



STUDENT HANDBOOK



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

2025

www.discoverycommunitycollege.com

MESSAGE FROM THE PRESIDENT

Dear Student:

Welcome to **Discovery Community College**.

Discovery Community College is a private career college designated by 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 and Business.

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 DCC as you would a job, is an integral step to your future success.

We look forward to playing a significant role in achieving your chosen career path, and trust that your time with us will be enjoyable, productive, and positive. Our instructors, 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 incorporate your individual needs.

Together we will work at accomplishing your goals and being an integral part of your success, and new career.

Yours truly,

John McNestry
President



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 innovative 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, and in 1992 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 over 30 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 led a vigorous expansion of the College to include Health Sciences, Human Services, and Business programs.

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 of British Columbia. DCC is also actively involved in many community organizations.

We are proud to offer training at campuses across Vancouver Island, the Lower Mainland, and in some communities in the Interior and Northern British Columbia.

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STUDENT SERVICES

Academic Advice

With small class sizes instructors can provide support and encouragement and 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 can offer current information and advice about your chosen profession.

Admissions Advisors

A DCC admissions advisor can help you choose the right program for your career path. Once you have decided on your path, the 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 advisor.

Financial Aid Officer

Prior to starting your program at DCC, you will meet with a financial aid officer to review your approved funding and to complete an Entrance Counseling Package to ensure you have the financial resources to successfully complete your program. Should any changes or challenges arise during your study period, the financial aid officer is available to support and answer questions.

For students who are funded by Provincial or Federal Financial Assistance prior to graduation, you will attend a mandatory financial aid repayment workshop informing you on the latest repayment options and assistance. You will also meet one on one with one of the student service team to complete an exit counselling package to ensure you have a full understanding of your repayment obligations and to customize a repayment strategy.

Student Service Coordinator

Your student services coordinator provides support and assistance to students with orientation and ongoing support in MS Teams, work experience placements, employment during and after graduation, study support and other non-academic matters.

Employment Preparation

Each program includes employability skills and job readiness training. Please ask your student services coordinator 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 simulation centres, dental clinic), and on-site in host facilities (e.g., hospitals, residential care homes) as appropriate to their programs.

DCC online and blended programs are offered online using Microsoft Teams. Students will learn in a virtual classroom using face to face technology. Other services and resources available (depending on the campus attended) include internet access, student lounge, public transit, and parking.

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

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.

Counselling and Health Services

DCC recommends that students seek access to counselling and health services.

Services available at www.healthlinkbc.ca include:

- Call 8-1-1 to speak to a health services navigator who can help you find information or connect you directly with a registered nurse, registered dietitian, or a pharmacist. This service is available 24/7.
- Healthy eating and physical activity information.
- Parenting and pregnancy information.
- Mental health and substance use information.
- Information about illnesses and conditions.
- Health services information such as emergencies, nurse practitioners, HealthLink BC 811 services, urgent and primary care centres.

Services available at www.bcmhsus.ca (BC Mental Health & Substance Use Services) include:

- Call 310-6789 (310 Mental Health Support) to speak to a crisis line worker 24/7.
- Call 1-800-784-2433 (1-800-SUICIDE) if you or someone you know is having thoughts of suicide.

Services available at [Home | KUU-US Crisis Line Society Indigenous BC Wide Crisis Line Port Alberni](#) (KUU-US Crisis Line Society) provides 24-hour Indigenous support services including:

- Call 1-800-588-8717 (1800-KUU-US17) for BC wide Indigenous crisis and support line.

INSTRUCTORS

Availability

Your instructor is available to you during class and at pre-arranged times before or after class (instructor schedules and responsibilities 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 Teams chat.

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

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 student services coordinator). 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.

WORK EXPERIENCE

Policy

Developed: October 2015.
Current revision: December 2024.

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, (it is not optional), in which the student applies and practices skills and knowledge relevant to the learning objectives of the program.

The duration 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.

The requirements for participation in the work experience include satisfactory completion of all courses scheduled prior to the work experience and completion of any host requirements such as criminal records checks, immunizations, and preparatory courses. Specific information is described in each work experience course outline.

The process by which the student is placed in a work experience varies depending on the program of study. DCC staff arrange all work experience placements; suggestions or requests from students will be considered. In the health care programs (HCA, PN, PNA), placements are requested either through the Health Sciences Placement Network (HSPnet) or directly to the host facility, and confirmations are managed by DCC personnel. In all other programs placement requests are made directly to the work experience hosts, and confirmations are received by DCC personnel. Once confirmed, the placement information is communicated to the instructor(s) who inform their students.

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 date of the work experience.

The process by which the student is evaluated in the work experience varies by program and is described in each work experience course outline. Each student will be provided with regular written evaluations during the work experience.

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

- Attendance will be reviewed weekly, except instructor-led placements (e.g., clinicals) which will be monitored daily.

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- Achievement of learning outcomes will be monitored during check ins with the student, once during and once at the end of each placement, and weekly for instructor-led (e.g., clinical) placements.

There are four types of work experience recognized by PTIB. The types of work experience offered in each DCC program are described in the program curriculum guide as well as in the work experience course outline. If the program is otherwise regulated (e.g., by the BCCNM or CACHWR), then their requirements and standards will be followed.

- Practicum
 - No more than 20% of the program hours of instruction
- Clinical
 - Part of a program that leads to employment in a health-related field
 - No more than 12 students supervised by one instructor
 - No more than 50% of the total hours of the program
- Preceptorship
 - One student is supervised by one preceptor
 - No more than 10% of the total hours of the program
- Cooperative
 - No more than 50% of the total hours of the program
 - Provides payment to the student

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.

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 search for OIPC BC, 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 a

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 always kept secure. 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 Microsoft Office 365 SharePoint Site, where Access Control Lists are set to allow approved DCC employees access to the records.
- ~ Electronic files are stored in our Student Administration System (SAS). This is a web-based database system. These servers are 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 (OIPC BC).

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.

ADMISSION

Choosing Your Program

Discovery Community College offers a variety 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 admissions advisors can provide you with detailed information that will help you decide.

Applying to DCC

An admissions advisor will help you complete all 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 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 their admissions advisor evidence of their having met the admission requirements for their program. Your 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 proficiency prior to admission. Applicants may prove their English language proficiency by:

- ~ Grade 12 graduation from a BC secondary school or equivalent, or equivalent from another school system.
- ~ Completing three years of full time secondary (grades 8-12) or post-secondary education completed in the English language (must be completed in a country where English is one of the principal languages).
- ~ Completing grade 10 English from a BC secondary school or equivalent from another school system.
- ~ Attaining required scores on acceptable language proficiency tests (e.g., IELTS).

Full information is described in each program curriculum guide. 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 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 admissions 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.

Here are some guidelines:

- ~ 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 DCC transfer credit policy for complete details.

PAYMENT OF FEES

The application fee is due at the time of submitting your application to the program. 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. Please note that, if funding has not been secured, then textbooks and supplies will not be provided until the cost of the textbooks and supplies 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, REx-PN, 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 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, dismissal, or withdrawal, 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 will not accept cash payments of more than \$1,000 per student for tuition or related fees in any one program. After a cash payment of up to \$1,000 any payment plan must be by post-dated cheques and/or pre-authorized credit card payments.

Funding Your Education

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

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 of 2% per month will be added to all outstanding debt.

An administration fee will be charged for all NSF cheques.

TUITION REFUND POLICY

Revised: December 2024.

DCC's student refund policy meets the standards established in the Private Training Regulation. This policy is stated in the student enrollment contract and copied here. Each student is given a copy of their signed student enrollment contract when they enroll; the original is kept on the student file.

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

REFUND POLICY	
APPROVED PROGRAMS – IN CLASS, COMBINED DELIVERY, OR SYNCHRONOUS DISTANCE DELIVERY	REFUND DUE
Before program start date, institution receives a notice of withdrawal:	

<ul style="list-style-type: none"> ▪ No later than seven days after student signed the enrolment contract, and ▪ Before the program start date. 	100% tuition and all related fees, other than application fee. Related fees include administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> ▪ No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than solely asynchronous distance education only programs):	
<ul style="list-style-type: none"> ▪ After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 10% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> ▪ After the program start date, and after more than 10% but before 30% of instruction hours have been provided. 	Institution may retain up to 30% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> ▪ After the program start date, and after more than 30% but before 50% of instruction hours have been provided. 	Institution may retain up to 50% of tuition paid or payable under a contract.
<ul style="list-style-type: none"> ▪ After the program start date, and after more than 50% of instruction hours have been provided. 	No refund is due.
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):	
<ul style="list-style-type: none"> ▪ Student does not attend the first 30% of the program. 	Institution may retain up to 50% of the tuition paid under a contract.
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> ▪ Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> ○ The program start date in the most recent Letter of Acceptance ○ The program start date in the enrolment contract 	100% tuition and all related fees, other than application fee.

<ul style="list-style-type: none"> ▪ Student has not requested additional Letter(s) of Acceptance. 	
APPROVED PROGRAMS – SOLELY ASYNCHRONOUS DISTANCE DELIVERY	REFUND DUE
Before program start date, institution receives a notice of withdrawal:	
<ul style="list-style-type: none"> ▪ No later than seven days after student signed the enrolment contract, and ▪ Before the program start date. 	100% tuition and all related fees, other than application fee. Related fees include administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely asynchronous distance education only programs):	
<ul style="list-style-type: none"> ▪ No later than seven days after the program start date. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
<ul style="list-style-type: none"> ▪ Student has completed no more than 10% of the program. 	Institution may retain up to 10% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> ▪ Student completed more than 10% but less than 30% of the program. 	Institution may retain up to 30% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> ▪ Student completed more than 30% but less than 50% of the program. 	Institutions may retain up to 50% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> ▪ Student has completed 50% or more of the program. 	No refund due.
APPROVED PROGRAMS – ALL DELIVERY METHODS	REFUND DUE
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> ▪ If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	100% tuition and all related fees, including application fees.

Institution does not provide a work experience	
<ul style="list-style-type: none"> ▪ The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control. 	100% tuition and all related fees, other than application fees.

Signing Your Contract

Once you have been accepted into a program you will be required to sign a Student Enrolment Contract. As with all contracts, you should read this contract carefully before signing. A College representative (usually your admissions 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
- ~ 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

REGULATIONS AND POLICIES

ASSESSMENT AND EVALUATION

Academic and attendance records

A percentage mark, 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 items to measure students' progress throughout each program. Information specific to courses and programs is described in their course outlines and program 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:

Academic Record	Final Grade	Award
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 an 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 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 '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 (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. Arrange 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 course outline or program curriculum guide. Students in the dental programs are allowed a maximum of two rewrites for their entire program, with a maximum grade of 70% entered in the gradebook for the second attempt.

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.

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).
- ~ If your absences reach 5% of your total program time, a meeting will be arranged with your instructor and the program 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 instructor or program 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 program 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:
 - o does not attend class for two consecutive calendar weeks (Sunday to Saturday)
 - o 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)
 - o 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 instructor and program manager to address any attendance issues as soon as they arise. Should withdrawal become necessary, your program manager may meet with your instructor to discuss the details of your absenteeism prior to meeting with you. The program manager will then meet with the student to review the process of withdrawal from their program.
- ~ The program manager (or designate) 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 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 student services coordinator at the earliest possible opportunity.

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.

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 their 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 them 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 program manager (or his/her delegate) will meet with both. The decision of the 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.

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 student services 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 investigate 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 of 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 our 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 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 must 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 arrange a meeting with your campus 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 Student Aid 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, student services manager) will assist in resolving any informal disputes.

Please follow these steps:

- All people 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 student services manager to convene a meeting of the directly involved persons. At this meeting, the DCC student services manager (or director of student operations if student services manager is not available) will hear the dispute from each person involved, take notes of the facts, and ensure that all parties agree with the notes taken.
- After this meeting, the student services manager will consider the facts collected, consult appropriate DCC staff, arrive at a decision, and reconvene a meeting within ten (10) business days of the initial meeting, including the same persons who attended the first meeting. At this meeting, the student services manager will convey her/his decision to the parties.
- If all parties agree with the decision of the student services manager, then the dispute will be considered resolved.

Formal dispute resolution

This policy governs complaints from students regarding Discovery Community College and any aspect of its operations.

DCC follows each of these steps:

- A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
- Any student making a formal complaint may be represented by an agent or lawyer.
- The student must make their complaint in writing
 - This complaint must be addressed to the director of student operations*.
 - If the director of student operations is absent or is named in the complaint, then the complaint must be made to the student services manager*.
 - The director of student operations will be the person deciding about the complaint.
 - 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 director of student operations 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 director of student operations will investigate the complaint and consult with DCC staff.
- The director of student operations may convene a meeting with the complainant and any other parties involved if s/he judges this to be necessary.
- The director of student operations will make a decision in respect of the complaint, and this will be provided, in writing, to the student within thirty (30) days from the date on which the written complaint was received by the director of student operations.
 - The written response will advise a student that, if the student is dissatisfied with the decision, and has been misled by the institution regarding any significant aspect of the program, then the student may file a complaint with PTIB. Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.

Formal dispute resolution revised 2017-06; 2021-09

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 director of student operations and ask that this be referred to the vice president of operations*.
- The vice president of operations (or DCC president* if vice president of operations is unavailable) 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 vice president of operations will convene a meeting with the director of student operations to discuss the dispute.
- Upon completing an investigation, the vice president of operations will provide a written decision to all parties within twenty-five (25) business days of receiving the written appeal.
- The decision of the vice president of operations 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 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/).

Appeals Process revised 2021-08

**See Staff Contact Information at the end of this student handbook for names and email addresses of staff referenced in this policy.*

Sexual Misconduct Policy

All students and staff of Discovery Community College are entitled to study and work in an environment that is free from sexual misconduct. The College considers sexual misconduct to be a serious violation of an individual's fundamental rights. Members of the College community who engage in sexual misconduct may be subject to a range of disciplinary measures, up to and including suspension, dismissal, or expulsion from the College. Members of the College community who experience and report sexual misconduct will be provided with support by the College and assistance with accessing additional support services.

Understanding what constitutes sexual misconduct is often difficult. Freedom from misconduct and harassment does not mean that you will be protected from exposure to controversial material and ideas, nor does it mean that every encounter you have at Discovery Community College will be agreeable. Discovery Community College is a place of learning in which the free exchange of information, ideas, and perspectives is valued and encouraged. The legitimate study of topics of a sexual nature within the College's curriculum is not considered sexual misconduct.

Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:

- sexual assault
- sexual exploitation
- sexual harassment
- stalking
- indecent exposure
- voyeurism
- the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video

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- the attempt to commit an act of sexual misconduct
 - the threat to commit an act of sexual misconduct

A complaint of sexual misconduct is different than a report of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A report is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.

A student making a complaint of sexual misconduct will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a formal report.

Disclosure and reporting options

- **No Report:** The complainant may wish to disclose sexual violence to seek emotional support, medical support, or advocacy, but may not want to report to police or other campus authorities. Subject to certain limited exceptions, this decision should be respected, and the complainant should still be offered support services.
- **Report to Police:** The complainant may wish to make a police statement, which would generally be followed by a criminal investigation.
- **Third Party Report to Police via Community Victim Service Agency:** The complainant may wish to make an anonymous third-party report through a community-based victim support worker; reports are sent to police by an intermediary agency and provide detailed information about the incident and the respondent, but do not include the name or contact information of the complainant. A third-party report is not in and of itself a police investigation; it is an option of last resort for the complainant who would not otherwise provide information to the police but who may want to access support and let the police know of a sexual predator to protect others.
- **Medical Assistance / Forensic Medical Exam:** It is advisable for anyone who has experienced a sexual assault to seek medical attention to address possible physical injury, pregnancy and/or sexually transmitted infections. The complainant will be referred to the nearest hospital.
- **Formal Complaint to College:** The complainant may wish to make a formal report to the College, precipitating the College Sexual Misconduct process if either the complainant or respondent is a student, staff, visitor, or guest to the College. The complaint procedure process is outlined below.

Complaint Procedure

Initial Consultation: Student Services Manager

A member of the College community who feels he or she has experienced or witnessed sexual misconduct and is considering a complaint process is encouraged to discuss the matter with the student services manager. The student services manager will engage in a confidential discussion regarding the complainant's options, and provide the complainant with information and guidance regarding:

- Whether the behaviour(s) in question may fall within the definition(s) of sexual misconduct under this policy
- Possible procedures and options available to the complainant under this policy or under alternate policy or process (as appropriate)
- Where a complainant wishes to pursue a formal complaint, he/she will be referred to the appropriate individual as provided in the policy
- Available support for the complainant

The student services manager does not determine whether behaviours are sexual misconduct; the

student services manager only confirms that behaviours as described by the complainant may constitute sexual misconduct. Only a formal investigation can determine whether sexual misconduct has taken place.

The student services manager works with the complainant, providing options for the complainant to deal with presented behaviours.

The student services manager will maintain confidentiality of this discussion. However, if the complainant claims that the sexual misconduct involves violence, the student services manager must report the situation to the director of student operations who will investigate and may encourage the complainant to report the situation to the police, following one of the reporting options set out above. A complainant is not precluded from reporting to police if they have reported the complaint to the College.

If the complainant, after initial consultation, wishes to proceed to a formal complaint of sexual misconduct under the policy, the student services manager may provide advice on the necessary elements for a formal complaint.

Informal Resolution

If a complainant wishes to pursue further actions after an initial consultation with the student services manager and the misconduct and/or harassment behaviours are subject to process under this policy, he/she may first seek informal resolution. Informal resolution is not mandatory and may not be appropriate for all manner of sexual misconduct. The complainant may choose to proceed immediately to formal resolution.

If the behaviours are student-to-student and classroom based, the complainant may request that the instructor or student services manager intervene to address the misconduct or harassment behaviours and act as appropriate to the situation.

Where misconduct or harassment behaviours are not student-to-student and classroom based or faculty intervention is not appropriate or possible, the complainant may seek informal resolution through the director of student operations. When a director of student operations receives a verbal or written complaint of sexual misconduct, he/she will follow-up on such allegations in a timely manner including informing the respondent of the complaint and providing a copy of this policy. Such follow-up may involve attempting to facilitate a mutually agreed-to resolution between the complainant and respondent, applying appropriate College policy or procedures, and/or taking appropriate preventative, disciplinary or remedial measures.

Disciplinary actions may include but are not limited to:

- Warning or reprimand
- Referral to external services
- Restricted/no access to specific areas of the College or to a specific campus
- Suspension/expulsion from specific classes and/or from the College

Where the director of student operations determines that the investigation of the allegations of sexual misconduct may result in serious consequences for the College, he/she will consult with the chief executive officer to determine if the complaint resolution process should move directly to a formal investigation.

Formal Complaint

Where the complainant wishes to pursue a formal complaint and both complainant and respondent are students, the complainant must submit a written and signed formal complaint to the student services manager.

Where the complaint involves a college employee as complainant or respondent, a written and signed formal complaint must be submitted to the director of student operations.

- The student services manager or director of student operations will review the merits of any complaint that falls under the provisions of this policy and determine that it falls under the provisions of this policy and will arrange for a formal investigation, including whether an internal or external investigator should be appointed.
- When the complaint moves to formal investigation under college policy, an investigator will be appointed. Every effort will be made to do this within five (5) working days of the complaint being received by the student services manager or director of student operations

The appointed investigator will ensure that both the complainant and the respondent are aware that a formal investigation has commenced, and that each has a copy of the sexual misconduct policy. The investigator will receive information from the complainant, the respondent, and any other individuals whom the investigator believes may have information relevant to the complaint.

Information may be received through written documentation, and/or interviews. The investigator will ensure that both the complainant and the respondent are aware of the positions of the other, and of any allegations made against them, and are given a reasonable opportunity to respond.

Where an investigator conducts interviews, the complainant and the respondent may request that a support person be present. This person will act as an observer/support and will not participate in the proceedings.

After completion of the investigation, and within ten (10) working days, the investigator will complete a written report, including a copy of the written complaint and findings of fact, and submit the report to the director of student operations. The report will state whether there is a finding of misconduct based on the balance of probabilities and may include recommendations for resolution of the complaint and/or for remedial or disciplinary action.

Formal Decision

After reviewing the report of the investigator, the director of student operations will make decision(s) on findings of sexual misconduct and on appropriate actions in the circumstances.

The decision will be rendered, in writing, to the complainant and respondent as soon as possible but in any case, within ten (10) working days of the receipt of the report of the investigation. Included will be a summary of the findings of the investigator with the decision to the complainant and the respondent.

Where it has been found that sexual misconduct has occurred, disciplinary decisions may include, but are not limited to:

- Warning or reprimand
- Referral to external services
- Restricted/no access to specific areas of the College or to a specific campus

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- Suspension/expulsion from specific classes and/or from the College
 - Disciplinary action up to, and including, termination of employment

Where it has been found that sexual misconduct has occurred, the College will endeavour to protect the complainant from any subsequent harassment, discrimination, or reprisal, within the College's jurisdiction.

Where it has been found that the complaint was frivolous, vexatious, or vindictive in nature, appropriate disciplinary action will be taken against the complainant.

A copy of the investigative report and the formal decisions will be placed in a confidential file maintained by the director of student operations for a period of five years.

In addition to disciplinary outcomes the formal decision may require further action including workshops and/or mediation for the employees/students in the learning or workplace environment affected by the complaint and/or investigation, changes to college practices/procedures that may be deemed to be discriminatory, or other proactive steps to ameliorate existing conditions.

Appeals Process

If the complainant or respondent feels that appropriate process was not followed or that this policy was incorrectly applied, he/she may appeal the decisions of the director of student operations to the chief executive officer. The appeal must be submitted in writing within ten (10) days of the decision being received by the complainant/respondent and must provide specific grounds for the appeal, describing how the policy was incorrectly applied and/or due process was not followed. The appeal will deal with appropriateness of process or disciplinary decisions and will not reconsider the original complaint.

If the director of student operation's decision results in disciplinary action against a College employee, that employee shall have access to appropriate College appeal processes.

Procedural Fairness and Confidentiality

Any processes undertaken pursuant to this sexual misconduct policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.

All information related to a complaint or report is confidential and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

Sexual Misconduct Policy written 2021-08

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 work 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.

Computer Technical Support

DCC technical staff provide support for all issues that arise regarding the software that we own and provide to students. This includes:

- ~ Office 365 (Word, Excel, PowerPoint, Outlook)
- ~ Sage Accounting and QuickBooks
- ~ Microsoft Teams
- ~ OneDrive for business

This support includes downloads, installation, sign in, updates, audio and video issues with Teams, redeployment of data out of DCC O365 after graduation. We also provide advice regarding internet router power cycling and speed tests to help students ensure they have sufficient bandwidth to accomplish tasks. Technical assistance is carried out by DCC helpdesk level 1 support. If an issue remains unresolved the helpdesk can contact level 3 support or DCC's IT Director.

DCC technical staff do not provide support for issues related to the student's personal device. These may include:

- ~ Hardware issues of any kind
- ~ Windows or Apple or Mac operating system issues (including registry and system settings)

To resolve these issues the student must refer to a computer repair service or to their manufacturer or place of purchase.

Computer technical support policy written 2022-10

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 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 information available at:

- ~ [Immunize BC | Evidence-based immunization information and tools for B.C. residents](#)
- ~ [Influenza \(bccdc.ca\)](#)
- ~ [Influenza \("Flu"\) Season | HealthLink BC](#)
- ~ [Influenza \(flu\) | Immunize BC](#)

If you have the symptoms (e.g., fever, headache, muscle pain, sinus congestion, sore throat, extreme tiredness, cough, chest congestion), 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.

Refer to the above websites for information about COVID-19 vaccinations and to answer any other questions you may have.

Dress Code

Programs offered by Discovery Community College 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 uniforms in the HCA and PN 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. 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 work experience. 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 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 administrator.

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/) 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.

Staff contact information

Revised: 2024-12-05

Site Managers:		
Location	Name	Email Address
Maple Ridge, Surrey campuses.	Vinny Pannu	vinny.pannu@discoverycollege.ca
Campbell River, Courtenay, and Northern BC campuses.	Molly Schwarz	molly.schwarz@discoverycollege.ca
Nanaimo and Interior BC campuses.	Jon Moreton	jon.moreton@discoverycollege.ca
Online campus.	Heather Koning	heather.koning@discoverycollege.ca

Directors:		
Title	Name	Email Address
Director of Operations	Benita Saxen	benita.saxen@discoverycollege.ca
Director of Education	Pauline Imai	pauline.imai@discoverycollege.ca
Director of Compliance	Patrick Kelly	patrick.kelly@discoverycollege.ca

Senior Administrators:		
Title	Name	Email Address
Chief Executive Officer	Krista Livingstone Clark	krista.clark@discoverycollege.ca