



# STUDENT HANDBOOK



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

**November 2025**

[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 by the Private Training Institutions Regulatory Unit (PTIRU). Our training is focused on developing real skills and strong competencies for jobs in Health Sciences, Human Services and Business.

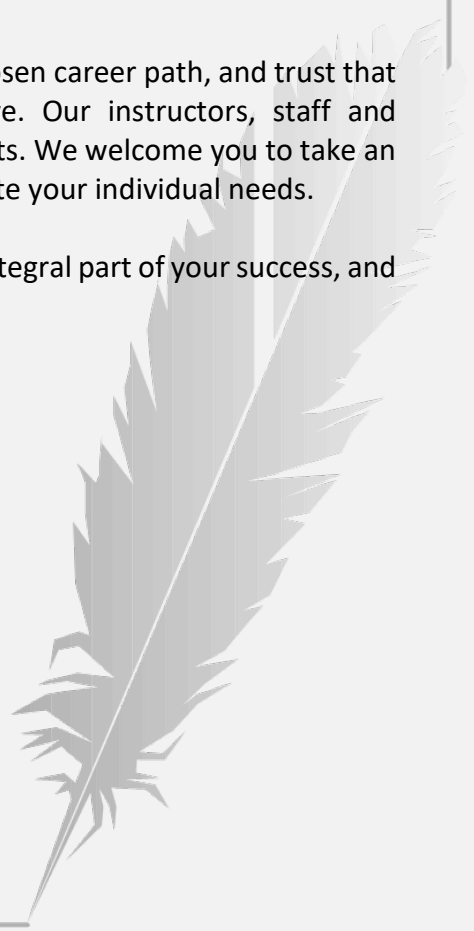
Training at Discovery Community College is a giant step towards working in the field of your choice. A strong part of your future success depends on the personal commitment you make to your training. We believe that treating coming to DCC as you would treat employment, is an integral step to your future 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



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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 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 on 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, Dental Services, Web Design, Justice & Community Safety Leadership, 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 and Registration Coordinator**

Prior to starting your program at DCC, you will meet with a registration coordinator 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 registration coordinator or 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 of the latest repayment options and assistance. You will also meet one on one with one of the student services team to complete an exit counselling package to ensure you have a full understanding of your repayment obligations and to customize a repayment strategy.

## **Practicum Placement Coordinators**

Practicum placement coordinators provide support and assistance to students with work experience placements and with employment support both during their program and after graduation.

Upon graduation, practicum placement coordinators will be in regular contact with students to follow up on job search activities, employment and student loan repayment. In addition, BC Statistics will also be conducting follow-up on student outcomes (e.g., employment, enrolled in further training) on behalf of the Private Training Institutions Regulatory Unit (PTIRU).

## **Digital Literacy**

DCC has staff who are available to assist students with digital literacy and ongoing support in MS Teams, including teaching assistants (TAs) and help desk support.

## **Academic Support Services**

DCC has many on-campus and online services to support students who are having difficulties with their studies. Once the areas of support are identified, an individual student success plan would be created. This may include extra time or make-up time when required, additional time with a teaching assistant (TA), using scheduled instructor office hours, additional teaching/learning time with an instructor (there may be a cost to the student), working with a peer tutor or peer mentor and/or referrals to community agencies.

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### **Enriched Academy**

Enriched Academy is an online self-paced program that teaches students financial literacy and to better manage their money and debt. The program recognizes that there is an enormous gap in the resources available to truly inspire and prepare students for life outside of school, and the realities that happen when they leave. The program is broken into mandatory modules with interactive learning that provide a certificate upon completion. Additional bonus modules and supplemental resources and materials are available. Students will have access to the program indefinitely and it will be kept up to date with financial trends, including both Provincial and National Student Loan information. This program has been incorporated into our curriculum and is introduced to students during their first week of class during orientation.

### **Employment Preparation**

Each program includes employability skills and job readiness training. Please ask the practicum placement 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 the student towards successful completion of their program. The individual education plans (IEPs) may include mandatory attendance of scheduled instructor hours or additional teaching/ learning time with teaching assistants (TAs) or instructors. The costs of additional resources provided by the College are the responsibility of the student.

For students requiring more formal support and adaptations to the teaching/learning environment, please refer to the policy on Learning Accommodations.

### **Counselling and Health Services**

DCC recommends that students seek access to counselling and health services. Here are some of the resources available.

### ***Here2Talk***

Here2Talk connects students with mental health support when they need it. Through this program, all students – domestic or international – currently registered in a BC post-secondary institution have access to free, confidential counselling and community referral services, conveniently available 24/7 via app,

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phone and web. Counselling and support services are provided in various languages upon request. Here2Talk resources and professional counsellors can help you address common concerns such as:

- Tensions with family members, friends or instructors
- Feelings of isolation, loneliness or depression
- General stress and anxiety
- Frustration of uncertainty related to studies or post-grad plans
- Creating a balance between personal and academic priorities
- Building better communication and time management skills
- Adapting to a new campus culture, learning style or city

Website: <https://here2talk.ca/main>

Canada-wide toll free: 1-877-857-3397

Canada-wide direct: 604-642-5212

### ***HealthLink BC***

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 dietician, or a pharmacist. This service is available 24/7. Services available include:

- 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.

Website: [www.healthlinkbc.ca](http://www.healthlinkbc.ca)

Call: 8-1-1

### ***Fraser Health Crisis Line***

Provides 24-hour/7 days a week telephone service to respond to a variety of issues including the following:

- Suicide
- Mental health concerns
- Family violence
- Grief
- Addiction
- Offers comprehensive information on community resources and local services

Service is also available to friends and family members looking for assistance in helping someone who is emotionally distraught.

- Call: 604-951-8855
- Call toll free: 1-877-820-7444

### ***310 Mental Health Support Line (Province wide)***

Provides 24/7 support to individuals in crisis, provides assessment and intervention.

- Call: 310-6789 (do not add an area code in front of the number)

### ***Crisis Centre***

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These lines provide 24-hour telephone crisis counselling by professionally trained volunteers for people experiencing emotional distress.

- Website: [www.crisiscentre.bc.a](http://www.crisiscentre.bc.a)
- For a mental health crisis call: 310-6789 (no area code needed)
- For thoughts of suicide call or text: 9-8-8

### ***1-800-Suicide Line***

Provides a confidential, 24-hour crisis line, 7 days a week, for people who are suicidal, are concerned for someone who might be suicidal, or have lost someone to suicide. Connects calls to the first available distress network partner in Vancouver, Mission, Prince George or Victoria. Callers may also be referred to their local crisis centre for additional support and information about community resources.

- Call: 1-800-SUICIDE (1-800-784-2433)
- TTY: 1-866-872-0113

### ***Kuu-us Crisis Line Society***

Provides culturally sensitive support and counselling to Indigenous peoples 24 hours a day, seven days a week. Services include:

- Bullying
- Suicide
- Peer Pressure
- Education (poor grades, failing)
- Relationships (friendships, family, school, work)
- Mental health (stress, depression, anxiety, anger)

Website: [www.kuu-uscrisisline.com](http://www.kuu-uscrisisline.com)

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

Child/youth line: 250-723-2040

Adults/elders line: 250-723-4050

### ***Alcohol & Drug Information & Referral Service***

Provides information and referral services (including withdrawal management/detox services) for people across BC needing help with substance abuse. Includes informational and referral to education, prevention and services and regulatory agencies:

- Call: 604-660-9382
- Toll free: 1-800-663-1441

### ***BC 211***

Provides resources for BC including community, social and government services, including:

- Emergency and crisis issues
- Addiction
- Counselling,
- Health care
- Mental health
- Victim Services
- Employment training
- Financial assistance
- Food and basic goods

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- Homelessness
  - Housing
  - Legal advocacy

Call: 211

Text options are available: text name of your city to 2-1-1

Hours: 7 days a week, 8am-11pm

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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 vary). Please respect your instructor's privacy and do not communicate with them 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. The summarized information becomes part of the instructor's performance review and is shared with them.

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, 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.

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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.
- 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 PTIRU. 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
  - Does not provide payment to the student
- 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 always 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. Students may be required to attend their work experience placements on stat holidays.

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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 Regulatory Unit (PTIRU), 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, PTIRU, and SABC), or by contacting the College.

The *Personal Information and Protection Act* regulates how we may collect, use, disclose, and secure personal information; PTIRU 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 Student Records

- For Class A programs, DCC retains the full student file for a period of eight (8) years following the student's withdrawal, dismissal, or graduation.
- For Class B programs, DCC retains the full student file for a period of three (3) years following the

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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 the PTIRU portal. These records are retained for twenty-five (25) years.
- After eight years for Class A programs or three years for Class B programs, the full 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 issued as digital documents directly to the student or graduate. Allow thirty business days for processing. Additional transcripts may be requested, fees will apply.

### **Certificates/Diplomas**

Upon satisfactory completion of a program of study, a certificate or diploma is issued. These are issued as digital documents. If you lose your digital documents, you may request replacements; fees will apply. Allow thirty business days to process requests.

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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## STUDENT STATEMENT OF RIGHTS

Students have the right to be treated fairly and respectfully by the college.

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

- Amount of tuition and any additional fee for your program.
- Refund policy.
- If your program includes practice education, the requirements to participate in the practice education and the geographic area where it will be provided.
- Whether the program was approved by PTIRU or does not require approval.

Students need to ensure that they read the contract before signing. The college must provide students with a signed copy.

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

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

- The college ceased to hold a certificate before you completed an approved program.
- They were misled about a significant aspect of their approved program.

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

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

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

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## 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 with 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.
- Satisfactory completion of an entry assessment.
- Evidence of completed immunizations (required in some programs).

### Prior Learning Assessment and Recognition

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

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## LANGUAGE PROFICIENCY ASSESSMENT

Instruction at Discovery Community College is conducted in English. All applicants must demonstrate English language proficiency prior to admission. Full information is described in the curriculum guide for each program. Applicants will be guided through this by their admissions advisor.

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

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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.

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## **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 the program start date.

Refer to the DCC transfer credit policy for complete details.

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## **PAYMENT OF FEES**

The non-refundable 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 BC CACHWR, 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

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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 made 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.

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## **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 copied here. Each student is given a copy of their signed student enrollment contract when they enroll; the original is kept in the student file.

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

<b>APPROVED PROGRAMS – IN CLASS, COMBINED DELIVERY, OR SYNCHRONOUS DISTANCE DELIVERY</b>	<b>REFUND DUE</b>
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"><li>▪ No later than seven days after student signed the enrolment contract, and</li><li>▪ Before the program start date.</li></ul>	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"> <li>▪ More than seven days after student signed the enrolment contract, and</li> <li>▪ Before the program start date.</li> </ul>	<p>Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.</p>
<p>After the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal (applied to all programs):</p>	
<ul style="list-style-type: none"> <li>▪ No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal.</li> </ul>	<p>Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.</p>
<p>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):</p>	
<ul style="list-style-type: none"> <li>▪ After the program start date, and up to and including 10% of instruction hours have been provided.</li> </ul>	<p>Institution may retain up to 10% of tuition paid or payable under a contract.</p>
<ul style="list-style-type: none"> <li>▪ After the program start date, and after more than 10% but before 30% of instruction hours have been provided.</li> </ul>	<p>Institution may retain up to 30% of tuition paid or payable under a contract.</p>
<ul style="list-style-type: none"> <li>▪ After the program start date, and after more than 30% but before 50% of instruction hours have been provided.</li> </ul>	<p>Institution may retain up to 50% of tuition paid or payable under a contract.</p>
<ul style="list-style-type: none"> <li>▪ After the program start date, and after more than 50% of instruction hours have been provided.</li> </ul>	<p>No refund is due.</p>
<p>Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by asynchronous distance education):</p>	
<ul style="list-style-type: none"> <li>▪ Student does not attend the first 30% of the program.</li> </ul>	<p>Institution may retain up to 50% of the tuition paid under a contract.</p>
<p>Institution receives a refusal of study permit (applies to international students requiring a study permit):</p>	
<ul style="list-style-type: none"> <li>▪ 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"> <li>○ The program start date in the most recent Letter of Acceptance</li> </ul> </li> </ul>	<p>100% tuition and all related fees, other than application fee.</p>

<ul style="list-style-type: none"> <li>○ The program start date in the enrolment contract</li> <li>▪ Student has not requested additional Letter(s) of Acceptance.</li> </ul>	
<b>APPROVED PROGRAMS – SOLELY ASYNCHRONOUS DISTANCE DELIVERY</b>	<b>REFUND DUE</b>
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
<ul style="list-style-type: none"> <li>▪ No later than seven days after student signed the enrolment contract, and</li> <li>▪ Before the program start date.</li> </ul>	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"> <li>▪ More than seven days after student signed the enrolment contract, and</li> <li>▪ Before the program start date.</li> </ul>	Institution may retain up to 10% of tuition, to a maximum of \$1,000 paid or payable under a contract.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to only approved solely asynchronous distance education only programs):	
<ul style="list-style-type: none"> <li>▪ No later than seven days after the program start date.</li> </ul>	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"> <li>▪ Student has completed no more than 10% of the program.</li> </ul>	Institution may retain up to 10% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>▪ Student completed more than 10% but less than 30% of the program.</li> </ul>	Institution may retain up to 30% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>▪ Student completed more than 30% but less than 50% of the program.</li> </ul>	Institutions may retain up to 50% of the tuition paid or payable under a contract.
<ul style="list-style-type: none"> <li>▪ Student has completed 50% or more of the program.</li> </ul>	No refund due.
<b>APPROVED PROGRAMS – ALL DELIVERY METHODS</b>	<b>REFUND DUE</b>
Student enrolled in a program without having met the admission requirements for the program	

<ul style="list-style-type: none"> <li>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.</li> </ul>	100% tuition and all related fees, including application fees.
Institution does not provide a work experience	
<ul style="list-style-type: none"> <li>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.</li> </ul>	100% tuition and all related fees, other than application fees.

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

PROGRAMS THAT DO NOT REQUIRE APPROVAL	
Programs that do not require approval – programs that have tuition of \$4,000 or more and that are not solely provided through distance education:	Refund Due
<ul style="list-style-type: none"> <li>The student does not attend the program, and</li> <li>The institution receives from the student a notice of withdrawal or a copy of refusal of study permit no later than 30 days after the later of:               <ol style="list-style-type: none"> <li>the start date of the program in the most recent letter of acceptance</li> <li>the start date of the program in the enrolment contract.</li> </ol> </li> </ul>	100% tuition and all related fees, other than application fees

The institution must refund the student within 30 days of receiving a notice of withdrawal or a copy of refusal of a study permit, as applicable.

### 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 the 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 PTIRU)
- A checklist of information that we must provide you
- Declarations by you and by DCC

Prior to signing a Student Enrolment Contract, DCC will provide you with the following information and

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policies:

- Student Statement of Rights
- Tuition Refund Policy
- Dispute Resolution Policy
- Dismissal Policy
- Withdrawal Policy
- Grade Appeal Policy
- Respectful and Fair Treatment Policy
- Sexual Misconduct Policy
- Student Attendance Policy
- Student Absenteeism Policy
- Program Curriculum Guide
- Practice Education Policy (if applicable)
- Credit Transfer Policy (if applicable)
- Prior Learning Assessment Policy (if applicable)

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# REGULATIONS AND POLICIES

## LEARNING ACCOMMODATIONS

Discover Community College is dedicated to providing an inclusive and accessible learning environment by reducing barriers for students with disclosed disabilities through learning accommodations.

Learning accommodations refers to an adaptation of the teaching environment, materials, or means for assessment, for the purpose of providing a student with a disclosed disability an alternative method for meeting the program requirements. The purpose of accommodating students with disabilities is not to provide them with an advantage, but rather to place them on a level playing field with students who do not have a disability. Students with disabilities still must meet the requirements of a given course or program.

A student who is seeking an accommodation has an obligation to be proactive and to make the request prior to the start of the program so that the college can work with the student to determine if and/or how reasonable accommodations can be made.

In making the request for accommodation and support, the student is required to provide documentation about their disability. Documentation (such as a Psycho-Educational Assessment, Psycho Vocational Assessment or Permanent Disability Program's Application) needs to be provided by an appropriate medical professional with the qualification to diagnose and assess the student's disability (e.g. medical doctor, specialist, psychologist, psychiatrist, rehabilitation specialist). Documentation must include the following:

- Nature of the disability
- Detailed explanation of the functional impacts of the disability or medical condition (in an academic environment)
- Expected duration, stability or progression
- Devices or services used to minimize the impact
- Relevant treatment/ medical information

Once accommodation has been requested, the college is expected to be innovative yet practical in its approach, and to make every reasonable effort to accommodate the student's disability. It is important to note that the duty to accommodate will be different in every situation. This means that where accommodation is requested, the college has an obligation to conduct an individualized analysis, where it looks at the specific limitations and restrictions of a student, and then determines whether those can be accommodated.

Reasonable accommodation refers to changes in the allocation of institution resources or in teaching or evaluation procedures which are designed to meet the needs of a student with a disability. Reasonable accommodations must meet certain criteria:

- Accommodation is based on documented individual needs
- Allows the most integrated experience possible
- Reasonable accommodations do not compromise essential requirements of a course or program
- Does not pose a threat to personal or public safety
- Accommodation does not impose an undue hardship or administrative burden
- Accommodation is not of a personal nature

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In a duty to accommodate, the student shares the college's obligation to be reasonable in the search for appropriate accommodation. The student must cooperate with reasonable requests made by the college and must accept reasonable accommodation if one is offered. In some cases, there may be more than one way in which to accommodate a student's disability. If the college offers accommodation that is reasonable and meets the student's needs, the student cannot refuse the accommodation and hold out for accommodation that the student prefers.

When dealing with a student who has a disability, medical information will need to be gathered during the accommodation process. College staff are only permitted to release the level of information required to provide a student's accommodation. The information will only be provided to staff who need to have access to it.

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## **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.

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 each program's curriculum guide and in course outlines (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 dismissal 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

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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. Students must arrange for the resubmission or rewrite with their instructor. Resubmissions and rewrites should be completed within one week of 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.

### **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 educator. 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 their appeal to the instructor, they 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**

Discover Community College maintains strict policies regarding attendance and punctuality. 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.

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.
- If you miss a class, you are responsible for completing any missed work on your own time and within assignment guidelines. It is your responsibility to maintain contact with your instructor and classmates to obtain missed work and information.

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- 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 educator. 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 educator 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 dismissal 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 educator 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 instructor and program manager to address any attendance issues as soon as they arise. Should withdrawal become necessary, your program educator may meet with your instructor to discuss the details of your absenteeism prior to meeting with you. The program educator will then meet with the student to review the process of withdrawal from their program.
  - The program educator (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 dismissal 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

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- 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 regional site 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.

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## STUDENT CONDUCT

### Cheating and Plagiarism

Cheating is a form of academic dishonesty that gives an unfair advantage, typically it involves using a hidden source to secure information to attain an academic credit. Examples include, but are not limited, to the following:

- Exchanging information with anybody else during an examination
- Using unauthorized material during an examination
- Receiving undisclosed assistance in writing a paper
- 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, thereby implying that the student, themselves, originated the idea and/or composed the written passage. 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.). Examples include, but are not limited, to the following:

- Taking existing material and making small revisions to avoid having to cite the source
- Copying and pasting existing material in its entirety

With the increased use of artificial intelligence (AI), we want to remind students about academic integrity. It is important that you cite (within the text) and reference (at the end of the assignment) your sources of information (e.g., textbooks, journal articles, websites, etc.). If you choose AI tools (ChatGPT, Gemini, DeepSeek, Copilot), this should only be the first step in your process – you must still fact check and find reliable sources for the information from AI (if used properly AI will reference sources). You must also

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include an acknowledgement of AI use in your assignment. If you use AI, do not copy and paste the information – rewrite in your own words so that the phrasing and formatting reflects your knowledge, insight and critical thinking. Your submission should not look like any output from an AI source; it should be your own work. As with textbooks, journal articles and websites, AI is a tool that you can use for learning, but none of these can be used to simply copy and paste information into your assignment. Please be aware that there is software available for instructors to scan an assignment to determine if it was created or written by AI.

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 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 educator (or designate) will meet with both. The decision of the program educator 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 they have been discriminated against or harassed is encouraged to respond to the alleged perpetrator directly, by informing them of their discomfort with the behaviour and requesting that the unwelcome behavior stop immediately. While this is often the simplest and most effective way to end the behaviour, the complainant is not obligated to confront the perpetrator. The complainant may choose to report the behaviour to the regional site manager.

The person making a complaint will meet with the regional site manager to present their report of the situation and to discuss next steps. The person accused of discrimination or harassment will then meet with the regional site manager to present their view of the situation and to discuss next steps. The regional site manager 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 chief executive officer, 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 discrimination or harassment of any kind. This final step will only be taken if, in the opinion of the chief executive officer, the behaviour is serious, and all other possible solutions have proven unsatisfactory.

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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, visitors 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 requirements for your program of study.
- Unsatisfactory attendance (please refer to our Attendance and 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 (please refer to our Cheating and Plagiarism policy)
- Non-payment of fees (please refer to Payment of Fees policy).
- Discrimination or harassment of any kind (please refer to our Respectful and Fair Treatment policy). Students will be subject to immediate dismissal for abusive and/or threatening language or behaviour.
- Drug and/or alcohol use (please refer to our 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 meaningful

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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 program educator 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 disputes may be verbal or written. Formal disputes must be in writing.

#### ***Informal Dispute Resolution***

DCC staff (e.g., instructor, program educator, regional site manager) will assist in resolving any informal disputes. This process will be managed by the Director of Education Operations. Informal resolution is not mandatory and may not be appropriate for more serious 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 one of the parties involved must ask the appropriate staff member for support, commencing with the instructor level and concluding with the regional site manager level.
  - Instructors: Students are expected to first address concerns with their instructor, who has a responsibility to actively engage in finding a fair resolution. The instructor must document the situation to help provide clarity and understanding should the situation proceed to the next level.
  - Program Educators: If the issue cannot be resolved with the instructor, the concern should then be brought to the program educator. Collaboratively, the instructor and program educator would meet with the students and work towards a resolution. The instructor and program educator would document any new findings should the situation proceed to the next level.
  - Regional Site Managers: If the issue cannot be resolved by the program educator, the concern should then be brought to the regional site manager. The regional site manager will gather facts and documentation from the instructor and program educator, then facilitate a new discussion with the student. The regional site manager will decide on next steps towards a resolution.
- The appropriate staff member will convene a meeting of the persons directly involved. At this meeting, they will hear the dispute from each person involved, take notes of the facts, and ensure that all parties agree with the notes taken.

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- After this meeting, the staff member will consider the facts collected, consult appropriate DCC staff, arrive at a decision, and reconvene a meeting within five (5) business days of the initial meeting, including the same persons who attended the first meeting. At this meeting, the staff member will convey their decision to the parties.
  - If all parties agree with the decision, then the dispute will be considered resolved.
  - If the matter is not considered resolved, either party may choose to file a formal complaint.

### ***Formal Dispute Resolution***

This policy applies to all students who are currently enrolled or were enrolled no more than one year prior to filing the dispute. At any time during this process, a student may choose to be represented by an agent or a lawyer.

In the event of a dispute between the College and a student, the student shall provide a written statement to the Program Educator detailing the student's interpretations of the situation, steps taken (if relevant) and their suggested resolutions. If the Program Educator is absent or is named in the complaint, then the complaint must be made to the Regional Site Manager.

- The Program Educator will meet or speak with the student within three (3) business days to try and resolve any outstanding issues.
- The Program Educator will complete an investigation of the complaint, including but not limited to interviewing employees or students, review of relevant policies/procedures, review of the student file and email correspondence.
- The Program Educator will provide the student with a written decision within five (5) business days of receipt of the written complaint. The proposed resolution will include reasons for the decision and subsequent considerations.

### **Appeals Process**

If a student wishes to appeal the decision of the Program Educator, they may do so by following these steps:

- Within three (3) business days of receiving the Program Educator's decision, the student shall provide a written statement to the Regional Site Manager that includes their original dispute letter to the Program Educator, the official response letter from the Program Educator, the reasons for the appeal and their suggested resolutions. If the Regional Site Manager is absent or is named in the complaint, then the complaint must be made to the Director of Education Operations.
- The Regional Site Manager will meet or speak with the student within three (3) business days to try and resolve any outstanding issues.
- The Regional Site Manager will review all relevant documentation and may conduct further interviews.
- The Regional Site Manager will provide the student with a written decision within five (5) business days of receipt of the written complaint. The proposed resolution will include reasons for the decision and subsequent considerations.

If a student wishes to appeal the decision of the Regional Site Manager, they may do so by following these steps:

- Within three (3) business days of receiving the Regional Site Manager's decision, the student shall provide a written statement to the Director of Education Operations that includes their original dispute letters to both the Program Educator and Regional Site Manager, the official response letters from both the Program Educator and Regional Site Manager, the reasons for the final

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appeal and their suggested resolutions. If the Director of Education Operations is absent or is named in the complaint, then the complaint must be made to the Chief Executive Officer.

- The Director of Education Operations will meet or speak with the student within three (3) business days to try and resolve any outstanding issues.
- The Director of Education Operations will review all relevant documentation and may conduct further interviews.
- The Director of Education Operations will provide the student with a written decision within five (5) business days of receipt of the written complaint. The proposed resolution will include reasons for the decision and subsequent considerations.

A final resolution, including written reasons for the decisions and any subsequent reconsiderations, will be provided to the student as soon as possible and no later than thirty (30) days of making a complaint.

Retaliation of any kind against a student who, in good faith files a complaint, participates or cooperates in any investigation under this policy or associates with a person who invoked this policy or participates in these procedures, will not be tolerated.

If the complainant is dissatisfied with the decision made, they may file a complaint with the Private Training Institutions Regulatory Unit. Complaints must be filed with PTIRU within one year of the date a student completes, is dismissed from, or withdraws from the program. The PTIRU website is: [www.privatetraininginstitutions.gov.bc.ca/](http://www.privatetraininginstitutions.gov.bc.ca/).

*\*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 which may be a single serious incident or may be repeated or persistent behaviour. It may include, but is not limited to, one or more of the following:

- sexual assault
- sexual exploitation
- sexual harassment
- criminal harassment (stalking)
- indecent exposure

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- voyeurism
  - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video
  - the attempt to commit an act of sexual misconduct
  - the 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 misconduct 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. An appointed staff member can accompany the complainant if requested or the College can contact a community-based victim support worker to support and accompany the complainant.
- ***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 and connected with a sexual assault response worker or advocate who can provide support and can accompany them to the hospital. The complainant will be advised of the need to collect forensic samples, which can be stored for up to one year, while they decide whether to report the sexual assault to the police.
- ***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***

A member of the College community who feels they have experienced or witnessed sexual misconduct and is considering a complaint process is encouraged to discuss the matter with the regional site manager. The regional site 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, they will be referred to the appropriate individual as provided in the policy
  - Available support for the complainant

The regional site manager does not determine whether behaviours are sexual misconduct; the regional site 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 regional site manager works with the complainant, providing options for the complainant to deal with presented behaviours.

The regional site manager will maintain confidentiality of this discussion. However, if the complainant claims that the sexual misconduct involves violence, the regional site manager must report the situation to the Director of Education 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 regional site 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 regional site manager and the sexual misconduct behaviours are subject to process under this policy, they 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 regional site manager intervene to address the misconduct behaviours and act as appropriate to the situation.

Where misconduct 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 Education Operations. When a Director of Education Operations receives a verbal or written complaint of sexual misconduct, they 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

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Where the Director of Education Operations determines that the investigation of the allegations of sexual misconduct may result in serious consequences for the College, they 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 regional site 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 Education Operations.

- The regional site manager or Director of Education 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 Education 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 individual 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 position 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 Education Operations. The report will state whether there is a finding of misconduct based on the balance of probability 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 Education 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.

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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
- 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 Education 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, they may appeal the decisions of the Director of Education 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 chief executive officer'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.

Allegations of sexual misconduct may require the disclosure of sensitive and personal information, which is protected from unauthorized discovery by privacy legislation. To encourage persons to come forward with their claims, and to protect the rights and reputations of the complainant and respondent throughout the investigation process, DCC will attempt to ensure that confidentiality is maintained except where disclosure is necessary for the purposes of investigation and resolving the complaint or where required by law.

Confidentiality must be distinguished from anonymity. If a complainant wishes to proceed with a formal investigation by DCC, procedural fairness requires that the respondent be made aware of the nature of the complaint, including the identity of the complainant.

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All parties and witnesses to a complaint will endeavour to maintain confidentiality throughout the formal investigation process. Investigators will stress the confidentiality of the investigations with all persons involved. Persons who are found to have breached confidentiality may be subject to discipline.

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.

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## **HEALTH AND SAFETY - CRITICAL INCIDENT AND EMERGENCY RESPONSE**

Discovery Community College is committed to providing a healthy and safe working and learning environment for all employees and students. As part of this commitment, we have comprehensive emergency response structures and processes in place to address all types of emergencies. In the event of an on-campus incident, response efforts may involve coordination with police, fire and ambulance services.

Included in this policy are the following areas of preparedness:

- Fire safety
- Earthquake safety
- Inclement weather
- Extreme heat
- Gas leak
- Power outage
- Medical / mental health emergencies
- Critical incidents
- Active Shooter
- Lockdown
- Hold-and-secure
- Bomb threat
- Hazard specific
- Protests and demonstrations
- Public health emergencies

Details of the Health and Safety, Critical Incident and Emergency Response policy are found on the college's website.

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## **CAMPUS AND CLASSROOM USE**

### **On-Camera Expectations for Distance Synchronous Delivery (for Blended & Online Programs)**

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Out of respect and consideration for instructors and classmates, students are expected to adhere to basic classroom protocols.

The computer camera must always be on and positioned so that the instructor can see the student. The instructor may ask students to mute their microphones if there are distracting noises in the background.

For onscreen presence, the student must be dressed in the same manner as is required for in-class attendance.

The synchronous class is a regular class that is conducted virtually. Students must be in front of the screen participating in the class. Activities that demonstrate that the student is not completely engaged in the class are not permitted (e.g., texting, playing music, driving, shopping, working).

The student is required to be set up with a desk or table and a chair. The student is reminded that what appears on camera enters the learning space of others. The student is expected to be considerate of others by being mindful of any images, pictures or background within their camera range.

The student is not permitted to take screenshots or record the class or anyone attending the class without prior approval.

Note: For asynchronous distance delivery, there is no on-camera requirement (other than for exam writing).

### **Recording Devices**

Students are not permitted to 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**

Please do not use communication devices of any type while class is in progress, including during work experience placements. This includes smartphones, smartwatches, tablets, laptops (unless for class use), and other personal digital or audio devices (e.g., wireless earbuds, MP3 players). All unapproved devices must be turned off or silenced and kept out of sight during class time.

Use of these devices is disruptive and detracts from a positive, collaborative learning environment. Learning at DCC is designed to be interactive and requires full attention and participation by everyone present.

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

### **Computer Usage**

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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 help desk level 1 support. If an issue remains unresolved the help desk can contact level 2 or higher support.

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.

### **Breaks**

Your instructor will usually schedule a short coffee/tea break during each class. Lunch breaks 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.

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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 are experiencing any of the following symptoms (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, WorkSafe approved footwear, 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 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.

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## DESIGNATION WITH PTIRU

Discovery Community College has been accredited with the Private Career Training Institutions Agency (PCTIA) since May 1, 1996. We were the first accredited college on Vancouver Island. DCC now maintains designation status with the Private Training Institutions Regulatory Unit (PTIRU) of the Ministry of Advanced Education (previously known as PTIB). PTIB replaced PCTIA in 2016.

The role of PTIRU 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 PTIRU.

Visit the PTIRU website for current information.

[www.privatetraininginstitutions.gov.bc.ca/](http://www.privatetraininginstitutions.gov.bc.ca/)

Note that the PTIRU logo/mark used on the cover page of this handbook is accompanied by this statement:

“Designated BC Private Training Institutions Regulatory Unit & Shield Design mark is a certification mark owned by the Government of British Columbia and used under license”.

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## Staff Contact Information

<b>Regional Site Managers:</b>		
Location	Name	Email Address
Lower Mainland	Pia Baltazar	<a href="mailto:Pia.baltazar@discoverycollege.ca">Pia.baltazar@discoverycollege.ca</a>
Vancouver Island	Lee Smith	<a href="mailto:lee.smith@discoverycollege.ca">lee.smith@discoverycollege.ca</a>
Thompson Okanagan	Benita Saxen	<a href="mailto:benita.saxen@discoverycollege.ca">benita.saxen@discoverycollege.ca</a>
Cariboo	Benita Saxen	<a href="mailto:benita.saxen@discoverycollege.ca">benita.saxen@discoverycollege.ca</a>
Online campus.	Heather Koning	<a href="mailto:heather.koning@discoverycollege.ca">heather.koning@discoverycollege.ca</a>

<b>Directors:</b>		
Title	Name	Email Address
Director of Education Operations	Benita Saxen	<a href="mailto:benita.saxen@discoverycollege.ca">benita.saxen@discoverycollege.ca</a>
Director of Education and Compliance	Patrick Kelly	<a href="mailto:patrick.kelly@discoverycollege.ca">patrick.kelly@discoverycollege.ca</a>

<b>Senior Administrators:</b>		
Title	Name	Email Address
Chief Executive Officer	Krista Livingstone Clark	<a href="mailto:krista.clark@discoverycollege.ca">krista.clark@discoverycollege.ca</a>