



GRANVILLE COLLEGE

STUDENT
HANDBOOK

Message from Management

Welcome to Granville College. Serving the community since 1982.

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

At Granville College, our objective is to provide an exceptional educational experience that will guide you towards your career goals. We believe in our student's abilities and ethics, we are committed to providing our students with all the tools, skills and resources we can offer as a college and that the students need to successfully achieve their education and career goals.

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

From all of us here at Granville college, we wish you a great, successful journey with us.

Sincerely,

Nada Mohammed
Campus Director

Cheryl Grenick
Campus Administrator

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

College Contacts

Campus Telephone Number	604-683-8850
College email	info@granvillecollege.ca
Campus Administrator	Cheryl Grenick
Campus Director	Nada Mohammed

College Hours

The Campus is open as follows:

Monday	8:30 – 4:30
Tuesday	8:30 – 4:30
Wednesday	8:30 – 4:30
Thursday	8:30 – 4:30
Friday	8:30 – 4:30
Saturday	closed

Class times are as follows:

	Morning Class	Lunch Break	Afternoon Class
Monday	8:30 to 12:00	12:00 – 1:00	1:00 – 4:30
Tuesday	8:30 to 12:00	12:00 – 1:00	1:00 – 4:30
Wednesday	8:30 to 12:00	12:00 – 1:00	1:00 – 4:30
Thursday	8:30 to 12:00	12:00 – 1:00	1:00 – 4:30
Friday	8:30 to 12:00	12:00 – 1:00	1:00 – 4:30
Saturday	8:30 to 12:00	12:00 – 1:00	1:00 – 4:30

Students are expected to be in class and ready to study at the beginning of each Morning and Afternoon Class and to stay for the entire class time OR follow the current COVID-19 schedule.

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

School Closures and Holidays

Granville College is closed for the following Statutory Holidays:

Statutory Holiday	2022	2023
New Year's Day	January 1	January 1
Family Day	February 21	February 20
Good Friday	April 15	April 7
Victoria Day	May 23	May 22
Canada Day	July 1	July 1
BC Day	August 1	August 7
Labour Day	September 5	September 4
Thanksgiving Day	October 10	October 9
Remembrance Day	November 11	November 11
Christmas Day	December 25	December 25

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

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

Dress Code

- Granville College encourages a businesslike environment. Students are expected to dress neatly in clean clothing. Students who come to school dressed inappropriately will be sent home to change and the absence will be recorded.
- All clothing must be school and program appropriate. Clothing suitable for workouts, sports or outdoor activities will be deemed inappropriate for business.
- Clothing with rips, tears and holes will be deemed inappropriate for business.
- Clothing with stamps or imprints that are offensive will be deemed inappropriate for business.

CODE OF CONDUCT

The Code of Conduct

Expectations for Students:

- Attend school in accordance with the Attendance Policy.
- Treat all students and staff with respect.
- Dress in accordance with the expectations of an employee in the industry relevant to your program of study; in a tidy and clean manner.
- Treat school property with respect.
- Complete all assignments and examinations on the scheduled completion dates.
- Avoid any conduct which may be deemed to be detrimental or damaging to the other students, staff members or the institution.
- Prohibited conduct under the Code includes but is not limited to:
- Any assaulting, disruptive, intimidating, or offensive classroom behaviors to another individual.
- possessing or bringing weapons of any kind (i.e. knives, guns) to campus.
- using, possessing, or distributing alcohol or drugs.
- making inappropriate remarks concerning another student or staff members' ethnicity, race, religion, or sexual orientation.
- Supplying false information or misusing any of the college's records and/or information.
- making false accusations; disrupting classroom or campus lectures and activities.
- any other conduct which is determined to be detrimental or damaging to other students, staff members or the Institution.
- Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:
- Sexual assault to another individual or group.
- Physical assault or any other violent acts committed on or off campus against any student or staff member.
- Verbal abuse or threats.
- Vandalism of school property.
- Theft of college's property, records, or confidential information.

Students who do not meet the expected code of conduct will be subject to the procedures in the College's RESPECTFUL-FAIR TREATMENT POLICY, which may include immediate dismissal from the institution depending on the severity of the misconduct.

ADMISSIONS POLICY

Granville College is committed to enrolling students who meet specific program admission criteria, including all academic standards and course requirements. The College is dedicated to helping students succeed in achieving their education and career goals.

Procedure:

1. The Admissions Representative will meet with the prospective student in an interview, either in person, by telephone or through an online video meeting to discuss the program of interest.
2. Prospective students in the Veterinary Technician Assistant Program will be asked to complete the Granville College Entrance Evaluation. All other programs offered by the College do not require the completion of an entrance evaluation.
3. Once a prospective student has decided on a program of study, the Admissions Representative will review the admission criteria for the selected program of study with the student and gather all pertinent and required documentation evidencing the student has met all requirements. A copy of each document will be placed on the student's file.
4. Prospective students whose first language is not English must provide the College with a completed language proficiency test showing the student has attained the acceptable level of English proficiency, as set out in the College's Language Proficiency Policy.
5. Once it is established the student has met all admission requirements:
 - a. the Admissions Representative will prepare and review the enrollment contract and all relevant policies, with the student.
 - b. The Admissions Representative will discuss financial arrangements for payment of tuition and other fees.
 - c. The Student will be asked to pay a non-refundable registration fee in the amount of \$250.00
6. Once enrollment contract has been properly executed, the student will receive the following:
 - a. A fully signed copy of the enrollment contract, including a copy of the Program Outline.
 - b. A Student Handbook containing:
 - i. Tuition and Fee Refund Policy.
 - ii. Dispute Resolution.
 - iii. Grade Appeal Policy.
 - iv. Withdrawal Policy.
 - v. Dismissal Policy.

- vi. Language Proficiency Assessment Policy (if applicable);
- vii. Attendance Policy;
- viii. Use and Disclosure of Personal Information Policy;
- ix. Work Experience/Co-Op Policy (if applicable);
- x. Safety Policy.

ATTENDANCE POLICY

Granville College expects students to attend classes regularly and to be punctual while completing a program of study. This includes attendance to all labs, lectures, classroom activities, quizzes, tests and examinations. Students who are absent for more than 20% of a course or more than 30% of an overall program, may receive an incomplete grade for that course or program, respectively.

Procedure:

1. Attendance will be recorded by each Instructor for all students enrolled in a program of study at the beginning of each class using the Attendance Sheet provided by the College. Attendance will be reported daily to the Campus Administrator and/ or Campus Director.
2. It is the responsibility of each student to contact their instructor or the College's administrative staff in the event they will be absent or late in arriving to class. Reported absences will be marked as "excused". Absences or late arrivals will be marked as "unexcused" for any student who does not advise the College of their intended absence or late arrival. In the case of any absence, whether excused or not, students will be responsible for making up the time lost, and all work, quizzes, tests, labs and exams assigned during the student's absence.
3. If a student is absent for three or more consecutive days due to illness, he/she must submit a doctor's note attesting to illness.
4. If a student is absent for three or more consecutive days for compassionate reasons, he/she must submit evidence of the reason for the absence (i.e. a copy of the Order of Service for a funeral).
5. Students may apply for a leave of absence in the case of an unavoidable personal or family emergency. Students must complete a Leave of Absence Request Form and deliver that form in person, by email or by registered mail to the College Administrator prior to being granted a leave.
6. Leaves of absence may not be granted for more than a period of two (2) weeks and must be substantiated by providing the College with all relevant documentation (including, but not limited to, a doctor's note or report) to support their application for leave.

7. A leave of absence does not excuse the student from completing the work, quizzes, tests, labs and exams assigned during the student's leave. In the event a leave of absence constitutes an absence of more than 20% of a course or 30% of an overall program, the student may be required to repeat the course or program at their own expense.
8. Program end dates will not be extended due to absences or a leave of absence. Students are expected to complete their program of study in accordance with the program end date indicated on the Enrollment Contract.
9. Students will not be granted a leave of absence for vacations, study for exams or visits from family or friends.
10. Whenever possible, the College will make a reasonable effort to accommodate an excused absence or approved leave of absence by re-scheduling the student into an alternate class for the same course on their return; or by providing the instructional materials missed during their absence; and/or rescheduling a time to write a missed test or exam; however, it is ultimately the responsibility of the student to make-up any instruction, tests or exams missed during their absence.
11. Excessive absence or lateness may be a reason for dismissal from study.

DISPUTE RESOLUTION POLICY

Granville College provides an opportunity for students to resolve disputes in a fair and equitable manner. The policy applies to all students who are currently enrolled or were enrolled 30 days prior to submitting a notice of written concern(s) to the Campus Administrator and/or Campus Director.

Procedure for Student Disputes:

1. When a concern arises, the student should address the concern with the individual most directly involved and the instructor of the course or program the student is enrolled in. If the student is not satisfied with the outcome at this level, the student should put his/her concern(s) in writing and deliver this written notice to the Campus Administrator and/or Campus Director, either in person, by email or by registered letter.
2. The Campus Administrator and/or Campus Director will arrange to meet with the student to discuss the concern(s) and desired resolution(s) within 5 business days of receipt of the notice.
3. Following the meeting with the student, the Campus Administrator and/or Campus Director will conduct whatever enquiries and/or investigations they deem necessary and appropriate to determine whether the student's concern(s) are

substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate College personnel.

4. All enquiries and/or investigations shall be completed, and a formal response shall be provided, within 15 business days following the receipt of the student's written notice. If it is determined that the student's concerns are not substantiated, the institution will provide a written explanation of the decision and deny the complaint; or if it is determined that the student's concerns are substantiated in whole or in part, the institution will propose a resolution.
5. The student will have 5 business days to appeal the decision. All appeals will be reviewed by the Campus Administrator and/or Campus Director within 5 business days of receipt of the notice of appeal, at which time the Campus Administrator and/or Campus Director shall supply the student with a written decision to their appeal. A copy of the decision and all supporting materials will be placed in the institution's Student Conduct File, and the original will be placed in the student file
6. During the dispute resolution process, the student may file a complaint with PTIB (www.privatetraininginstitutions.gov.bc.ca) if he/she feels the institution misled the student regarding the complaint or any aspect of its operations. Students who make a complaint may be represented by an agent or lawyer.

GRADE APPEAL POLICY

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

Procedure for Grade Appeal:

1. If a student is not satisfied with a grade assessed on an assignment or test, the student must provide a written statement of their concerns to the instructor who assessed the grade within 5 days of the grade assessment. The statement should set out the reasons for disputing the grade and include copies of any relevant evidence the student wishes to submit and have considered. Please note, grades will not be adjusted for compassionate reasons or unexcused absences.
2. The instructor will reconsider or remark the assignment/test based on the criteria of the assignment/test and will provide the student with a written determination, setting out the reasons which led to both the original grade and any re-marked grade, if applicable. Instructors are to provide students with their determination within 3 business days of receipt of the student's grade appeal statement.

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

WITHDRAWAL POLICY

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

Procedure

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

DISMISSAL

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

Procedure for dismissal or disciplinary measures:

1. All concerns relating to a student's conduct/misconduct shall be directed in writing to the Campus Administrator or the Campus Director. Concerns may be brought by staff, students, instructors, or the public.
2. The Campus Administrator and/or Campus Director will arrange to meet with the student to discuss the complaint within 5 business days of receiving notice of the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Campus Administrator or Campus Director will meet with the student as soon as possible.
3. Following the meeting with the student, the Campus Administrator or Campus Director will conduct any further investigations deemed necessary to determine whether the complaint is substantiated, in whole or in part.
4. Any necessary inquiries or investigations shall be completed within 5 business days of the initial meeting with the student.
5. Upon completion of all inquiries and investigations the Campus Administrator or Campus Director will provide the student with a written determination with respect to the complaint. In the event a student wishes to dispute a written determination; the dispute shall be resolved in accordance with the College's Dispute Resolution Policy.
6. In the event the complaint has been substantiated, the Campus Administrator and/or Campus Director may:
 - a. Give the student a written warning, a copy of which will be signed and acknowledged by the student and placed on the student's file.
 - b. Set a probationary period with conditions which must be fulfilled or demonstrated. During a probationary period, a student's conduct will be monitored by the Campus Administrator and/or Campus Director. Any notice of a probationary period will be signed and acknowledged by the student and placed on the student's file.
 - c. Relocate the student to another class.
 - d. Dismiss the student from the program of study. In the event of a dismissal, the Campus Administrator and/or Campus Director will provide the student with a written notice of dismissal which will include a calculation of any refund which may be due under the **Tuition Refund Policy**. Any refund deemed to be owing under the Tuition Refund Policy shall be delivered to the student within 30 days of the date of the notice of dismissal. In the event the student owes tuition or other fees to the College at the time of the dismissal, the Campus Administrator and/or Campus Director may undertake collection of the amount owing, forthwith upon dismissal.

- e. Request immediate payment or compensation in the event of any physical damage caused by the student to the College's equipment or facility.

LANGUAGE PROFICIENCY POLICY

Instruction at Granville College is conducted in English. All prospective students whose first language is not English are required to demonstrate they have the appropriate English language skills to successfully complete their program of study. The minimum level of English Language proficiency is noted below. Please note, some programs may require higher levels of language proficiency which will be set out in the Program Outline.

Procedure:

1. Prospective Students whose first language is not English must provide proof of completion of a secondary school education English program at a grade 11 level or a post-secondary education program in English, in Canada or abroad.

OR

Submit the results of one of the following English Language Proficiency tests:

- ✓ Canadian English Language Proficiency Index Program (CELPIP-G 2014) (a Canadian English language test for immigration to Canada, Canadian citizenship, and for admission to Canadian universities and colleges) acceptable level: 6;
 - ✓ Equivalent Canadian Language Benchmarks (CLB): Score of 6;
 - ✓ Canadian Academic English Language Assessment (CAEL): Overall score of 60;
 - ✓ Test of English as a Foreign Language (TOEFL); 75 Internet-based, 210 computer-based, or 520 paper based;
 - ✓ International English Language Testing System (IELTS): overall score of 6, with a minimum of 5.5 in each section.
2. Any costs related to the taking of one of the English Language Proficiency Tests noted in this policy are the sole responsibility of the prospective student;
 3. Prospective Students who are unable to provide official proof of their English Language Proficiency as set out in this policy will not be admitted into a program of study.

USE AND DISCLOSURE OF PERSONAL INFORMATION POLICY

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

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

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

SAFETY POLICY

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

Procedure for Fire Safety:

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

9. Students will be advised of all safety procedures during their first day of class and all emergency procedures will be posted throughout the campus.

Procedure for Earthquake Safety:

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

RESPECTFUL AND FAIR TREATMENT POLICY

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

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

Disciplinary measures:

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

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

WORK EXPERIENCE POLICY

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

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

1. For programs that include a practicum, students must complete each course/module in the program with a mark of 70% or higher before being placed in a practicum.
2. For programs that include a cooperative placement, students must have successfully completed all program components and have attended a minimum of 80% of classroom sessions included in the program before being placed in a cooperative placement.
3. In addition of the specific requirements outlined in sections 1 and 2 above, all students must meet all of the following conditions before being placed in a work experience placement:
 - a. Complete and receive a passing grade on all assignments for the program up to the date of the work experience placement.

- b. Complete and receive a passing grade on all quizzes, tests and examinations up to the date of the work experience placement.
 - c. Return all borrowed items to the College.
 - d. Successfully complete a work experience placement interview.
4. The process by which the student will be placed in a work experience is as follows:
 - a. The student must have the Ready for Work Experience (whether Practicum or Co-Op) form signed by the instructor.
 - b. The student must successfully complete a work experience placement interview.
 - c. Once a placement is agreed upon, the student, the work experience host organization, and a College Representative must sign the Work Experience Agreement.
5. The College, the student and the host organization, will enter into a written agreement detailing each party's responsibilities and the activities the student will undertake during the work experience. A copy of the agreement will be provided to the student before the start date of the work experience.
6. The process by which the student will be evaluated in relation to the work experience component is as follows:
 - a. The College will monitor the student's attendance at the work experience placement by contacting the placement host weekly to gather information on the student's attendance during that week.
 - b. The College will assess the student's progress in meeting learning objectives, by providing the host organization a standardized evaluation survey for completion at the mid-point and at the end of the work experience placement.
 - c. The completed evaluation survey will be retained as a part of the student record.
 - d. The student must attain an overall positive evaluation from the host organization in order to be eligible for graduation.
7. The student will be provided with at least one written evaluation in relation to the work experience component.

GRADUATION POLICY

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

Procedure:

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

COMMUNITY ASSISTANCE FOR STUDENTS

There are many places in the community that offer support to students as they complete their studies.

Support might be needed for:

- Help understanding your Enrolment Contract
- Help understanding the College's Policies and Procedures
- Help understanding what is expected of you with respect to dress or behaviour
- Information about academic support or tutoring
- Finding suitable housing
- Information about transportation services (SkyTrain, BC Transit, etc.)
- Medical Insurance, Pharmacare or other health care programs
- Finding suitable childcare services
- Finding information on community or cultural activities
- Finding information about family support services
- Finding information about addiction services
- Finding information about immigration services
- Finding information about literacy or library services

- Finding information about employment resources such as preparing a resume or conducting a job search

If you need support in any of these areas, you can get a list of local supports from the Campus Administrator and/or Campus Director.

PERSONAL SAFETY

Within the classrooms at this campus, you will find Emergency Exit Maps showing the closest exit to the classroom. If you have concerns about your personal safety while attending classes, you should talk to the College Administrator and/ or College Director.

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

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

At home:

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

While you are out:

- Always tell someone where you are going and when you expect to return home.

- If you are going on a first date or out with someone you don't know well, plan with someone you trust to check in once you are home.
- Travel with a friend if possible. Try to avoid going out alone.
- Carry only small amounts of cash and take only the credit cards you plan to use.
- Keep cash and credit cards in an inside pocket or pouch inside your jacket.
- Keep your purse closed and carry it across your body or keep an arm on it.
- Make sure to zip all pockets on your backpack. When in crowded places, on public transit or on busy street corners, bring your backpack to the front and hold it.
- Pay attention to your surroundings and stay alert.
- If you are using ear buds, keep the music volume low so you can hear what is happening around you.
- Keep in mind when you are using your phone in public that other people can hear your conversation. Be careful about what information you are giving you.
- Try NOT to go out alone at night.
- Avoid unfamiliar areas, if possible.
- Don't walk near dark doorways or shrubbery. Don't use alleys or short cuts.
- If you are driving, try to park only in lighted areas. Have your keys in your hand when returning to your car.
- Never leave your keys in the car. Never leave valuables in plain sight... lock them in the trunk.
- Always check your back seat before getting into your car.
- Always lock your door while driving or when parked.
- Keep your car in gear at stop lights or when stopped in traffic.
- Don't hitchhike or accept rides from strangers.
- Do NOT respond to comments from strangers on the street.
- If someone is following you, cross the street and walk into a business or other area where people are gathered.
- If you meet a new friend, exchange phone numbers but NOT addresses. Always meet in a public place and consider a daytime meeting rather than nighttime.
- Do not allow alcohol or drugs to impair your judgement. Always use in moderation. Be particularly careful of street drugs. They may not be what you have been told (i.e. they may be fentanyl or carfentanyl which can be deadly)
- Always prearrange meeting times so you do not have to sit and wait alone.
- When walking, always keep distance between you and other walkers. Don't let anyone get too close.

- When walking, if a car follows you, do NOT approach it. Turn around and walk in the opposite direction. Don't be afraid to yell for help.

Using Public Transit:

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

Computer and Internet Safety

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

Sexual Misconduct Policy

1. Granville College is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
 - sexual assault;
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;

- the attempt to commit an act of sexual misconduct; and
 - the threat to commit an act of sexual misconduct.
3. 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.
 4. A student making a Complaint will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a Report.
 5. The process for making a Complaint about sexual misconduct involving a student is as follows:
 - (a) Under this Sexual Misconduct Policy, any student of Granville College may file a report of an incident or a complaint to the Campus Administrator/ Campus Director in writing.
 - (b) The other officials, offices or departments that will be involved in the investigation are Campus Director, Campus Administrator and/or The Chief Operating Officer.
 - (c) If the Campus Administrator /Campus Director is not available at the Campus, student will be able to make the complaint with Senior Education Administrator (SEA).
 6. The process for responding to a Complaint of sexual misconduct involving a student is as follows:
 - (a) Upon receipt of a report of an incident or a complaint of alleged sexual violence being made, the Campus Administrator and/ or Campus Director will respond promptly and:
 - (i) determine whether an investigation should proceed and if the Complainant wishes to participate in an investigation;
 - (ii) determine who should conduct the investigation having regard to the seriousness of the allegation and the parties involved;
 - (iii) determine whether the incident should be referred immediately to the police; In such cases or where civil proceedings are commenced in respect of allegations of sexual misconduct, Granville College may conduct its own independent investigation and make its own determination in accordance with its own policies and procedures; and
 - (iv) determine what interim measures ought to be put in place pending the investigation process such as removal of the Respondent or seeking alternate methods of providing necessary course studies.

7. The process for making a Report of sexual misconduct involving a student is as follows:
 - (a) Once an investigation is initiated, the following will occur:
 - (i) the Complainant and the Respondent will be advised that they may ask another person to be present throughout the investigation;
 - (ii) interviewing the Complainant to ensure a complete understanding of the allegation and gathering additional information that may not have been included in the written complaint such as the date and time of the incident, the persons involved, the names of any person who witnessed the incident and a complete description of what occurred;
 - (iii) informing and interviewing the Respondent of the complaint, providing details of the allegations and giving the Respondent an opportunity to respond to those allegations and to provide any witnesses the Respondent feels are essential to the investigation;
 - (iv) interviewing any person involved or who has, or may have, knowledge of the incident and any identified witnesses;
 - (v) providing reasonable updates to the Complainant and the Respondent about the status of the investigation; and
 - (vi) following the investigation, the Campus Administrator/ Campus Director will:
 - (b) review all of the evidence collected during the investigation;
 - (c) determine whether sexual violence occurred; and if so
 - (d) determine what disciplinary action, if any, should be taken as set out in Section 6.
8. The process for responding to a Report of sexual misconduct involving a student is as follows:
 - (i) disciplinary action up to and including termination of employment of instructors or staff; or
 - (ii) expulsion of a student; and /or
 - (iii) the placement of certain restrictions on the Respondent's ability to access certain premises or facilities; and/or
 - (iv) any other actions that may be appropriate in the circumstances.
9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
10. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
11. 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.

Tuition Refund Policy

REFUND POLICY	
Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> • No later than seven days after student signed the enrolment contract, and • Before the program start date. 	100% tuition and all related fees , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> • At least 30 days before the later of: <ol style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> • More than seven days after the student and institution signed the enrolment contract, and • Less than 30 days before the later of: <ol style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> • After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.

<ul style="list-style-type: none"> After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	<p>Institution may retain up to 50% of tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> Student does not attend the first 30% of the program. 	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Institution receives a refusal of study permit (applies to international students requiring a study permit):</p>	
<ul style="list-style-type: none"> Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. 	<p>100% tuition and all related fees, other than application fee.</p>
<p>After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> Student completed up to 30% of the program. 	<p>Institution may retain up to 30% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>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).</p>	

12.