transcripts

DCC issues one original transcript to each student who leaves the school, whether by withdrawal, dismissal, or graduation. Official transcripts are sent directly from Discovery Community College to the recipient. Allow thirty business days **plus** postal transit time.

#### Certificates/Diplomas

Upon satisfactory completion of a program of study, a certificate or diploma is issued. These are original documents and are not normally replaced. However, if they have been irretrievably lost, you may request replacements; fees will apply. Allow thirty business days **plus** postal transit time.

Note: If any fees or other payments are outstanding at the time of graduation, transcripts and certificates or diplomas will be kept on file until such fees or other outstanding payments have been made or alternative payment arrangements have been made with the College.

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# ADMISSION

## Choosing Your Program

Discovery Community College offers a range of programs focused on successful employment opportunities upon graduation. Information about these programs is available at each of our main campuses and on our website. Our Career Advisors can provide you with detailed information that will help you decide.

## Applying to DCC

A Career Advisor will help you complete all of the steps required to apply to your chosen program. For **all** programs you must:

- ~ Submit a completed application form
- ~ Complete a satisfactory entrance interview with a College official
- ~ Have graduated from grade 12 or be 19 years of age or older on the first day of classes

Most of DCC's programs have additional entry requirements. Your Career Advisor will explain these requirements to you and provide guidance in gathering the necessary evidence.

An applicant who does not meet the minimum entry requirements for a program cannot be admitted to that program. Minimum entry requirements cannot be waived by Discovery Community College or by the applicant.

## Completing Admission Requirements

Each applicant must provide to their Career Advisor evidence of their having met the admission requirements for their program. Your Career Advisor will make copies and return the originals to you. Some examples of evidence are:

- ~ Proof of age (a driver's license)
- ~ A high school transcript proving graduation and/or marks in particular high school courses
- ~ Evidence of completed immunizations (required in some programs)
- ~ Satisfactory completion of an entry assessment

## Language Proficiency Assessment

Instruction at Discovery Community College is conducted in English. All applicants must demonstrate English language competency prior to admission. There are two ways to meet this requirement:

- ~ applicants may prove their English language competency by attaining a particular standard of education in schools where English is the language of education (e.g. grade 10)
- ~ applicants may prove their English language competency by attaining particular scores on acceptable language proficiency tests (e.g. IELTS)

The purpose of this policy is to ensure that each applicant has the language abilities necessary to successfully complete their program of choice. Language proficiency requirements are admission requirements and may not be waived by either the institution or the student.

### Procedure

Applicants will be required to provide evidence of their English language proficiency. The information regarding acceptable standards is described in each program curriculum guide.

Some of DCC's programs require a stated level of proficiency in English language as required by an

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external regulatory organization. The standards for these programs are described in the admission requirements section of the program curriculum guide.

### **Prior Learning Assessment and Recognition**

DCC does not recognize general knowledge or life/work experiences as credit toward our programs.

### **Transfer Credit for Previous Academic Work**

Applicants who believe they have completed prior education duplicating portions of their intended program at DCC should discuss their situation with the Career Advisor.

Applicants may apply for transfer credit recognition by providing documentation about previous education which is compared to the learning outcomes of DCC courses and program to determine whether transfer credit is warranted.

- The previous post-secondary education must be at a recognized institution whose standards are acceptable to DCC.
- Generally, we will not grant more than 40% of our own program or course content as transfer credit.
- Transfer credit evaluation may take up to a month to evaluate.
- Applications for transfer credit must be received and evaluated before the start of an applicant's program. Consideration will not be given to applications made after a program start date.

Refer to the transfer credit policy for complete details.

### **Funding Your Education**

Meet with your Career Advisor to discuss options for funding your education plan. There are many ways to fund your program and your Career Advisor can help you create a budget and complete funding applications.

### **Payment of Fees**

All tuition fees and other program related payments are due and payable two weeks prior to the program start date, unless prior arrangements have been made with the College. If a student starts late in a program (within two weeks of a program start), a deposit of 10% of the total tuition is due immediately upon acceptance into the program.

If funding has not been secured (e.g. through a student loan or EI funding), a deposit of 10% of the total tuition is due on or before the first day of class. Please note that, if funding has not been secured, then textbooks, tools, supplies, and workshop training (e.g. first aid, food safe, etc.) will not be given until the deposit of 10% of the total tuition has been received.

Upon acceptance into Discovery Community College, a schedule of payments for tuition fees, textbooks, and any other costs may be negotiated with the student. It is the responsibility of the student to adhere to this schedule. Non-payment of fees may result in dismissal from your program and all certificates and transcripts will be withheld until full payment is received by DCC.

Students required to be registered with and/or sit examinations with external regulatory bodies (including but not limited to BCCACHWR, CPNRE, and NDAEB) should note that all DCC fees must be paid in full before their graduation status will be submitted. If fees are paid after graduation, students should note that they may not be able to write until the next scheduled exam, due to submission timelines set by the

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external examination authorities. The fees charged by external examination authorities are not included in DCC tuition costs.

If any fees or other payments are outstanding at the time of graduation, transcripts and certificates or diplomas will be withheld and will be kept on file until such fees or other outstanding payments have been made or alternative payment arrangements have been made with the College.

### **DCC Charges**

If fees or other payments are outstanding at the day of graduation and alternative payment arrangements have not been made, an administrative fee will be added to all outstanding debt.

An administration fee will be charged for all NSF cheques.

### **Tuition Refund Policy**

DCC's student refund policy meets the standards established in the Private Training Regulation. This policy is stated in the student enrollment contract and repeated here. Each student is given a copy of her/his signed student enrollment contract when s/he enrolls; the original is kept on the student file.

The following refund policy applies to the terms of the enrollment contract:

1. If the institution receives tuition from the student, or a person on behalf of the student, the institution will refund the student, or the person who paid on behalf of the student, the tuition that was paid in relation to the program in which the student is enrolled if:
  - a. the institution receives a notice of withdrawal from the student no later than seven days after the effective contract date and before the contract start date;
  - b. the student, or the student's parent or legal guardian, signs the student enrolment contract seven days or less before the contract start date and the institution receives a notice of withdrawal from the student between the date the student, or the student's parent or legal guardian, signed the student enrolment contract and the contract start date; or
  - c. the student does not attend a work experience component and the institution does not provide all of the hours of instruction of the work experience component within 30 days of the contract end date.
2. The institution will refund the tuition for the program and all related fees paid by the student or a person on behalf of the student enrolled in the program if the student is enrolled in the program without having met the admission requirements and did not misrepresent his or her knowledge or skills when applying for admission.
3. If a student does not attend any of the first 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 50% of the tuition paid under the student enrolment contract unless the program is provided solely through distance education.
4. Unless the program is provided solely through distance education, if the institution receives a notice of withdrawal from a student:
  - a. more than seven days after the effective contract date and
    - i. at least 30 days before the contract start date, the institution may retain up to 10% of the tuition due under the student enrolment contract, to a maximum of \$1,000.
    - ii. less than 30 days before the contract start date, the institution may retain up to 20% of the tuition due under the student enrolment contract, to a maximum of \$1,300.
  - b. after the contract start date
    - i. but before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.

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- ii. and after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
    - iii. And after 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain 100% of the tuition due under the student enrolment contract
  5. Unless the program is provided solely through distance education, if the institution provides a notice of dismissal to a student and the date the institution delivers the notice to the student is:
    - a. before 11% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 30% of the tuition due under the student enrolment contract.
    - b. after 10% but before 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain up to 50% of the tuition due under the student enrolment contract.
    - c. After 30% of the hours of instruction to be provided during the contract term have been provided, the institution may retain 100% of the tuition due under the student enrolment contract
  6. If the institution provides the program solely through distance education and the institution receives a student's notice of withdrawal or the institution delivers a notice of dismissal to the student and:
    - a. the student has completed and received an evaluation of his or her performance for up to 30% of the hours of instruction to be provided during the contract term, the institution may retain up to 30% of the tuition due under the student enrolment contract, or
    - b. the student has completed and received an evaluation of his or her performance for more than 30% but less than 50% of the program, the institution may retain up to 50% of the tuition due under the student enrolment contract.
  7. The institution will refund fees charged for course materials paid for but not received if the student provides a notice of withdrawal to the institution or the institution provides a notice of dismissal to the student.
  8. Refunds required under this policy will be paid to the student, or a person who paid the tuition or fees on behalf of the student, within 30 days:
    - a. of the date the institution receives a student's notice of withdrawal,
    - b. of the date the institution provides a notice of dismissal to the student,
    - c. of the date that the registrar provides notice to the institution that the institution is not complying with section 1(c) or 2 of this policy, or
    - d. after the first 30% of the hours of instruction if section 3 of this policy applies.
  9. If an international student delivers a copy of a refusal of a study permit to the institution, sections 1(a), 1(b), 4, 7, and 8 of this policy apply as if the copy of the refusal were a notice of withdrawal, unless:
    - a. the international student requests an additional letter of acceptance for the same program that was the subject of the refusal of a study permit, or
    - b. the program is provided solely through distance education.

### **Signing Your Contract**

Once you have been accepted into a program you will be required to sign a Student Enrollment Contract. As with all contracts, you should read this contract carefully before signing. A College representative (usually your Career Advisor) will sign the contract on behalf of DCC. Your contract is a record of information that is vital to both you and the College for example:

- ~ Your name and contact information
- ~ Program information including start and end dates

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- ~ Admission requirements satisfied
  - ~ Tuition and other fees and a payment schedule
  - ~ DCC's tuition refund policy (as required by PTIB)
  - ~ A checklist of information that we must provide to you
  - ~ Declarations by you and by DCC

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## REGULATIONS AND POLICIES

### ASSESSMENT AND EVALUATION

#### Academic and attendance records

A percentage marks, letter grade, and complete/incomplete record are used to evaluate student learning. Assessment takes place regularly in all courses and students are given a letter grade or a complete/incomplete for each course completed. Instructors will use a variety of evaluation instruments to measure students' progress throughout each program. Information specific to courses and programs is described in their curriculum guides.

All student evaluation and attendance information is recorded in DCC's Student Administration System. This is a secure web based database that allows instructors access to their class records at any time during a program.

Graduation certificates and diplomas are awarded according to the following grading system:

<b>Academic Record</b>	<b>Final Grade</b>	<b>Certificate Awarded</b>
95% - 100%	A - honours	Distinction
90% - 94%	A	Excellence
80% - 89%	B	Achievement
70% - 79%	C	Completion
Less than 70%	F	No Certificate

All students maintaining perfect attendance will be awarded a certificate of perfect attendance. All students maintaining attendance of 95% or better will be awarded a certificate of excellent attendance.

To receive a Certificate or Diploma, all courses within your program must be satisfactorily completed. This requires a minimum mark of 70% in each course (some programs or courses may have higher standards). Information specific to courses and programs is described in their curriculum guides and is available from program instructors.

In all programs, students are required to pass all courses and practice experiences at each level of the program before moving on to the next level. Failure to satisfy this requirement may result in withdrawal from the program. Students may apply to return to a subsequent program.

#### Assignments, tests, and exams

Course assignments must be completed as required by the instructor. Prior arrangements for submission of late assignments must be made with the instructor (24 hours' notice preferred). Late assignments submitted without prior arrangement will not be marked and will be recorded as 'zero'. Assignments are the property of the student and will be returned to the student. Assignments that include information of a personal nature referring to non-College personnel (e.g. clients or patients) will not be returned to students until all such references have been removed.

Tests and exams must be completed as required and as scheduled by the instructor. Prior arrangements to

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re-schedule a test/exam must be made with the instructor (24 hours' notice preferred). Non-attendance for a scheduled test or exam, without prior notice, will be recorded as a 'zero'. Prior approval to re-schedule a test/exam will only be granted under exceptional circumstances; students will be required to sit a similar test or exam on a date and time scheduled by the instructor. Tests and exams are the property of Discovery Community College and will not be returned to the student.

#### Rewrites of assignments, tests, and exams

A student with satisfactory attendance (usually 90%) who fails a course may re-submit one assignment and/or re-write one test/exam up to a maximum of two times. This opportunity is only offered to students who have failed a course. Make arrangements for the resubmission or rewrite with your instructor. Resubmissions and rewrites should be completed within one week of your having received the failing mark. Assignments and tests/exams used for resubmissions or rewrites will be similar but not identical to the original.

Instructors will use their discretion when reviewing an unsatisfactory assignment or test/exam with a student and may, as part of the normal teaching/learning environment, allow a student to revise submitted work.

Some programs maintain additional requirements to these standards. For program specific information please see your instructor or review the program or course curriculum guide.

#### Appeals of marks and grades

Students may appeal their mark in any assignment or exam within three days of the mark being posted. Late appeals will not be accepted. The appeal should be presented by submitting a note to your instructor or department program manager. A second instructor will be asked to re-mark the assignment or exam. The higher mark of the two will stand.

If the student is not satisfied with the outcome of his/her appeal to the instructor, s/he should submit a written appeal to the Director of Education. The Director of Education will obtain a copy of the assignment or exam from the instructor and will have it re-marked by another instructor. The highest mark will stand. This mark will be final and no further appeals will be accepted.

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## **ATTENDANCE AND PARTICIPATION**

### Attendance requirements

At DCC, we believe that being employable depends not only on what you do but how you do it. Integrating skills and knowledge with desirable attitudes and behaviours will give every student and graduate the greatest opportunity for success.

DCC provides training for employment – and attendance is vital to employers.

Upon acceptance into Discovery Community College, students are expected to abide by these policies:

- ~ Attend class every day and be on time. If you are going to be late or absent, please inform your instructor half an hour before class starts. Each time you are absent your instructor will meet with you to discuss your reasons for absence and to ensure that you understand our attendance policy.
- ~ Instructors record class attendance at the beginning of each class. If you arrive late, leave during class, or leave before class finishes, your absence will be recorded to the minute (e.g. if class starts at 8:00am and you arrive at 8:20am your absence will be recorded as 20 minutes).



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- ~ If your absences reach 5% of your total program time, a meeting will be arranged with your instructor and the Campus Manager. The purpose of this meeting will be to help you find ways to bring your attendance in line with workplace standards and to ensure that you understand the seriousness of missing instruction time. You will be asked to complete and commit to a “student performance improvement plan”.
  - ~ If your absences reach 10% of total program time, the Campus Manager will arrange a formal meeting with you. The purpose of this meeting will be to ensure that you understand that continued absenteeism could lead to your academic failure in a course or program. Academic failure will result in withdrawal from your program (you must pass all courses and practice experiences at each level of a program before moving on to the next level); the campus manager will review with you the consequences of program withdrawal.
  - ~ Students in the Dental Assistant Level II, Health Care Assistant, Practical Nurse Access, or Practical Nurse Generic programs, whose absences reach 10% of total program time, will NOT be allowed to graduate until satisfactory arrangements have been made to address the learning deficits arising from their absences. Students who do not graduate cannot register with their regulatory association and therefore cannot work in their profession.
  - ~ Current Student Aid BC (SABC) policy requires that DCC withdraw any student funded by SABC who:
    - does not attend class for two consecutive calendar weeks (Sunday to Saturday)
    - attends class for less than 60% of scheduled class time (12 hours in most DCC courses) each week for three consecutive calendar weeks (40% or 8 hours for students with permanent disabilities)
    - misses sufficient time from the program that DCC determines you cannot successfully complete the program within the study period (Student Aid BC will not accept make-up assignments in lieu of classroom attendance)
  - ~ We urge all students to work closely with their Campus Manager to address any attendance issues as soon as they arise. Should withdrawal become necessary, your Campus Manager may meet with your instructor to discuss the details of your absenteeism prior to meeting with you. The Campus Manager will then meet with the student to review the process of withdrawal from their program.
  - ~ The Campus Manager/Administrator will conduct an exit interview meeting with every withdrawing student and will discuss the financial consequences of not repaying any student loans.

### Academic failure

Any student, who is at risk of withdrawal due to academic failure, may ask for instructor led additional teaching/learning time to address learning deficits. DCC will determine the availability of an instructor who will then decide the amount of extra teaching/learning time needed. DCC will then determine the cost to the student of the additional time.

The student must pay any and all costs as determined by DCC before any further arrangements are made. Upon receipt of payment, the instructor will collaborate with the student to schedule the time required.

### Attendance and Emergency Closures

#### Weather Conditions

- When your local school district closes schools due to weather conditions, DCC classes are also cancelled. The campus will remain open to provide administrative services when possible.
- PN and HCA students in clinical or preceptorship courses must contact their instructor to determine the status of scheduled classes or shifts.
- Students on work experience (other than HCA or PN) must contact their placement site to determine whether the placement site is open. If it is open and you cannot attend as scheduled, advise your placement site supervisor as well as your campus administrator or manager as indicated below.
- Your safety is our top priority. If you cannot travel to class safely due to road conditions, advise your Campus Administrator/Manager at the earliest possible opportunity.

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### Other Closures and Cancellations

- From time to time situations arise when a class must be cancelled or the campus must be closed. In these situations DCC staff will notify students as soon as possible.

### Effect on Attendance

- Missed classes due to cancellations are not considered absences.
- When appropriate, cancelled classes will be rescheduled. Students are expected to attend rescheduled classes and failure to do so is considered an absence.

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## STUDENT CONDUCT

### Cheating and Plagiarism

Cheating is obtaining an unfair advantage by dishonest means and may include:

- ~ Exchanging information with anybody else during an examination
- ~ Using unauthorized material during an examination
- ~ Submitting an assignment containing reference to a source that does not exist
- ~ Submitting the same (or substantially the same) assignment for two courses without first obtaining approval of the second instructor

Plagiarism includes the presentation of another person's work, words, ideas, images, or data as your own without fully acknowledging the source. A student should not submit the work, words, ideas, images, or data of another person and represent them as your own work. This policy applies regardless of where the work exists and includes but is not limited to books, magazines, newspapers, periodicals, newsletters, television and radio shows, and the internet. Your instructor can show you how to acknowledge work that belongs to another (quotations, references etc.).

Any student suspected of cheating or plagiarism will be interviewed by an instructor to allow both to present their view of the situation and to agree on possible solutions. Some examples of possible solutions include a resubmission of the work or a portion of the work, the addition of a proper recognition of the source of information in the student's assignment, an additional assignment relevant to the situation. If the student and instructor cannot agree then the department Dean or Program Manager (or his/her delegate) will meet with both. The decision of the Dean/Program Manager will be final and must be followed by the instructor and student.

DCC's suspension and dismissal policy states that students may be dismissed from DCC for cheating or plagiarism. DCC reserves the right to take this final step if deemed appropriate.

### Respectful and Fair Treatment

Discovery Community College is committed to ensuring a safe learning and working environment that promotes the respectful and fair treatment of all students, employees, and visitors.

While on the premises of any DCC campus or while engaged in activities or events hosted by or attended by DCC, all members of our community (instructors, administrators, students, and guests), are entitled to an environment that is free from any form of discrimination and harassment, whether verbal, physical, psychological, emotional, or sexual.

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Any person who believes s/he is being or has been discriminated against or harassed is encouraged to respond to the alleged perpetrator directly, by objecting and requesting that the unwelcome behavior stop immediately. Any person who believes s/he has been a victim of discrimination or harassment must immediately report the incident to their Campus Manager who will then forward the report to the President of Discovery Community College.

The person making a complaint will be met with by the President (or delegate) to present his/her report of the situation and to discuss next steps. The person accused of harassment will be met with by the College President (or delegate) to present his/her view of the situation and to discuss next steps. The President (or delegate) will conduct an investigation of the circumstances and will recommend solutions to both the complainant and the person accused. Negotiations will continue until an outcome satisfactory to both parties has been reached. If this is not possible then the relevant steps of the DCC dispute resolution policy will be used.

If, in the opinion of the President, a serious offence has occurred, appropriate authorities will be consulted and their recommendations may be followed.

DCC's suspension and dismissal policy states that students may be dismissed from DCC for harassment of any kind. This final step will only be taken if, in the opinion of the President, the behaviour is serious, and all other possible solutions have proven unsatisfactory.

At all times, the privacy of all parties will be respected and protected.

#### Drug and Alcohol Use

Discovery Community College maintains a zero tolerance policy regarding drug and alcohol use by students.

Drug and/or alcohol use during scheduled class time (including breaks) is considered grounds for immediate dismissal from your program.

Drug and/or alcohol use outside of scheduled class time that affects your ability to participate in class is considered grounds for suspension from that class. Repeated offences will be considered grounds for dismissal from your program.

Students exhibiting physiological or behavioural indications of drug or alcohol use will be asked to leave class and may be required to provide evidence of sobriety as a condition to returning to class. While every consideration is given to the rights of the individual student, the safety and security of all students, staff, and patients in clinical settings must be first priority.

#### Suspension and Dismissal

Students may be suspended from class while consideration is being given to circumstances that have arisen. No suspension will be for more than six consecutive class days; the student will be either readmitted to class or dismissed.

Students may be suspended and/or dismissed from Discovery Community College for any of the following:

- ~ Failure to complete all entry requirements for your program of study.
- ~ Unsatisfactory attendance (please refer to attendance/participation policy).
- ~ Unsatisfactory academic progress (e.g. failure to achieve the minimum required mark to pass a

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course).

- ~ Breaking written agreements and/or contracts.
- ~ Abuse of College property.
- ~ Unsafe or inappropriate behaviour while on College property.
- ~ Cheating and plagiarism.
- ~ Non-payment of fees (please refer to payment of fees policy).
- ~ Harassment of any kind (please refer to our harassment policy). Students will be subject to immediate dismissal for abusive and/or threatening language or behaviour.
- ~ Drug and/or alcohol use (please refer to drug and alcohol use policy).

The process by which a student may be dismissed from a program is:

- ~ Students will be notified in writing of their dismissal.
- ~ The notification will describe the grounds for the dismissal.
- ~ The notification will refer to the DCC appeals process (described below).
- ~ In cases where immediate dismissal is required, the student will be notified in person, and a follow up letter will be sent.

#### Student Initiated Program Withdrawal

Our goal at DCC is for all students to complete their programs successfully and gain employment. However, occasions may arise when students have to withdraw from their program due to unexpected circumstances. These may include but are not limited to:

- ~ Personal medical issues.
- ~ Family circumstances.
- ~ Change of personal or family circumstances (e.g. job transfer).
- ~ Funding changes.

If you find it necessary to withdraw, please advise your instructor and also arrange a meeting with your Campus Manager/Administrator to process your withdrawal.

When students encounter situations where they must make an unexpected change to their plans DCC will support them in their decisions. This support may include help with medical withdrawal notifications to funders, assistance with re-entering another class in the same program at a more suitable time, assistance in transferring to a different program of training. DCC staff may also assist in working with StudentAid BC and Canada Student Loans regarding the repayment of student loans.

#### Dispute Resolution

We describe our dispute resolution as either informal or formal.

##### Informal dispute resolution

DCC staff (e.g. instructor, Program Manager, Campus Manager) will assist in resolving any informal disputes.

Please follow these steps:

- All persons directly involved should first try to resolve any issue or disagreement by discussion and mutual agreement.
- If mutual agreement is not possible, then any one of the involved parties must ask the DCC Campus Manager to convene a meeting of the directly involved persons. At this meeting, the DCC Campus Manager (or delegate if s/he is not available) will hear the dispute from each person

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- involved, take notes of the facts, and ensure that all parties agree with the notes taken.
  - After this meeting, the Campus Manager will consider the facts collected, consult appropriate DCC staff, arrive at a decision, and reconvene a meeting of the same persons who attended the first meeting. At this meeting the Campus Manager will convey her/his decision to the parties.
  - If all parties agree with the decision of the Campus Manager then the dispute will be considered resolved.

#### Formal dispute resolution

DCC follows each of these steps:

- No student will be subject to any form of retaliation as a result of filing a complaint
- Any student making a formal complaint may be represented by an agent or lawyer
- The student must make their complaint in writing and this complaint must be addressed to the Campus Manager
  - If the Campus Manager is absent or is named in the complaint then the complaint must be made to the Director of Admissions and Student Finance Services
  - The written complaint must include a record of the concerns being complained about, the steps taken so far to seek resolution, and the reasons why these steps have not been successful
- The Campus Manager will ask any other persons named in the complaint to submit a written record of their concerns, the steps taken so far to resolve the concerns, and the reasons why these steps have not been successful
- The Campus Manager will investigate the complaint and consult with DCC staff
- The Campus Manager may convene a meeting with the complainant and any other parties involved if s/he judges this to be necessary
- The Campus Manager will make a determination in respect of the complaint and this will be provided to the student in writing within twenty (20) business days from the date on which the written complaint was received by the Campus Manager
- If the complainant does not accept the written decision, then we ask her/him to follow the appeals process described below

*Formal dispute resolution revised 2017-06*

#### Appeals Process

Any student who wishes to appeal a decision of the College may appeal that decision by following these steps:

- Describe their appeal in writing to the Campus Manager and ask that this be referred to the DCC President.
- The President (or delegate) will ask that all parties involved submit a written record of their concerns, the steps taken so far to resolve the dispute, and the reasons why these steps have not succeeded. The President (or delegate) will convene a meeting with the DCC Campus Manager to discuss the dispute.
- Upon completing her investigation, the President will provide a written decision to all parties within twenty-five (25) business days of receiving the written appeal.
- The decision of the President is final and binding on all parties and is not open to further appeal by any party.

If the complainant is or was enrolled in an approved program, is dissatisfied with the decision made, and

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has been misled by the institution (DCC) regarding any significant aspect of their program, s/he may file a complaint with the Private Training Institutions Branch ([www.privatetraininginstitutions.gov.bc.ca/](http://www.privatetraininginstitutions.gov.bc.ca/)).

*Appeals Process revised 2017-06*

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## **CAMPUS AND CLASSROOM USE**

### Recording Devices

Do not use a recording device of any type (sound or video) in any classroom while the session is in progress. Coursework, classroom activities, and instruction are the sole property of Discovery Community College. Recording devices can also be a distraction from the teaching/learning process.

Exceptions may be made if the use of a recording device will enhance student learning. Prior agreement of the instructor, students, and any non-College personnel present in the classroom must be obtained. Such consent cannot be unreasonably withheld.

### Communication Devices

Do not use communication devices of any type while class is in progress (this includes all practicum experiences). Cell phones, pagers, and other personal digital devices (e.g. iPod, BlackBerry, playbooks, tablets etc.) must be turned off or silenced and kept out of sight.

Use of these devices during class is disruptive and not conducive to a positive learning environment. Classroom learning at DCC is generally a collaborative experience requiring the attention and best efforts of all present.

Exceptions may be made by prior arrangement with your instructor and only if the need for access is significant and it cannot be managed in any other way (e.g. pre-planned contact).

### Computer Usage

Students must abide by these rules when using Discovery Community College computers:

- ~ Keep all liquids and food away from the computers
- ~ Do not view undesirable or offensive material
- ~ Do not download or upload content of any kind
- ~ Do not install software of any kind, without prior approval from the DCC system IT administrator
- ~ Print only documents related to your program
- ~ Obtain instructor permission before using any external portable device (e.g. flash drives)

Computer use privileges may be suspended if these rules are not followed. DCC reserves the right to withdraw a student from their program for any serious offence that violates these rules.

### Breaks

Your Instructor will usually schedule a short coffee/tea break during each class. Lunch breaks vary; some programs are one hour and some are thirty minutes. Please refer to your program schedule. For the protection of tools and equipment, and for your personal safety, food and drinks are not allowed in the teaching/learning areas of your campus.

### Health and Safety

All College campus buildings are non-smoking – please smoke outside in designated smoking areas as

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described by your instructor. Some buildings are equipped with smoke alarms and a sprinkler system. Smoking in any area of these buildings could cause serious damage.

Host facilities (e.g. practicum placements) are also non-smoking environments and non-smoking buildings; please smoke outside in designated areas. Students and staff must abide by host facility policies. In all Discovery Community College programs, smoking is allowed only during scheduled breaks and in designated areas.

Students are asked to read and adhere to the precautions described in the BC Government FluBC information release ([www.gov.bc.ca/FluBC](http://www.gov.bc.ca/FluBC)). They are:

- ~ Get a flu shot
- ~ Wash your hands regularly
- ~ Quickly dispose of used tissues in the garbage
- ~ Cough and sneeze into your shirt sleeve rather than your hands
- ~ Stay home when you are ill

If you have the symptoms listed (fever, headache, muscle pain, runny nose, sore throat, extreme tiredness, and cough), stay home from work and school to look after your own health and to keep from infecting others. See a health care provider if your symptoms become worse but call ahead of time to let them know you have a fever or cough illness.

### Dress Code

Discovery Community College does prepare students for the workplace. Therefore, students are expected to wear clothing appropriate to their intended employment.

Students in some programs are expected to comply with specific dress requirements. Examples include safety clothing in the trades programs (e.g. safety boots, hard hats), uniforms in the nursing programs (e.g. clinical practice requires uniforms, white shoes, identification). Students in these programs are given clear directions.

Because we have students and instructors attending the College who may have extreme allergies, we ask that strongly scented personal products not be used.

### Emergencies

Please ensure that you are familiar with the emergency exits at your campus. Emergency evacuation procedures are posted at each campus.

In the event of school closures due to emergencies such as severe weather, fires, power failures etc. our closure announcements will be on local radio stations. Current closure information will be posted on the DCC Website – [www.discoverycommunitycollege.com](http://www.discoverycommunitycollege.com). Our policy is that, if the local school district is closed due to emergencies such as severe weather, then so are we.

### *Student emergency contact*

Students must provide DCC with current alternate contact information. This is especially important when students are on practicum. Your alternate contact will be used if there is a family emergency and you cannot be contacted immediately (e.g. you may be in clinical practice on a hospital unit).

### Campus Parking

DCC campuses are often located in busy downtown areas where public transport is available and vehicle

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parking may be at a premium. DCC provides limited student parking spaces at or near our campuses. Students must obey their campus parking regulations as advised by their campus manager.



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## DESIGNATION WITH PTIB

Discovery Community College has been accredited with the Private Career Training Institutions Agency (PCTIA) since May 1, 1996 (previously known as PPSEC) and is now designated with the Private Training Institutions Branch (PTIB) which replaced PCTIA in 2016. We were the first accredited college on Vancouver Island.

The role of PTIB ([www.privatetraininginstitutions.gov.bc.ca/](http://www.privatetraininginstitutions.gov.bc.ca/)) is to administer the *Private Training Act* and associated regulations.

In British Columbia, any institution that offers at least one career related program with 40 hours or more of instructional time, and tuition of at least \$4,000, requires a certificate from the PTIB.

Visit the PTIB website for current information.