



STUDENT GUIDE

Revised November 2008

- 1 Welcome
- 2 Statement of Purpose
- 3 Class Schedules
- 4 WTC Vancouver Staff
- 5 Admission Requirements
- 6 General Program Information
- 7 Refund Policy
- 8 College Code of Conduct and Policies
 - 8.1 English-Only
 - 8.2 Attendance
 - 8.3 Late Arrival
 - 8.4 Cell Phone Use
 - 8.5 Academic Honesty
 - 8.6 Sexual Harassment
- 9 Academic Freedom
- 10 Student Dispute Resolution
- 11 Student Withdrawal/Dismissal Policy
- 12 General Release of Liability
- 13 General Information
- 14 Vancouver Information
- 15 Travel Information
- 16 Advice to Students

WELCOME TO WESTERN TOWN COLLEGE!

Thank you for choosing WTC. We promise to do everything possible to make your experience at WTC a positive, educational, and enjoyable one!

This student guide answers questions you might have about WTC and Vancouver. If you have any other questions, the receptionist can direct you to the person that can answer them.

We are always happy to help you.

WTC Main Campus

100 - 626 W. Pender Street

Vancouver, BC V6B 1V9

Telephone: (604) 844-7660

Fax: (604) 688-0559

info@wtccanada.com

www.wtccanada.com

2. WESTERN TOWN COLLEGE'S STATEMENT OF PURPOSE

The mission of Western Town College is to seek, verify, and apply knowledge related to communication and business, and to disseminate this knowledge through student education. More specifically, our mission is:

To teach English language skills using quality courses specialized to suit our ESL students' requirements.

To equip our business students with the knowledge and job skills expected by the business community by providing standardized curriculum taught by experienced and qualified instructors.

Western Town College is committed to preparing students for challenging and changing careers. Our programs are designed to provide insight and theoretical background as well as practical skills necessary to succeed in the workplace.

Western Town College is a private institution established with a goal of becoming an educational leader in British Columbia by making education more affordable, accessible, and convenient. Our academic goals are:

- To help students build a strong foundation of communication skills
- To continue developing academic programs to equip students with the skills and knowledge to be competitive in the modern business environment
- To be accountable to all students and business associates and provide them with the highest standard of service
- To promote continual student development while actively and positively addressing intellectual and cultural diversity

3. CLASS SCHEDULES

The College is open Monday to Friday 8:00 a.m. to 5:00 p.m.

| Program | Time | Days | Time |
|-------------------|----------------|-----------------------------|-------------------------------------|
| ESL | Full Time | Monday – Thursday Friday | 9:00am – 4:00pm 9:00am – 12:00pm |
| ESL | Part Time (AM) | Monday – Friday | 9:00am – 12:00pm |
| ESL | Part Time (PM) | Monday – Thursday | 1:00pm – 4:00pm |
| Power Talk | Part Time (AM) | Monday – Friday | 9:00am – 12:00pm |
| Power Talk | Part Time (PM) | Monday – Thursday | 1:00pm – 4:00pm |
| TOEIC and TOEFL | Part Time (AM) | Monday – Friday | 9:00am – 12:00pm |
| TOEIC | Part Time (PM) | Monday – Friday | 1:00pm – 4:00pm |
| TOEFL | Part Time (PM) | Monday – Thursday | 1:00pm – 4:00pm |
| UPP | Part Time (PM) | Monday – Thursday | 1:00pm – 4:00pm |
| TESOL | Full Time | Monday – Thursday Friday | 9:00am – 4:00pm 9:00am – 12:00pm |
| TYC | Full Time | Monday – Thursday Friday | 9:00am – 4:00pm 9:00am – 12:00pm |
| ITI | Full Time | Monday – Thursday Friday | 9:00am – 4:00pm 9:00am – 12:00pm |
| Business Programs | Full Time | Monday – Thursday Friday | 9:00am – 4:00pm 9:00am – 12:00pm |
| IBCC | Part Time (AM) | Monday – Friday | 9:00am – 12:00pm |
| IBTC | Part Time (PM) | Monday – Thursday | 1:00pm – 4:00pm |

All WTC students can take advantage of our free daily **Homework Tutorial Class, Extra Practice Class** (Conversation, Pronunciation, Idioms, etc.), and our **Conversation Club** from 4:10 to 5:00 p.m.

Students must sign up for **Conversation Club** because there is a six student maximum. Sign up on the same day at the Reception Desk. For the **Homework** or **Extra Practice Class** you may “drop in” without signing up.

4. WTC VANCOUVER STAFF

| | |
|-------------------------------------|-----------------|
| President | Jason Joo |
| Vice President of Academics | Raju Bhattarai |
| Acting Academic Director | Alla Sotnikova |
| ESL & Business Program Coordinator | Arina Tanase |
| TESOL Distance Learning Coordinator | Blake Dobie |
| Operations and IT Manager | |
| Marketing & Counseling Manager | Justine Song |
| Marketer/Counselor - Latin America | Katherine Perez |
| Marketer/Counselor – Japan | Miho Umeya |
| Marketer/Counselor – Korea | Heeya Kim |
| Registrar Support | June Park |
| Manager of Accounting and Finance | Angela Chang |
| Accounting Support | Jean Pastores |
| Home-stay Coordinator | Tyler Zyla |
| Receptionist | April Chapottle |

Public School Bridge Program

| | |
|-------------------|-------------------|
| Director of PSBP | Susan Van de Plas |
| Student Counselor | Young Kim |

Our staff offer the following services to students:

1. **Reception:** Our receptionist can answer any general questions that you may have about the College or direct you to right person who can help you.
2. **Campus Managers:** Our Program Coordinators can help you with any problems or concerns you have about the College environment or about College activities.
3. **Registrar Support:** June Park’s office is on the first floor. Please see her regarding payments, transcripts, and acceptance letters, etc.
4. **Academic Advising:** If you have any questions or problems with any of your courses, you may speak with the Program Coordinators or with the Academic Director.
5. **Marketers/Counselors:** Your marketers are also counselors who can help you with any questions or concerns about the College and can assist you with program changes.
6. **Home-stay Coordinator:** Tyler Zyla will help you with any questions about home-stay. He is available every day at lunch time to speak with students. When he is not available, our receptionist can assist you.

5. ADMISSION REQUIRMENTS

- **ESL Regular Program**

An English level placement test, including an oral interview, is given on the first day of the new session. The test, oral interview and orientation take about one and a half hours. The placement test will be used to determine students' appropriate ESL Level.

- **TESOL Diploma Program**

Candidates should have a secondary school education. Students need a TOEFL score of 530 (CBT: 197), or a TOEIC score of 700 or score Level 7 on WTC's placement test.

- **TESOL FSE Diploma Program**

Candidates should have a secondary school education and a university degree. Students need a TOEFL score of 590 (CBT: 243) or a TOEIC score of 850. Candidates will also be interviewed.

- **Teaching Young Children**

Candidates should have a secondary school education. Students need a TOEFL score of 500 (CBT: 173) or a TOEIC score of 650 or score Level 6 on WTC's placement test.

- **ITI (Introduction to Translation and Interpretation)**

Candidates should have a secondary school education. Students need a TOEFL score of 530 (CBT: 197) or a TOEIC score of 700 or score Level 7 on WTC's placement test.

- **TOEIC, TOEFL, Power Talk**

Candidates should have a secondary school education. Students need a TOEFL score of 480 (CBT: 157) or a TOEIC score of 600 or score Level 5 on WTC's placement test.

- **University Preparation Program**

Candidates should have a secondary school education. Students need a TOEFL score of 540 or a TOEIC score of 730 or score Level 7 of WTC's placement test.

- **All Business Diploma Programs**

Candidates should have a secondary school education. Students need a TOEFL score of 530 (CBT: 197) or a TOEIC score of 700 or score Level 7 on WTC's placement test.

ESL Certificate Courses and Diploma programs offered at WTC:

- **ESL** – Six levels, ranging from beginner to advanced
- **ESL Academic Enrichment (AE) Programs** – Two advanced levels of ESL for students interested in attending a Canadian university
- **Power Talk/Targeted Listening** – Highly intensive conversation class
- **News and Media** – Advanced class in current events and media
- **TOEFL** – One to four month test preparation certificate course
- **TOEIC** - One to three month test preparation certificate course
- **TYC (Teaching Young Children)** – A one month diploma program that includes a practicum
- **TESOL** – A two month diploma program with optional one month practicum* (*subject to availability)

- **University Preparation Program** – A three month diploma program or one month certificate
- **Introduction to Translation and Interpretation** – A four week certificate or eight week diploma program that is available to Japanese and Korean students
- **Business – Diplomas and Certificates** in Global Trade & Marketing, Business Communications, and Hospitality Management.

6. GENERAL PROGRAM INFORMATION

Starting a WTC Program

Our courses start every month throughout the year. In ESL, each term lasts for four weeks. In TESOL or Business, programs last for eight weeks or more. Start dates are always on a Monday (unless it is a holiday.) See the school brochure or visit WTC website for exact dates. You may register in advance to guarantee your place. In some cases, you may join a course after Start Day.

ESL Campus Start Day

New ESL students write a placement test on Start Day at 9:00 a.m. and get an orientation at 9:00 a.m. On Tuesday, the first day of class, students should check the class list to find out the Level and the classroom to which they should go.

TESOL/TYC Start Day

Students interested in taking TESOL or TYC should write their placement test prior to start day. TESOL/TYC classes begin on Monday (Start Day) of a new term and orientation is held at 9:00 a.m.

Business Courses Start Day

Students interested in taking business courses should write their placement test prior to start day. During the orientation students admitted to Business Communication Program will be required to write a Level Status Test. Students who score 70% or higher will be placed at Upper Intermediate Level, whereas students with lower scores will be placed at Intermediate level. Business classes begin on Tuesday (Start Day) of a new term and orientation is held at 9:00 a.m.

Course Changes

A Marketer/Counselor or the ESL Program Coordinator can help you determine which course or program best suits your needs, interests and abilities. Students wishing to transfer to different programs should do so before the beginning of the next term. **Deadline for course changes: 1:00 p.m. on Wednesday of Week Four.** After that, course changes will only be allowed during the first week of classes for students who have a good reason for requesting a change. **Please note: To avoid confusion, no course changes will be processed on Start Day or the first day of classes before 1:00 p.m.**

If you find the morning or afternoon class is **too difficult** for you, please see a Marketer/Counselor or the program Coordinator. They will help you move you to a more appropriate level or program if possible.

TESOL/TYC course changes must be completed **before 4:00 p.m. on Tuesday of Week One.** No changes after this time are permitted.

Level Status Test

If you think your course is too easy, you must talk to your teacher. Your teacher may recommend that you write a Level Status Test to show that your knowledge of the material in your current Level is sufficient for you to move to a higher Level. You must score **70%** on the Level Status Test to move up a Level.

Extensions/Cancellations/Change of Hours (AM to PM)

Please see a Marketer/Counselor. They can help you make changes to your registration.

Leave of Absence/Vacation

Students may request a leave of absence or vacation during their study period. The vacation must be from the Start Day to the end day of a session, in increments of four weeks (i.e., 4, 8 or 12 weeks), not in the middle of a term. The student will receive an extension for the period of time that they are on vacation. Students must get permission from a Marketer/Counselor or Program Coordinator at least one week before the vacation is to start. Students who take an unauthorized vacation will **not** be granted an extension.

Substitute Teachers

On occasion, our regular staff may be ill, on vacation, or absent for another acceptable reason. In the absence of any teacher(s), Western Town College will make every effort to provide the best possible substitute teacher(s).

Official WTC Acceptance Letters/Transcripts/Certificate Requests

Please give the receptionist your request at least one day before you need it to allow for processing. If you have questions about the visa extension process, speak to your Marketer/Counselor.

7. REFUND POLICY (Same as PCTIA Policy)

Refunds in Cases of Withdrawal or Dismissal

1. Written Notice
 - a) To initiate a refund, written notice must be provided:
 1. *By a student to the institution when the student withdraws, or*
 2. *By the institution to the student where the institution dismisses a student.*
2. Refund Entitlement
 - a) Refund entitlement is calculated on the total fees due under the contract, less the applicable non-refundable application or registration fee. Where total fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due under the contract.
3. Refund policy for students:
 - a) Refunds before the program of study begins:
 1. *If written notice of withdrawal is received by the institution less than seven (7) calendar days after the contract is made, and before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total fees due under the contract or \$100.*
 2. *Subject to subsection (a) (i), if written notice of withdrawal is received by*

the institution thirty (30) calendar days or more before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 10% of the total fees due under the contract, or \$500.

3. *Subject to subsection (a) (i), if written notice of withdrawal is received by the institution less than thirty (30) calendar days before the commencement of the period of instruction specified in the contract, the institution may retain the lesser of 20% of the total fees due under the contract, or \$1000.*

b) Refunds after the program of study starts:

1. *If written notice of withdrawal is received by the institution, or a student is dismissed, within 10% of the period of instruction specified in the contract, the institution may retain 30% of the total fees due under the contract.*
2. *If written notice of withdrawal is received by the institution, or a student is dismissed, after 10% and before 30% of the period of instruction specified in the contract, the institution may retain 50% of the total fees due under the contract.*
3. *If a student withdraws or is dismissed after 30% of the period of instruction specified in the contract, no refund is required.*

4. Other Refund Policy Requirements

- a) Where a student is deemed not to have met the institutional and/or program specific minimum requirements for admission, the institution must refund all fees paid under the contract, less the applicable non-refundable application or registration fee.
- b) Where an institution provides technical equipment to a student, without cost to the student, and the student withdraws or is dismissed, the institution may charge the student for the equipment or use of the equipment on a cost recovery basis, unless the student returns the equipment unopened or as issued within fourteen (14) calendar days.
- c) Refunds owing to students must be paid within thirty (30) calendar days of the institution receiving written notification of withdrawal and all required supporting documentation, or within thirty (30) calendar days of an institution's written notice of dismissal.

Where the delivery of the program of study is through home study or distance education, refunds must be based on the percent of the program of study completed at the rates specific to Part IV I. 4(b) of the PCTIA Bylaws.

8. COLLEGE CODE OF CONDUCT AND POLICIES

Code of Conduct

At Western Town College we believe that creating a safe, comfortable, and friendly environment is essential for the learning process. We have high expectations of our teachers, staff, and students. Everyone at WTC must follow these rules:

1. It is extremely important to show respect for all staff, instructors, and students at all times and show understanding of differences in cultures and customs.

2. Respect others' right to feel safe and refrain from any threatening or aggressive behavior.
3. Show respect for the learning environment. Students are expected to contribute positively by participating in class and not disrupting other students' instruction or quiet study time with inappropriate behaviors.
4. Unlawful conduct and the use of alcohol or illegal substances will not be tolerated at WTC.

WTC reserves the right to suspend or dismiss any student that does not follow the Code of Conduct. Students who repeatedly violate the Attendance and Late Policy, English-Only Policy, or the Academic Honesty Policy will be subject to suspension or dismissal as such behavior goes against the expectations set out in the Code of Conduct.

8.1 English-Only Policy

Our English-only policy will help you learn English faster and more easily. English is the only language spoken in the classroom and during all College activities. The English-only policy applies to all common areas of the College, including washrooms. Students are also expected to speak English while teachers are away from the classroom. The policy is in effect from 8:00 a.m. to 5:00 p.m.

If a teacher or staff member hears you speaking in another language they will ask you for your name and student number, which will be recorded on a *Violation Ticket* and given to the Program Coordinator and to the Academic Director.

- First violation: verbal and written warning
- Second violation: immediate one day (24-hour period) suspension from classes
- Third violation: three day suspension from classes
- Fourth violation: permanent removal from classes

The number of violations applies to students' entire period of study at WTC, not to individual courses of study.

8.2 Attendance

Regular attendance is required of all students. Absence means missing all or part of any scheduled class or curricular event and includes arriving more than ten minutes late for class or following class breaks. An absence also includes leaving the class at any time before the end of the scheduled instructional period.

- ESL students who accumulate more than four (4) absences during a session will not be able to move up to the next Level.
- TESOL or TYC students who accumulate more than three (3) absences in either their A.M. or P.M. class during a session (four weeks) will not receive a diploma. For TESOL students this means that if a student is absent three or more times during one month in their A.M. or P.M. class, they will not receive a diploma.
- Business or ITI students who accumulate more than three (3) absences during a session will not receive a certificate or diploma.

Allowed absences in one session cannot be carried over to the next session.

8.3 Late Arrival

Students must be on time for classes. If you arrive more than 10 minutes late you must wait until break time before you re-enter the class. If you return from the break more than 10 minutes late you must not re-enter the class. Two late arrivals = 1 absence.

When a student has accumulated the maximum allowable absences, he/she will meet with his/her teacher and the Program Coordinator to discuss the attendance rule and absences. The student will receive a written warning that if he/she misses another class, he/she will be withdrawn from the College. If the student exceeds the maximum allowable absences the student will meet with his/her teacher and the Academic Director. During this meeting, the student must provide a valid medical or other legitimate excuse for his/her absences. If the student cannot give an excuse for his/her absences the Academic Director will inform the student that he/she is being withdrawn from the program because of his/her absences. In addition, the student will receive a letter from the College; this letter will explain that the student is being withdrawn from classes because of attendance. The student will also fail the course.

Please note: When a student is having attendance problems, the College will provide, at the student's request, counseling support, if possible, to help the student with medical and personal needs so that the student can return to and attend all classes.

8.4 Cell Phone Use

The carrying and use of cell phones is allowed at WTC. Users of these devices, however, must be attentive to the needs, sensibilities, and rights of other members of the College community. Furthermore, the use of these devices must not disrupt the functions of the College overall. Cell phones, pagers, and other personal electronic devices must be turned off and out of sight in classrooms, student lounges, and other academic settings, including graduation ceremonies. In addition, cell phones and other personal electronic devices incorporating a camera must be turned off and out of sight in any area in which an individual has a reasonable expectation of privacy such as restrooms and other locations. Students placing or receiving calls using cell phones, and wishing to speak in a language other than English, are welcome to go outside the College before engaging in any such conversation. Students who persist in speaking in a language other than English are subject to penalties under the College's English-only policy. However, we understand and respect the challenges of learning a new language. Thus, students are permitted to use the public telephone located in the basement to speak in their first language to family and friends at home.

8.5 Academic Honesty

Students at Western Town College are expected to maintain the highest standards of academic conduct. Most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional misconduct and clarify the consequences of cheating.

Cheating harms the College in many ways. Honest students are frustrated by the unfairness of cheating that goes undetected and therefore unpunished. Students who cheat skew the grading curve in a class, resulting in lower grades for students who worked hard and did their own work.

Cheaters also cheat themselves of a real education. They rob themselves not only of general knowledge, but also of the experience of learning how to learn, the very experience that makes a college degree so valuable to employers. The reputation of the College and the worth of a WTC degree suffer if employers find graduates lacking the abilities their degrees should guarantee.

Finally, most professions have codes of ethics, standards to which you will be expected to adhere when you are working. At the College you practice the integrity you must demonstrate later. For all of these reasons, academic misconduct is considered a serious offense at Western Town College.

What is academic misconduct?

You are guilty of cheating whenever you present as your own work something that you did not do. You are also guilty of cheating if you help someone else to cheat. Cheating can be defined as, but not limited to:

1. Taking a test or examination for another student, or having a student take a test or examination for you.
2. Giving students answers to exam questions during the exam or while leaving the examination room, or telling other students in a later sitting, of the questions that appear on the exam.
3. Possessing unauthorized material or electronic devices during a test or exam.
4. Knowingly helping another student to commit an act of cheating by letting him/her view your answers, by lending your work, or by working together on a project not specifically deemed a group effort. All students involved will receive the same penalties under the Academic Honesty policy.
5. Obtaining an exam or test, in whole or in part, in advance of its administration, without the permission of the teacher.
6. Changing grades or answers on an assignment for the purpose of regarding.
7. Forging a signature or altering an assessment or report.
8. Deliberately damaging an academic work of another student.
9. Submitting course work from another course, even if the student was the original author, without the prior permission of the teacher.

Plagiarism can be defined as, but not limited to:

1. Submitting as your own any material done, in whole or in part, by someone else.
2. Submitting any work copied, in whole or in part, from another source, such as the Internet, journal articles or textbooks, without reference to the original author or source.
3. Allowing your essay, report, assignment or computer files to be copied by another student.
4. Allowing another student to do your course work for you.
5. Submitting as your own, in whole or in part, any work that is currently or has been previously graded in another course, without the prior permission of the teacher.
6. Submitting work with misleading references that do not reflect the sources you actually used.
7. In group work, failing to take responsibility to ensure all members of the group avoid plagiarism.

What happens in a case of suspected misconduct?

Instructors who believe they have discovered cheating will submit a grade of X (the equivalent of an unreported grade) for the course until the academic misconduct charge is resolved. A hold is placed on the student's registration if he/she fails to respond in a timely manner (within two weeks) to the written request that the student meet with the Academic Conduct Committee (comprised of the Program Head along with at least one other faculty member and the concerned instructor). Students have the right to appear before the Committee to offer testimony. If found guilty, the student will receive one of the following sanctions (listed in order of increasing severity). All actions are reported to the Academic Director. A student may, by written request to the Academic Director (usually at time of graduation), request that the confidential disciplinary record be expunged.

1. Disciplinary Warning: verbal or written notification that the student has not met the College's standards of conduct, and that a repeated offense will result in more serious disciplinary action. It is not the case that first offenses automatically receive a warning; most first offenses receive a stricter response, with warnings reserved for cases with unusual mitigating circumstances.
2. Reprimand: a written statement censuring a student for violating College regulations, and stating that another offense will result in more serious action. This is normally considered a lenient response, even for first offenses.
3. Restitution: requirement that the student compensate the College or other persons for damages, injuries, or losses. Failure to comply results in canceled registration and a hold on future registration.
4. Disciplinary Probation: an action that places conditions on the student's continued attendance at the College, including the statement that further violation of College policies will likely result in dismissal. The Academic Conduct Committee fixes the term and conditions of academic probation. First offenses often result in probation.
5. Suspension: a written statement notifying a student that his or her enrollment has been suspended for a specific period of time for violating College policy. The statement includes the terms and length of the suspension, as well as the conditions for re-admittance.
6. Dismissal: a written statement notifying a student that his or her attendance at the Western Town College has been terminated for violating College policy. Unlike suspension, dismissal is considered to be a permanent action. However, the institution may also provide conditions for re-admittance.

Note: It is a student's right to appear before the Academic Conduct Committee. If you believe you have been wrongly accused, and your instructor has handled the situation without reference to the Committee or the appeal process, you may request that the case be referred or refer the matter directly yourself to the Program Head.

Suggestions

The temptation to cheat can be eliminated by developing effective time and stress management skills and practicing sound study habits, by making good use of the academic support resources at the College, and by engaging in educational planning.

Certain common patterns in student behavior increase the temptation to cheat: falling behind in coursework or leaving large projects until the last minute; working too many hours to keep up with courses; taking too many difficult courses at once; encountering emotional or health problems that distract from studies and interfere with concentration. Here are some tips for preventing or dealing with these situations.

Get in the habit of planning your education. Advisors and counselors can help you determine your educational goals, plan your classes, keep your load manageable, and find a reasonable balance between work and school.

Don't work too many hours while in school. Unfortunately, you are either a student first or an employee first; you must choose between the two. In general, a student carrying a full-time load should limit work hours to 10-15 hours a week. To try to do too much is to put yourself in a no-win situation by asking more of yourself than you can reasonably achieve.

Adjust your study habits to the demands of college. First, this means studying more. While many students report that they had no homework in high school, most college instructors expect you to study two hours for each hour you spend in their class. In other words, it's a full-time job. Second, the pace of college

coursework demands that you don't fall behind in your classes. Learn to schedule your weekly assignments, and learn to break large projects down into manageable pieces and schedule intermediate deadlines for yourself. Third, learn a good array of study techniques and practice them.

Learn to manage your time. There is enough time to study hard, work, and play hard too, if you handle your day in the right way.

Deal with personal and health problems. One of the worst mistakes students make is to deny that they're overloaded or unable to cope. You may need to lighten your load by dropping a class, you may decide to leave school for a Term-or you may just need to re-negotiate a deadline with your instructor. If a personal problem is keeping you from concentrating on your studies, discuss the situation with an instructor, advisor or a counselor and work out a solution.

8.6 Sexual Harassment Policy

Western Town College is committed to providing and promoting an atmosphere in which students and employees can reach their maximum potential. All members of our community including instructors, staff, administration and students must understand that sexual harassment will not be tolerated and all are expected to abide by the following policy.

Definition of Sexual Harassment

Sexual harassment is defined as, “unwelcome sexual advances, requests for sexual favours and other verbal and physical conduct of a sexual nature by one in a position of power or influence, when:

- a) Submission by an individual is made either an explicit or implicit term or condition of employment or academic standing and
- b) Submission to or rejection of such conduct is the basis for academic or employment decisions affecting that employee or student.

Definition of a Hostile Environment

A hostile environment is defined as, “unwelcome sexual advances, requests for sexual favours and other verbal or physical conduct of a sexual nature, when such conduct is directed towards an individual because of their gender and has the purpose or effect of

- a) Creating an intimidating, hostile or offensive work or academic environment, or
- b) Unreasonably interfering with another’s work or academic performance.”

Reporting Allegations of Sexual Harassment

Any individual or individuals who believe they have been victims of sexual harassment should report the incident to their appropriate Program Coordinator or Academic Director or the VP of Academics. The sooner this incident is reported, the easier it will be to establish the facts of the case and end the offensive behaviour.

Confidentiality

Western Town College will do everything it can to protect the privacy of the individuals involved and ensure that the complainant and accused are both treated fairly. Information about individual complaints is considered confidential and will be shared only if the complainant signs a written release form.

Procedure of handling Complaints of Sexual Harassment

Informal Procedure

Individuals who believe they are victims of sexual harassment in their working or academic environments are encouraged to respond to the alleged harasser directly by objecting and requesting the unwelcome behaviour to stop immediately. Individuals may also seek assistance or intervention, short of filing a complaint form to their supervisor or faculty/advisor.

An initial discussion between the complainant and appropriate official will be kept confidential, with no formal written record. The complainant will receive options and be counseled by the appropriate advisor. If, after an initial meeting, the complainant decides to proceed, they will be requested to provide a written statement describing the complaint. This written statement will be written on an "Incident Report Form" (Fm53) with the incident clearly stated as "sexual harassment".

Complaints of sexual harassment will receive prompt attention. The complainant has the option of using the informal or formal procedure for resolving the issue.

Formal Procedure

The formal procedure will be initiated under the following circumstances:

1. If the advisor believes that the matter is sufficiently grave because it seems to be part of a persistent pattern.
2. Due to the nature of the alleged offence.
3. If the complainant seeks to have a sanction imposed.

The following options are always available:

1. The complainant may attempt to resolve the matter directly with the alleged offender and report it back to their advisor. The complaint-receiving official may take the necessary steps, short of formal sanctions to affect any informal resolution acceptable to both parties
2. Formal resolution procedures will include directing the written complaint to the appropriate officials.

The appropriate officials will conduct whatever inquiry they deem necessary and arrange conferences with the complainant, the alleged offender and any other appropriate persons. The investigation will afford the accused an opportunity to respond to the allegations by the complainant. Those directing investigations will make a record of the case, including a record of their decision. A complainant who is dissatisfied with the resolution achieved by informal and informal procedures may discuss the matter further with the administration and discuss the possibility of moving to third party review.

Disciplinary Sanctions

A conclusion that sexual harassment has occurred will subject the offender to appropriate disciplinary action and may result in suspension, discharge, expulsion or dismissal. Sanctions imposed will be determined on the basis of the facts of each individual case and any extensive hardship to the complainant and or Western Town College.

**This Sexual Harassment Policy is Adapted in part from policies developed and approved by the BC Human Rights Coalition and the BC Human Rights Commission.*

9. POLICY ON ACADEMIC FREEDOM

Academic freedom is the right of reasonable exercise of civil liberties and responsibilities in an academic setting. It is the policy of Western Town College to give its instructors and students the freedom, within the bounds of collegial behavior, to pursue what seems to them productive avenues of inquiry, to learn unhindered by external or nonacademic constraints, and to engage in full and unrestricted consideration of any opinion. All members of the College must recognize this fundamental principle and must share responsibility for supporting, safeguarding, and preserving this freedom. In order to preserve the rights and freedoms of the students, the College has a formal process for adjudication of student grievances and cases of academic dishonesty.

10. STUDENT DISPUTE RESOLUTION

If a dispute between College staff and a student is not resolved through informal discussions between the parties involved, Western Town College provides a fair and reasonable formal process for resolution. No student will be discriminated or retaliated against for bringing a question or complaint to the College's attention.

Any student who has reason to complain about issues related to academics—or is involved in a any academic related dispute—may submit his or her complaint in writing to the attention of the Academic Director if the respective Program Coordinator is unable to resolve the issue informally.

The Academic Director will request written submissions from all parties concerned with the dispute and review the submissions and conduct any necessary investigations within seven days. The Director shall provide a written decision with reasons to all parties involved in the dispute within three days. If this process fails to resolve the dispute, the student may direct a letter of appeal to the attention of the President of the College. If no satisfactory resolution is achieved even after the President's involvement, the parties will appoint an outside mediator/arbitrator. The mediator must be impartial and mediation shall take place at the earliest date possible once a mediator/arbitrator has been identified. The College will bear the cost of mediation/arbitration.

If the complaint concerns non-academic matters, the complaint will be referred to the Operations Manager if issued are not resolved at the departmental level. The appropriate Operations Manager will request written submissions from all parties concerned with the dispute and review the submissions and conduct any necessary investigations within seven days. The Operations Manager shall provide a written decision with reasons to all parties involved in the dispute within three days. If this process fails to resolve the dispute, the student may direct a letter of appeal to the attention of the President of the College. If no satisfactory resolution is achieved even after the President's involvement, the parties will appoint an outside mediator/arbitrator. The mediator must be impartial and mediation shall take place at the earliest date possible once a mediator/arbitrator has been identified. The College will bear the cost of mediation/arbitration.

If students have concerns and are unable to clarify disputes at the program and institution level, they may also refer the matter to the Canada Language Council (CLC) and/or Private Career Training Institutions Agency (PCTIA).

11. STUDENT WITHDRAWAL/DISMISSAL POLICY

For purposes of this policy, any termination of a student's enrollment other than graduation will be considered a withdrawal from the institution. Short-term leaves of absence granted by school officials that do not prevent the student from completing the academic term are not considered withdrawals.

Types of withdrawals

- a) Voluntary withdrawal from the institution by a student will be considered a student initiated withdrawal.
- b) Any withdrawal initiated by the institution will be considered an administrative withdrawal.

Student Initiated Withdrawal

- (i) A student may initiate his/her own withdrawal by providing official notice to the Program Head who will notify the Registrar's office. Faculty and staff must refer any student who expresses an unequivocal intent to withdraw to the Program Head. While students may be encouraged to discuss their withdrawal with faculty and others, the only step a student must take to initiate a withdrawal is to provide official notice to the Program Head at WTC who will then notify the Registrar's office.

Administrative Withdrawal

- (i) The authority to withdraw a student for disciplinary, academic, or other appropriate reasons rests with the Program Head. The Program Head may delegate this authority (when necessary) to one or more individuals within the school. Any withdrawal initiated by the Program Head or his/her designee shall be considered an administrative withdrawal. Students who are withdrawn as the result of disciplinary, academic, or other reasons may appeal the withdrawal. During the appeal process, students may or may not be allowed to attend courses at the discretion of the Program Head or his/her designee. In the case of an appeal, the student's withdrawal date will be the last date of participation in academic activities.
 - (ii) The authority to withdraw a student for failure to comply with selected administrative policies and procedures rests with the Registrar's office. The Registrar's office may administratively withdraw a student for failure to pay tuition and fees, failure to meet the conditions of a provisional acceptance, failure to meet institutional requirements for immunizations, or failure to comply with other administrative requirements for admission or continued enrollment. Any withdrawal initiated by the Registrar's office shall be considered an administrative withdrawal. Students who are withdrawn by the Registrar's office may only be re-admitted when they provide documentation that they have complied with the administrative policy in question. Students may be readmitted by the Registrar's office as soon as the student demonstrates compliance with the policy or regulation in question.
- When any faculty or staff member determines that a student has withdrawn without giving official notice, they should notify the Program Head in the student's appropriate department within two business days. In all cases, faculty and staff must identify any student who has withdrawn without notice no later than ten days after (1) the end of the student's enrollment period; (2) the end of the student's academic year; or, (3) the end of the student's educational program; whichever comes first. The Department Head must then notify the Registrar's office within two business days of the date they received notice that a student has withdrawn without an official notification.
 - All withdrawing students must complete the checkout steps required by the Registrar's office or any other related offices.

- Students who wish to rescind their official notice of withdrawal may do so only with the permission of the Program Head who will then provide written notice to the Registrar's office to reinstate the student as soon as possible, but within two business days, and the Registrar's office will notify all other appropriate offices.
- A completed Withdrawal Form must be submitted to the Registrar's office for any student withdrawal including administrative withdrawals for academic, disciplinary, or other appropriate reasons. For administrative withdrawals, the Withdrawal Form must be submitted to the Registrar's office within two business days of the time the student ceases participation in the academic activities of the institution.
- Withdrawn students are not eligible to participate in educational or co-curricular activities of the institution and are not eligible to use any services.
- In general, there is no institution-wide leave of absence policy. Any department/program may develop and implement leave of absence policies that meet the educational needs of students and the demands of the curriculum (see section 6 for ESL, Business Diploma, and TESOL Department policy on leave of absence). Students who withdraw without being granted a leave of absence may apply for admission by submitting the appropriate application for admission as a first time student and following standard admissions procedures. Exceptions to this requirement may be made by the Program Head. No withdrawn student will be allowed to re-enroll in the program unless the Program Head or his/her designee provides written permission for the student to re-enroll.
- With the approval of the Program Head, students may drop individual courses. Students may not, however, drop all of their courses. Any student who wishes to drop all of his or her courses must withdraw from the institution.

12. GENERAL RELEASE OF LIABILITY

We, the undersigned, do waive and release all claims against Western Town College, and each of its individual directors, other officers and employees, agents, insurers, and their successors and any and all other persons who might be claimed to be liable (hereby referred to as WTC) for the injury, loss, damage, accident, delay or expense resulting from applicant's participation in any of our programs and home-stay. We also release WTC and agree to indemnify them, with regard to any financial obligations or liabilities that the applicant may personally incur, or any damage or injury to the person or property of others that the applicant may cause while participating in any of our programs and home-stay.

We understand that WTC is not responsible for any loss or injury suffered by the applicant during periods of travel. If the applicant becomes ill or incapacitated, WTC may take such actions as it considers necessary, including securing medical treatment and transporting the applicant home at his or her own expense. We release WTC from all liability related to such actions. This agreement with WTC cannot be modified or interpreted except in writing by the WTC office.

13. GENERAL INFORMATION

Emergencies

For all emergencies, please dial 9-1-1 or find someone (anyone) in the College to do the same for you. For non-emergency issues, please contact your teacher, department head, or other College personnel depending on the nature of the issue.

Address Change

If you change your address, phone number, or if you plan to take a vacation please notify the College immediately. It is important for us to know how to contact you.

Home-stay

If you have any questions or comments about your Home-stay family, please speak with Tyler Zyla, the Home-stay Coordinator. He must also be advised of any change in your Home-stay plans. We want to hear of any problems or concerns you might have and make sure your stay is comfortable and enjoyable. If you plan to stay longer or leave earlier than originally agreed upon, you should give two weeks' notice to the Home-stay family.

Activities

Vancouver is a multicultural city, and there is an excellent opportunity for international students to practice their English language skills with a wide variety of people from different cultural backgrounds. WTC offers students a year-round, multicultural activities program. These activities are organized through the Canadian International Sports Academy (CISA). A representative from CISA comes to the school on Tuesdays and Thursdays during the lunch hour (12 – 1pm). You may sign up for activities and pay for them at that time, or you may sign up at reception and pay Susan Conway. A monthly calendar of activities is available in the Reception Area.

During Friday afternoon activities students can go to cultural events that may include visiting local art galleries, museums, and theatre productions. Other activities students can enjoy are rock climbing, karaoke, movies or professional sporting events. If students wish, they can join in on some of our weekend trips to tourist destinations in British Columbia or the USA. These include Whistler, Victoria, and Seattle. WTC activities are designed to enrich our students' learning experience by providing many opportunities for them to practice English while having fun and making new friends.

Medical Insurance

If you did not purchase medical insurance prior to arriving at WTC, you can ask your Marketer/Counselor for a medical plan booklet. You can purchase a plan for one to six months. The plan is effective immediately. In Vancouver, you can also apply for the provincial medical services plan (MSP of BC) if you have a Student Visa. You must send an application with your first month's fee and then wait 3 months before coverage will start; therefore you need to apply immediately. You should carry a reference card with your name, local address, home country and local contact phone number in case of emergency. Include your medical insurance policy number and name of insurance company on this card.

Medical Clinics

There are many medical clinics in Vancouver that allow you to visit a doctor without an appointment, you can just walk in. They will need your medical insurance information or your MSP of BC card number. Check the Vancouver Yellow Pages under "Clinics" for addresses and phone numbers or ask the receptionist to help you.

Bus Information

If you need bus route information, phone 604-953-3333. Tell them where you are starting from and where you wish to go. They will give you the best route to take and tell you how long the trip will be. Purchasing a monthly bus pass is cheaper than paying a fare for each trip you take. (You are **not** eligible for student discounts of public transit if you are over 18 and are not a local high school student.)

Student Information Cards

You can purchase a Student I.D. card for \$5.00 at the Reception Desk. With this card you can get a discount at movies and at various popular attractions around Vancouver (i.e. Vancouver Aquarium, Capilano Suspension Bridge). Unfortunately it will not get you a discount on public transit.

14. VANCOUVER INFORMATION

Post Office

To mail letters or send packages, there is a post office in the Harbour Centre at the lower level. The main post office is at 349 West Georgia Street.

GST Tax Refund

As an international visitor, you are entitled to be refunded the GST tax (7%) on all goods purchased in Canada. The post office has the form to be filled out. Keep all your receipts.

Shopping

One of Vancouver's best shopping centers is Pacific Center and it is located at West Georgia Street and Howe Street (less than 2 blocks from the school). Robson Street also has beautiful and well-known international shops.

Banks

Most banks are open from 9:30 a.m. – 4:00 p.m. Monday through Friday. Some have later hours and are open on Saturdays. Bank machines are always available. **PLEASE DO NOT CARRY LARGE SUMS OF CASH WITH YOU.**

Safety

Although Vancouver is still a safe city in comparison to other cities of its size in North America and around the world, it is very important for students to be cautious and aware of their surroundings. Here are some suggestions for staying safe. Please see the Police safety booklet for more information.

- Avoid carrying large amounts of cash with you. Always carry identification.
- If you go out at night, go with a friend or group of friends.
- Avoid talking to strangers and do not follow them to their car or home under any circumstances. Report any suspicious person you meet to the Academic Director.

Vancouver Public Library Card

As an international student, you can apply for a visitor library card. The card costs \$26.00 and is valid for 182 days. To obtain the card, you apply by showing your passport and a letter addressed to you with your Vancouver address. This can be your home-stay address or another Vancouver address.

About Greater Vancouver

In Vancouver, whether you are a sports or nature enthusiast or simply want a more cultural experience, this city does have it all! Here is a list of suggestions of places you might want to visit and things to do.

Concerts, Theatre Tickets and Other Events

To inquire and purchase any concert or theatre tickets, call Ticket Master at 280-4444. To find out what is happening in Vancouver pick up *The Georgia Straight* free newspaper or check their website: www.straight.com

Free Attractions

Stanley Park Walking Tour or Trolley ride
Vancouver Art Gallery (Thurs. night is by donation)
Lynn Canyon Suspension Bridge or Ecology Centre
Lighthouse Park in West Vancouver
Granville Island Market
Fireworks (July/August)
Hiking at local mountains

Other Attractions (with entrance fee)

Capilano Suspension Bridge
CN Imax or Omnimax Theatres
Grouse Mountain Tram
Pacific Space Center
Science World
Museum of Anthropology
Harbour Centre Lookout

15. TRAVEL INFORMATION

Travel Agents

If you want to book a trip, check the Vancouver Yellow Pages under "Travel". Travel Cuts (681-9136) is well known as a student travel organization and they usually have good rates and options.

Driving and Renting a Car

In British Columbia a person must be over 16 years of age and hold a valid driver's license to operate an automobile. An International Driver's license is recommended as driver's licenses from other countries are valid for a limited time in BC. To rent a car, some car rental agencies require you to be at least 21 years of age and others require you to be 25 years old, and hold a valid credit card and driver's license. You can check the Vancouver Yellow Pages under "Automobile Rentals" for names and telephone numbers of different agencies.

Visit the Island with BC Ferries

BC Ferries provides service between Vancouver and Vancouver Island and the Gulf Islands. For departure and arrival information, please call 1-888-223-3779.

Whistler/ rd45Blackcomb

This ski resort has become a year round destination and is only one and one-half hours away from Vancouver. You can call Maverick Bus Line at 662-8051 for bus information. Ski season is from mid November until mid May (depending on ski conditions).

There are also many activities to do in the summer – hiking, mountain biking, rollerblading, golfing and skiing on the glacier. Blackcomb re-opens for summer skiing from June until August.

Hotel prices at Whistler can vary from moderate to very expensive. The youth hostels in the Whistler area are the most economical. The Whistler Resort Association can provide hotel information – call 664-5625.

Seattle

Greyhound Bus (482-8747) has a shuttle bus from Vancouver to Seattle. Via Rail has a train to Seattle which takes approximately four hours. Call 1-800-561-8630 for information.

To find out what is happening around Vancouver visit the Tourism Vancouver website at www.tourism-vancouver.org or you can pick up brochures from their office at 200 Burrard Street.

16. ADVICE TO STUDENTS

Remember, the only way to really learn English is by immersing yourself totally in the language. Studying hard and doing your homework is a good start. If you would like extra homework, please feel free to ask your teacher, Program Coordinator or the Academic Director. We would be happy to help.

However, if you really want to improve your English quickly, you should practice your English outside the classroom as much as possible. Make new friends with English-speakers, talk to your Home-stay family frequently, participate in school activities often, and use your English skills no matter what you are doing.

While you are here, don't forget to have fun! A positive attitude will help you learn and remember.

Enjoy your stay at WTC!



Acknowledgement of WTC Policies

The Western Town College Student Guide provides College information and its policies. By signing on the bottom of this page, you acknowledge that you have carefully read and understood these policies, have had your questions about the contents answered, and you agree to abide by these policies while you are a student at Western Town College. Content of the Student Guide includes:

- | | | |
|-------------------------------------|---------------------------------------|--------------------------------|
| √ Statement of Purpose | √ Refund Policy | √ General Release of Liability |
| √ Class Schedules | √ College Code of Conduct & Policies | √ General Information |
| √ College Staff | √ Academic Freedom | √ Vancouver Information |
| √ Admission/Completion Requirements | √ Student Dispute Resolution | √ Travel Information |
| √ General program Information | √ Student Withdrawal/Dismissal Policy | √ Advice to Students |

First Name

Last Name

Signature

Today's Date

Student Contact Information

(Please print clearly)

E-mail address

Date of Birth

Day

Month

Year

Address in Home Country

Address in Canada

Phone Number in Canada

Mobile Phone

Emergency Contact Information

(Please print clearly)

Full Name

Relationship

Address

Home Phone Number

Mobile Phone