

# **Policies, Procedures, and Forms (PPF)**

## **SUMMARY**



**Pacific  
Link  
College**

## STUDENT POLICIES, PROCEDURES, & FORMS

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### Major Categories

- ① Language policy
- ① Admissions
- ① Academic standards
- ① Attendance
- ① Academic transcripts, diplomas, certificates, and awards
- ① Student status
- ① Schedules
- ① Student conduct and interaction
- ① Student dispute resolution policy
- ① Work experience

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### PPF-2600: Language Policy

- ① Instruction may be delivered in French (campuses located in Quebec) or English (campuses located in other Canadian provinces); all student assignments and presentations must be in English for students attending courses in campuses located outside of Quebec.
- ① All classroom communication outside of the province of Quebec should be in the English language: instructors, students, and guests; students or instructors may receive notice if transgressions recur on a frequent basis. In common areas, employees and students should use English; when using another language becomes necessary students and staff are asked to relocate to a private setting (office)

### PPF-3000: Admissions

- ① Before permission to attend classes, students must have:
  - Signed enrolment agreement
  - Provided valid study permit
  - Provided payment and are aware of their payment plan
  - Provided evidence of English language test (or entrance test) passed successfully
  - Provided transcript (for post-graduate program students)
  - Photo ID (e.g. passport, BCDL)
- ① Students must attend on their start date (orientation) in order to be assured of a seat in class and provided a schedule and are aware of the college's policies and procedures.

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### PPF-4000: Academic Standards

#### ① Program Academic Standards

- Pacific Link College is committed to supporting student success while maintaining high academic standards. To ensure students are making satisfactory progress in their programs, the College has established clear academic performance guidelines. This policy outlines the circumstances under which students may be withdrawn from the College due to academic underperformance
  
- Grounds for Withdrawal
  - A student who fails five or more courses within their program of study will be subject to mandatory withdrawal from the College.
    - Courses are considered "failed" if the student receives a grade below the minimum passing standard defined in the course outline
    - Students at risk of failing five courses will be issued a formal warning once they have failed three courses
    - Students who meet the criteria for withdrawal will be notified in writing by the Academic Office
    - The notification will include details on the failed courses, the withdrawal decision, and any available options (e.g., appeal, reapplication, or additional support)
    - Pacific Link College encourages students to seek help proactively to avoid academic difficulties

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- Available resources include:
  - Academic advising
  - Academic support
  - Counseling and mental health support
    - Lambent Community Services

① To successfully complete (pass) an individual course, students must:

- Achieve an overall grade of (please check the course outline) **50%** or **60%**; **and**
- Write final tests and graded assessments with a passing grade; **and**
- Attended a minimum of **80%** of classroom hours and **80%** overall

① Students not meeting the criteria above must repeat the course.

① Course assessments

- Students must write tests on the day scheduled or receive a zero score, resulting in repeating the course. Re-schedules are not permitted without campus director approval.
- Students must submit other final graded assessments on time or receive a zero score. Instructors may allow an extension with a **20%** demerit (per day not submitted).

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### PPF-4100: Attendance

- ① Students must meet the **80%** attendance requirement to pass courses (see Academic Requirements policy).
  - The college tracks the time students arrive and depart classes to maintain accurate student attendance records for the BC Ministry of Education and the Government of Canada Department of Immigration, Refugees, and Citizenship – IRCC - (who issue student study permits in Canada).
  - To ensure students are prepared to work in a Canadian workplace environment (i.e. Co-op) students are expected to:
    - Dress appropriately for a post-secondary academic environment (i.e. clothing deemed respectful/professional in a Canadian workplace when interacting with clients/customers)
    - Be sitting or standing (not lying down)
    - Be in an appropriate academic learning environment while attending class online
      - Not in transit (i.e. car, walking, bus, train, plane etc.)
      - Not in a place of employment (i.e. working, shopping, doctor's office etc.)
  - (Online Lectures) Students must have their camera and microphone turned on during online lecture sessions so the instructor can verify their identity when taking attendance. If the student does not turn on their camera and identify themselves the instructor has the right to remove them from the classroom.
    - Students may turn off their camera and microphone on breaks (i.e., coffee break or lunch time)
    - Students are expected to return from breaks on time

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- ① Students are expected to contact their campus if they are going to be absent or late. Students must use the “Student Absentee Form” accessible in the (blue) footer of the learning management system (Moodle). Students can use this form to upload a doctor’s note to the college.
  
- ① If a student is sick they should not attend class as it may place other students at risk of getting ill. They should notify the college of their absence prior to class commencing that day using the “Student Absentee Form” in the (blue) footer of the learning management system (Moodle).
  - All students not attending class will be marked as absent regardless of whether they are sick or not
  - Students should upload an official doctors note (explaining their absence (not stating they were simply in a clinic that day). Students can attach a note using the “Student Absentee Form” accessible in the (blue) footer of the learning management system (Moodle).
    - The official doctors note will be stored in the students file.
  
- ① Should a student miss **20%** of their class due to absenteeism they will be required to retake the course.
  - Students who provide an official note from a local certified doctor explaining their absence will have their course retake fee waived.
  
- ① If a student is chronically late or absent, the college may issue a written notice.

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- ① If a student exceeds **20%** absence from the course, they will be notified that he/she will need to repeat the course.
- ① If a student exceeds **20%** absence from the program, they will be notified that he/she will be dismissed from the college.
- ① If a student is absent without contact for more than **14** days (**2 weeks**), they will be suspended and given written notice; to return to college, he/she will need to contact the campus associate manager to determine if and when he/she can return to classes.
- ① If a student is absent for **90** days or greater consecutively, he/she will be dismissed from the college, and if holding a study permit, the IRCC will be notified.

### PPF-4200: Academic Transcripts, Diplomas

- ① There will be a fee charged to students for official transcripts (interim) or additional copies of final transcripts.
- ① There will be a fee charged to students for additional diplomas/certificates.
- ① Diplomas or certificates are not issued until the student has successfully completed their program of study and met all graduation requirements.



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### PPF-4400: Student Status Changes

- ① Students must notify campus managers (Student Request form accessible in the (blue) footer of the learning management system - Moodle) when requesting:
  - Leave of absence
  - Withdrawal from their program
  - Changing their program (fees apply)
  - Changing their campus location (fees apply)
  
- ① If a student requests a change to their schedule, they must request in writing a minimum of **30** days before the change requested. In most circumstances, the change in schedule will not be accepted due to classroom and instructor availability. If the request is accepted, there will be a fee charged to the student.
  
- ① Students may be dismissed when:
  - Failure of three (or more) courses;
  - Not meeting financial obligations, including being delinquent more than seven (**7**) days after their payment scheduled dates;
  - Missed a total of **20%** of the program's total hours;
  - Absent for **90** days (current students)
  - Violation of college's policies
  
- ① When a student withdraws or is dismissed, the college is required to notify **Immigration, Refugees and Citizenship Canada** and the student's visa status may be revoked.

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### PPF-4500: Schedules

- ① The college establishes the student's course / classroom schedule when the student has met all of the entrance requirements and attended orientation.
- ① There are no special arrangements for any specific schedule (days of the week) but students can request their preference prior to starting. If there is availability in the preferred schedule, student requests will be received on a 'first come, first served' basis.
- ① It is important for students to know that they are in Canada on a study permit that allows part-time work (up to **40** hours per week); the study portion must be the priority in respect to class schedules, NOT their work schedule!!!
- ① Students are required to attend every classroom session. Student absences (not attending, late, left early) will be recorded. Students absent more than **20%** of their course will be required to retake the course. Students missing more than **20%** of their program may be dismissed from the college.
- ① There is no guarantee of a student's schedule and depending on student population, instructor availability, and other factors, students may receive notice of their schedule being changed with at least two weeks' notice.
- ① There are fees involved if a student requests (Student Request form) a course change and the college agrees (when possible) to the change; the same fee schedule applies when a student requests to change their program of study or location of their studies (another campus).

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### PPF-4700: Student Conduct and Interaction

① Students must comply with all of the college's policies and procedures. If there is a violation, measures may be taken up to and including dismissal from the college.

- It is mandatory for students to use their college e-mail account to communicate with the college, its staff, and instructors. The college will only send e-mail to the student's assigned college e-mail account.
- Students are required to have a computer device with internet access for communication, their online learning (Moodle LMS) platform, and for completing some assignments and other work as directed by their instructor. A larger device (laptop or tablet) is recommended for their work and for viewing electronic textbooks and other materials.

① **Students must show respect to their classmates, instructors, and staff**

- Not disrupt lessons (i.e., leaving or entering the class at times other than break periods; using language other than English in the classroom, etc.)
- Dress appropriately for a professional or academic environment for in class or online sessions.

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- (Online sessions) Sitting or standing in an appropriate (quiet) environment (i.e., desk, table) suitable for professional communication is permitted. Lying down on a couch or bed during lecture sessions is NOT permitted unless the student provides medical documentation to the college allowing for an accommodation to be made.
- (Online sessions) Ensuring one's online environment (background) is clear of distractions and noise during online sessions.
- (Online sessions) Ensuring no other persons (i.e., friends or family) are in the field of view during lectures. Students will be held responsible should other people appear (unauthorized) on their camera during class lecture sessions. Please respect the privacy rights of your instructor and fellow students.
  - **NOTE:** *If you have children or elderly parent/grandparents that may appear online, please notify the instructor*

### ① Academic Dishonesty

- Academic dishonesty and plagiarism is taken very seriously and the college will act severely.
  - If a student is found to have cheated, copied, or plagiarised on any assessment or assignment, they will receive a zero score and either repeat the course or the assignment, with a written warning. If the plagiarism occurs before the final course session, he/she may be suspended for the remainder of that course.

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- If there is a second occurrence, the student will be expelled from the college and the IRCC will be notified to act upon their visa status.
  - **NOTE:** *All work submitted by PLC students is automatically checked by a plagiarism checker used by major universities and colleges around the world and PLC instructors have access to the ChatGPT and other AI plagiarism checkers.*

### ① Bullying, Harassment, and Discrimination Policy

- The college is committed to providing a working environment where all are treated with dignity, respect and in a fair manner. Everyone has the right to work in an atmosphere that is free from bullying, harassment and discrimination.
  - Bullying and harassment and/or discrimination in our colleges is unacceptable and will not be tolerated. All incidents of bullying and harassment and/or discrimination must be reported and will be taken seriously regardless of who the offender may be. Students at the college who engage in such behaviour will be subject to discipline or corrective action.

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### ① Definitions

- “Discrimination” means discrimination based on a person’s sex, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sexual orientation, age, or criminal conviction which is unrelated to the person’s employment. Discrimination includes sexual harassment, as defined below.
  - “Bullying and Harassment” includes any inappropriate conduct or comment by a person towards another person that the person knew or reasonably ought to have known would cause that individual to be humiliated or intimidated, but excludes any reasonable action taken by a supervisor relating to the student.
  - Examples of bullying and harassment include, but are not limited to, such things as:
    - words, gestures, actions or practical jokes, the natural consequence of which is to humiliate, ridicule, insult or degrade;
    - threats or intimidation;
    - cyber bullying
    - physical assault; or
    - persistent rudeness, taunting, malicious gossip, patronizing behaviour, vandalizing belongings or other conduct which adversely affects learning environment.

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### ① Sexual Misconduct Policy

- All students and staff of the 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 both on and off the campus.

However, knowing 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 the college will be agreeable. The college is a place of learning in which the free exchange of information, ideas and perspectives are valued and encouraged. The legitimate study of topics of a sexual nature within the college's curriculum is not considered sexual misconduct.

- This policy applies to all members of our college community, which includes students, employees, guests and visitors. The policy is intended to address and eliminate sexual misconduct which occurs within the context of the college and activities and which interferes with an individual's employment or studies at the college. Behaviour which occurs separate from any college-related activities and which is unrelated to an individual's employment or studies at the college is not covered by this policy.

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This policy is not intended to be used in situations where sexual misconduct is of a violent nature. In the event of violent incidents, law enforcement authorities will be contacted and support will be provided to the victim. The college does reserve the right to conduct an investigation and take appropriate steps in the event of violent situations, if necessary to protect the safety of the college community.

Notwithstanding the existence of this policy, every individual has the right to pursue other courses of action, even when steps are taken under this policy. The college reserves the right to suspend the processing of complaints when alternate routes are being pursued by the complainant.

### ① Definitions

- **Consent:** The voluntary agreement to engage in the sexual activity in question and to continue to engage in the activity. Voluntary agreement to engage in the activity or to continue to engage in the activity must be communicated through words or conduct, and can be revoked at any time. No consent is obtained where a person is incapable of consenting, for example, by intoxication or where a person is induced to engage in the activity by someone abusing a position of trust, power or authority.



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- **Sexual Misconduct:** To constitute Sexual Misconduct, behaviour may be a single serious incident or may be repeated or persistent behaviour. Sexual Misconduct is any form of sexual contact without a person's consent, including the threat of sexual contact without consent. Sexual Misconduct may include one or more of the following:
  - Sexual assault
  - Sexual exploitation
  - Sexual harassment
  - Criminal 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
  - The threat to commit an act of sexual misconduct
  
- **Sexual Harassment:** Sexual harassment refers to unwanted communications or actions that are sexual in nature, and are offensive, intimidating or humiliating. It can take many forms including verbal, written or visual. Sexual harassment may include any of or all of the following conditions:
  - Conduct or comment of a sexual nature made by a person who knows or ought to reasonably know that such conduct or comment is unwanted or unwelcome

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- Expressed or implied promise or a reward for complying with a request of a sexual nature
- Actual reprisal or an expressed or implied threat of reprisal or refusal to comply with a request of a sexual nature
- Actual denial of an opportunity or an expressed or implied threat of denial of opportunity for refusal to comply with such a request
- The conduct or comment is intended to, or has the effect of, creating an intimidating or hostile environment
- Differential treatment of a former or current intimate partner where a power relationship exists
- Examples of sexual harassment include, but are not limited, to the following
  - Remarks or innuendos regarding an individual's appearance, clothing or sexual life
  - Unwelcome questions or sharing a personal information regarding a person's marital status, sexuality, sexual activity, sexual orientation, or gender/transgender issues
  - Persistent, unwelcome sexual flirtations, advances, propositions, invitations or requests
  - Sexually suggestive, obscene or degrading comments or gestures
  - Displaying or circulating sexually graphic or derogatory pictures or written materials
  - Use of online activities such as email, text messaging or social networking to initiate or participate in any of the above behaviours
  - Leering, ogling or sexually oriented gestures
  - Inappropriate and unnecessary touching

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- **Sexual Assault:** Sexual assault is any form of sexual contact that occurs without any freely given consent. Sexual assault includes any form sexual contact where consent has not been given (i.e. non-consensual touching that is sexual in nature, forced penetration). Sexual assault includes date rape or acquaintance rape, which happens between acquaintances, friends or between people who are dating. There are three levels of sexual assault in the Criminal Code of Canada.
  - Level 1: any forced sexual contact without bodily harm
  - Level 2: forced sexual contact causing or threatening to cause bodily harm or using a weapon (imitation or real)
  - Level 3: forced sexual contact that causes aggravated bodily harm or endangers the life of the victim or others
  
- **Criminal Harassment (Stalking):** Criminal harassment, which includes stalking, is prohibited by the Criminal Code of Canada. Criminal harassment prohibits deliberate conduct that is psychologically harmful to others.

For stalking to be criminal harassment, here's what's required:

A person does one or more of the following things:

- repeatedly follow you, or anyone you know
- repeatedly communicate with you, or anyone you know, directly or indirectly
- repeatedly watch you, or anyone you know, or lurk around your home, workplace, or any other place you happen to be
- engage in any threatening conduct directed at you or a member of your family

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- the person knows that their conduct is harassing you or they are reckless about whether their conduct is harassing you. Reckless means they know their conduct may harass you, but they don't care
- the person's conduct causes you to reasonably fear for your safety or the safety of someone you know. Your fear has to be reasonable. The person does not have to realize that their conduct is scaring you for it to be criminal harassment.

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- A person can be stalking even if they don't physically hurt anyone or damage any property. The law is designed to protect psychological, emotional, and physical safety. Stalking may start with conduct that seems more annoying than dangerous. Often, the conduct is legal and even socially acceptable, if it's just an isolated incident. But when it's repeated, it may scare the victim. Conduct such as following someone, or sending gifts or letters, may become intimidating if done continually and against the person's wishes.
- **Sexual Exploitation:** Sexual exploitation is the sexual abuse of children and youth through the exchange of sex or sexual acts for drugs, food, shelter, protection, other basics of life, and/or money. Sexual exploitation includes involving children and youth in creating pornography and sexually explicit websites.

### ① Disclosure and Reporting Options

Complainants have the following disclosure and reporting options, available both on and off campus, and may choose any of these options or any combination of the available options.

- **No Report:** the Complainant may wish to disclose sexual violence in order 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 campus employee can accompany the

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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 in order 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 to be connected with a sexual assault response worker or advocate who can provide support and can accompany her/him to the hospital. The complainant will be informed of the need to collect any forensic samples while he/she decides whether or not to report the sexual assault to police. Forensic samples can be collected and stored for up to one year while the complainant decides whether or not to speak with the police.

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- **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.

### ① Interim Relief

The college or authorized representative may take whatever interim measures he or she deems necessary to protect the college community, pending the completion of an investigation into a sexual misconduct complaint. Such measures may include, but are not limited to:

- No-contact between the complainant, respondent, witnesses or other parties
- Ordering the complainant, respondent, witnesses or other parties to cease and desist from engaging in a particular type of behaviour
- Restricting access to a specific campus or specific areas of campus
- Suspending one or both of the parties from the college pending investigation
- Reassignment of supervision/assessment duties in cases where the respondent is an instructor or employee

Specific conditions to be included in the interim provisions will be dependent upon the circumstances of each case and the level of risk to the complainant. All parties will be advised that the interim protection provisions, implemented by the college, are not to be confused with a legal protection order obtained through the Criminal Justice System.

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### ① Jurisdiction

- The college will deal with allegations of sexual misconduct in a procedurally fair, unbiased and timely manner.
- The college sexual violence and misconduct policy will be triggered if all of following criteria are met:
  - Both of the parties (the complainant and the respondent) are students, employees, guests or visitors
  - The last incident of alleged misconduct occurred within the preceding six (6) months
  - The behaviour occurred in the context of a college related activity (e.g. on college property or at a college sponsored event)
  - The behaviour, if true, would constitute a contravention of the policy by meeting a definition of Sexual Misconduct as stated in the policy
  - For a complaint to be considered under this policy, it must be submitted within six (6) months of the date of the last alleged incident of Sexual Misconduct. The campus manager may consider an extension to file a complaint past the six (6) month limit, if reasonable grounds for such an extension exist in extenuating circumstances.

### ① Confidentiality

- Complaints and reports of bullying, harassment, discrimination and/or sexual misconduct involve confidential and sensitive matters. Confidentiality is required so those who may have experienced bullying, harassment, discrimination and/or sexual misconduct will feel free to come forward, and the reputations and interests of those accused are protected.



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- All individuals involved in a bullying, harassment, discrimination and/or sexual misconduct complaint or report must maintain the confidentiality of any information they receive during the course of the investigation process. Any individual breaching confidentiality may be subject to disciplinary or corrective action.
- Subject to disclosure which is required by law or is necessary to investigate or resolve a complaint or report, the college will make every effort to keep confidential any information pertaining to the complaint.
- Allegations of Sexual Misconduct may require the disclosure of sensitive and personal information, which is protected from unauthorized disclosure by applicable privacy legislation. In order to encourage persons who have been subject to sexual misconduct to come forward, and to protect the rights and reputations of the complainant and the respondent throughout the investigation process, the college will attempt to ensure that confidentiality is maintained except where disclosure is necessary for the purposes of investigating and resolving the complaint or where required by law.

Confidentiality must, however, be distinguished from anonymity. If a complainant wishes to proceed with a formal Investigation by the college, 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 procedures. Investigators will stress the confidentiality of the investigation with all persons involved in the process, including the complainant, respondent and witnesses. Individuals involved in the investigation process who are found to have breached confidentiality may be subject to discipline.

The limits to confidentiality will be outlined to the complainant as soon as possible after disclosure. The complainant will be advised that privacy rights are not absolute and the college may be required to take immediate action, such as contacting the police, in relation to a disclosure of sexual misconduct or violence in the following circumstances:

- There are reasonable grounds to believe that others in the college community may be at significant risk or harm based on the information provided
- An individual is at imminent risk of severe or life threatening self-harm
- An individual is at imminent risk of harming another person
- There is a legal requirement to report
- There is a requirement to comply with a court order for release of information

The college has the authority to make the decision to release information without consent in the above circumstances. If a decision is made to release information without consent, only information relevant to the health or safety concern in question will be released. The complainant will be informed of any decision to release personal information.

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Subject to the exceptions listed above, consent from the respondent would be required before this information could be disclosed further by the person receiving the disclosure or report. Provincial privacy laws allow such information to be shared without consent in the following circumstances:

- If there are compelling circumstances that affect anyone's health or safety
- To assist in an investigation or in making a decision to start an investigation
- If the disclosure is for the purposes for which the information was originally collected and the disclosure is necessary for these purposes

In some instances, the college may need to alert the college community to incidents or potential threats by sexual predators. These alerts will be communicated in multiple formats and media to ensure accessibility by all members of the College community. The alerts will not identify the complainant but will include the following information:

- Date and time that the disclosure or report was made
- The College employee to whom the disclosure or report was made
- Date and time that the incident occurred
- Location where the incident occurred
- Information about the incident
- Non-identifying information about the perpetrator (i.e. gender, approximate age, ethnicity, height, weight, hair colour, eye colour, what the perpetrator was wearing, distinguishing marks)

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### ① Retaliation

- Retaliation of any kind against a student of the college who, in good faith:
  - files a complaint or report of bullying and harassment and/or discrimination;
  - 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.

### ① Frivolous Complaints or Reports

- Complaints or reports of bullying and harassment and/or discrimination are serious matters. Students of the college who are found to have made frivolous, vexatious, or malicious complaints of bullying and harassment and/or discrimination may be subject to disciplinary or corrective action.

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- ① Information on how to access support services
  - Online learning (Moodle LMS)
    - If a student cannot access their Moodle account during classroom sessions, they must notify their instructor and the campus reception or management. If the student cannot access during an online session, they need to e-mail their instructor and their campus associate manager to find an alternative solution in order not to be reflected in their attendance.
    - Students can find information on how to access Moodle, their e-mail, etc. on the college's website (<https://www.plvan.com/current-students/it-services/>).
  - For immediate service, students should contact the following college staff for the following:
    - For Immigration, visa, and co-op permit inquiries please email the Admissions department - ***admissions@plvan.com***
    - For co-op placement and employment inquiries please email ***co-op@plvan.com***.
    - For general inquiries, see the receptionist at the college. If necessary, he/she will direct the student to the appropriate staff member.
  - For all financial matters (payments, refunds, payment plans, etc.) please contact your local campus. Students should make themselves familiar with the college's refund policy; if they do not have a copy, they can request one from PLC (reception).

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- For any immediate request or concern, students should communicate with their instructor first and he/she will provide the student the appropriate advice or counsel.
- In all cases where a staff person is unavailable, the student should call by phone and leave a message or complete one of the student forms in the (blue) footer of the student learning management system (Moodle).

### PPF-4800: Student Dispute Resolution Policy

Pacific Link College provides an opportunity for students to resolve disputes of a serious nature in a fair and equitable manner.

This policy relates to disputes that are of any aspect of the college other than grades appeals/assessment judgements.

The policy applies to all Pacific Link College students who are currently enrolled or were enrolled 30 days prior to the submitting their concern to the Campus Manager. Complaints must be received within 30 days of the event having occurred.

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### ① How to file a dispute

- When a concern arises, the student should address the concern with the individual most directly involved. If the student is not satisfied with the outcome at this level, the student must submit his/her concern in writing via the “STUDENTS COMMUNICATION: TO FILE” form (available at the front desk of each campus and electronically on the student LMS (Moodle)). Students can submit their Student Communications form to the front desk of their campus. The form will then be provided to the Campus Coordinator for review and placed in the student file along with all correspondence related to the issue raised.
- Pacific Link College will acknowledge within 2 business days receipt of the complaint, and then arrange to meet with the student to discuss the concern and desired resolution as soon as possible but within five school days of receiving the student’s written concern.
- Following the meeting with the student, the Campus Coordinator will conduct whatever inquiries and/or investigations are necessary and appropriate to determine whether the student’s concerns are substantiated in whole or in part. Those inquiries may involve further discussion(s) with the student either individually or with appropriate Pacific Link College personnel.
- The necessary enquiries and / or investigations shall be completed and a response provided in writing to all involved as soon as possible but no later than ten school days following the receipt of the student’s written concerns. One of the following may happen:
- If it is determined that the student’s concerns are not substantiated, the Campus Coordinator will provide a written explanation of the decision and deny the complaint; or

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- If it is determined that the student's concerns are substantiated in whole or in part, the Campus Coordinator will propose a resolution.
- The student will have five business days from the decision date to appeal the decision. A copy of the decision and all supporting materials shall be given to the student, a copy will be placed in the institution's student file.

### ① How to appeal a dispute resolution decision

- Shall the student appeal the dispute resolution decision the issue will be escalated to the Campus Manager for review. The campus manager will review all the documentation submitted to date and may make further inquiries and / or investigations into the matter. The Campus Manager shall complete and respond in writing to all involved as soon as possible but no later than ten school days following the launch of the appeal process. One of the following may happen:
  - If the Campus Manager determines the student's concerns are not substantiated, the Campus Manager 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 Campus Manager will propose a resolution.
- Shall the student appeal the decision issued by the Campus Manager the issue will be escalated to PLCs President for review. The president of the college will review all the documentation submitted to date and may make further inquiries and / or investigations into the matter. The college president shall complete and respond in writing to all involved as soon as possible but no later than ten school days following the launch of the appeal process. One of the following may happen:



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- If the college president determines the student's concerns are not substantiated, the college president 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 college president will propose a resolution.
- The student, once the dispute resolution process is complete, may file a complaint with PTIB ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)) if he/she feels the institution erred in its decision concerning the issue raised.

PLC will retain written records of a dispute for 7 years in line with PTIB regulations.

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### PPF-8100: Work Experience (Co-op)

- ① For most students, they will be participating in a paid work experience (co-op) for 20 hours per week during that portion of their program.
- ① Students will meet with the Co-op Coordinator early in their program (and throughout the program).
- ① If a student is unable to attend the co-op, or if a co-op placement has not been found, the student must attend the college (and meet with their co-op coordinator regularly) until a placement has been secured. Being absent from the college or co-op reflects on the student's attendance record equally to classroom sessions.
- ① Students are fully responsible for having acquired their co-op work permit prior to being placed. If a student does not possess their co-op work permit when starting classes, the college will remind the student to apply for the permit immediately and any delay in placement due to lack of a permit will be considered absences (and withdrawal from the college for extended periods.)
- ① In order to be placed, students must:
  - Have successfully completed a minimum of 80% of their courses and any outstanding courses (repeats) will be scheduled during their co-op placement period (or immediately afterwards, which may require the student extending their permit period.)
  - Have met all financial obligations to the college (paid in full).

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By signing below, I hereby acknowledge that I have completely read and fully understand the policies and procedures stated in the Pacific Link College Policies, Procedures, and Forms (PPF) Summary.

I also understand that, should I lose or misplace my copy of the Summary that I may download a copy from the Pacific Link College learning management system (Moodle) "Site Home" page.

Should I have any questions or concerns about the policies stated in the Summary I agree to contact student services at Pacific Link College in person or by phone at (604) 439-9255.

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Student Number

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Student First & Last Name

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Date

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Student Signature