



CAREER CITY
— COLLEGE —

STUDENT HANDBOOK

■ ■
2026/2027

Your Career Start Here!

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Welcome to Career City College

Congratulations on making the wonderful decision to further your education and solidify your future! The career landscape and job market today has changed significantly from years ago. For you to keep up, it is imperative that your education is up to date, career focused, and readily available! It is the single goal of Career City College (CCC) to champion your career success through up to date and accessible skills development.

For many, the entry into education is new and daunting. However, at CCC, we aim to make this transition and journey as pleasant and as seamless as possible. We know that with a great education, it becomes easy to change your life and your future. Nelson Mandela may have stated it best when he said, “education is the most powerful weapon which you can use to change the world.” At CCC, we look to arm you with this tool to better your career and your life!

At CCC, we measure our success by your ability to succeed. As such, we have designed our courses and our curriculum to be as comfortable and as efficient as possible. We are also 110% committed to providing you with the support and resources necessary to succeed. As such, if you ever have a question or concern about your education, please do not hesitate to contact us immediately.

On behalf of all the staff and faculty at CCC, welcome to your future and we wish you all the best on this incredible journey!

Student Handbook

This Student Handbook is a great resource as it will provide you with a wealth of important information in relation to your education. Please take the time to read through all of it and keep it as a reference so that you will be well equipped to handle your education here on in.

Mission Statement

To champion career success through up-to-date and accessible skills development.

We do this by ensuring that our curriculum is both current and meeting industry standards as well as by ensuring that our education is available to as many students as possible as often as needed. By providing education in this manner, we hope to improve the lives of the people, families and communities in which we live.

Career City College(#4071) is designated by the Private Training Institutions Regulatory Unit (PTIRU) within the System Integrity Branch (SIB) of the Ministry of Post Secondary Education and Future Skills.

School Contact Information

To contact the school at any time, please use the information listed below:

Address: 201-202 1634 Harvey Ave, Kelowna, BC V1Y 6G2.

Contact: + 1 888.806.3222

Email: info@careercitycollege.ca

Sunit Koli

Compliance Officer

(250)317 2222

sunit@careercitycollege.ca

Karen Mete

Assistant Director of Admissions

Admissions

(778) 721-4541

karen@careercitycollege.ca

Mayu Tanaka

Student Services

(250) 410-4393

studentservices@careercitycollege.ca

Jenny Koropatnicki

Dean of Programs / Senior Education

Administrator Program Instruction

Department

(250) 410-3061

jenny@careercitycollege.ca

Jag Basran

CEO

(604) 670-7905

jbasran@careercitycollege.ca

Values

Student Centeredness

We value students as the center of our business and thus focus our business and our actions on individual student needs.

Community

We value and are dedicated to serving our community through education and depend on the collaborative help of the community to support and allow our students to succeed.

Transformation

We value the personal and professional growth of each student resulting in the personal transformations that change their lives and that of their families.

Teamwork

We value the teamwork of our students, our staff, our funders, and our community partners to band together to support and motivate our students.

Integrity

We value accountability and transparency in all aspects of our business and actions to foster a healthy and open environment for learning.

Professional Development

We value the encouragement and support of our staff and students to perform at their best by regularly challenging them to improve and increase their skills and skill sets.

Admissions Policy

Unless otherwise stated in a Program Outline, applicants must have completed grade 12 or equivalent or have mature student status (at least 19 years old). Applicants whose primary language is not English may also need to achieve a minimum of 60% on the CCC language assessment prior to enrolling. Admissions requirements may not be waived by the institution.

Prior Learning

We do not conduct prior learning or work experience assessments, nor do we give credit for them with an exception when an existing student wants to upgrade from a certificate to a diploma program at the sole discretion of the Admissions Director and Senior Education Administrator.

Financial Assistance

Financial strains are one of the biggest reasons that cause students to be unable to graduate. We have many financial options for our students. If you need financial assistance, please contact the college immediately so that we can assist you.

Tuition Fees

Tuition fees for our programs include personal instruction, lessons and lectures. Tuition fees do not include other school fees including administrative fees, technology fees, environmental fees, or textbook costs.

Tuition may be paid by e-transfer, cash, personal cheque, Visa or MasterCard. The primary responsibility for financing educational expenses rests with the student. CCC, however, is happy to offer financial support resources and counselling to aid students in acquiring financial assistance.

Student tuition fees are eligible for tax credits and students will be supplied with social receipts. A T2202A Tax Receipt, which includes the length of the program, is issued each January and includes the tuition paid for the previous year (January – December).

Code of Conduct

Career City College's mission Statement is "To champion career success through up-to-date and accessible skills development". Our goal is to prepare you for the workplace. In the workplace professional conduct and communication is important. We also would like to see that professional conduct and communication within the college to other fellow students and staff.

To remain in good standing with the college students must:

- Maintain a minimum grade of 60% within each course
- Maintain a minimum of 60% attendance within each course
- Meet all financial obligations to the college on time
- Ensure that personal conduct is professional, respectful and in accordance with all the policies of the college as outlined in this handbook

Student Notice

If a student is found to be lacking in any one of the areas outlined in the Student Code of Conduct, they will receive a student notice. This notice will inform the students of areas that require improvement. It will also state that if improvement is not seen, they may be dismissed from the course or the college.

Distance Education Schedules and Times

Students enrolled in distance education programs are required to complete a minimum of 20 hours of study per week. Access to instructional assistance is available from Monday to Friday between 9am and 4:30pm PST via phone, email, or video call, excluding public holidays and during the Winter Break.

If you have an extenuating or emergent circumstance preventing you from attending regular hours, please contact the school immediately.

Attendance Policy

CCC maintains a strict attendance policy regarding attendance and punctuality in keeping with our objective of training students for entry into the Workforce. In other words: Treat going to school like you would your job. Punctuality and regular attendance are mandatory.

1. The minimum attendance requirements for students are as follows:

Meet 70% Minimum Attendance of your full-time course load.

2. The consequences for students who do not meet the minimum attendance requirements listed above are as follows:
 - All lates and absences will be recorded by your instructor and will become part of your permanent record.
 - Consecutive Absences may infringe on your maintaining your eligibility for funding.
 - Students with regular absences, unexcused or excused will be required to meet with the Student Success Coordinator
 - Regular Absences through the program may lead to dismissal.
3. The process by which students must report an absence is as follows:

If you are unable to attend class for any reason, contact the college immediately. If you cannot meet your minimum 70% attendance in a 20-hour week please communicate with your instructor or fill out The Absence Reporting Form (you can ask your instructor or Student services for this form

studentservices@careercitycollege.ca)

- Online students are expected to make regular progress through the course amounting to your weekly course hours spread as desired throughout the week. Failure to make daily progress (with a maximum of two consecutive days break) will be treated as an absence unless otherwise agreed upon with the institution.
 - Absences may be excused by the school based on emergent circumstances where the student is able to verify their reasons. Doctor's notes or other verifications may be required.
 - If a student is absent the college for a period of 5 calendar days without notifying the College of the reason for absence, the student may be considered as having an unexcused absence for that week.
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4. Asynchronous Distance Mode of Delivery Attendance requirements:

- The student will be given access to the Online Learning Management System (Blackboard) which they can access using the college Student Portal and is expected to perform online learning of 20 hours per week within the LMS.
- The daily hours spent by the students within the LMS will be exported and saved in the student file on a weekly basis.
- If a student does not attend a minimum of 60% of assigned weekly hours per week, they will be considered behind in the expected course during that week. It will be the responsibility of the student to study for additional hours the following week to make up for the remaining minimum hours.
- Since this is a self-paced attendance system, the student may be allowed to perform offline tasks to a maximum of 20% of each course's hours. The students must submit the offline hours form to inform the college about the offline hours spent on each course.
- The student must follow the pre-defined sequence of courses in the program which are listed in the student portal. It is assumed that the weekly hours reported from the LMS are in the same sequence as prescribed in the Program Outline and Enrollment Contract.
- Any anticipated planned absence must be approved by the college to be considered as an excused absence. In case of excused absence, the student must compensate for the lost hours by studying for more hours in the weeks after the excused absence.
- Any unauthorized absence for two consecutive weeks will lead to dismissal from the full program due to non-compliance with the minimum attendance policy. Consequently, the student will be placed in a 30-day probation period to allow them to show their commitment to make up for the lost 2 weeks due to unauthorized absence. Failing to attend extra hours of study to reach satisfactory study hours will lead to a final dismissal from the program.

Please feel free to get in touch with your student success coordinator to keep track of your weekly progress and understand the attendance policy in a better way.

Student Success Coordinator:

Mayu Tanaka, studentservices@careercitycollege.ca or 250-410-4393

We wish you good luck and hope you will find your learning journey rewarding.

Holidays

CCC observes all public statutory holidays. On campus time missed due to holidays will be made up. CCC also annually observes a 2-week winter holiday at the end of December.

Graduation Policy

To be able to graduate from the college and receive a certificate/diploma, students must:

- Complete all parts of their course/program within the set timelines
- Complete all parts of their course/program with a minimum grade of 60%
- Maintain a minimum course/program attendance of 70%
- Be paid in full for all financial obligations to the college

Student Dismissal Policy

1. Career City College may dismiss a student from a program on any of the following grounds:

- Maintain a minimum grade of 60% within each course.
- Maintain a minimum of 70% attendance within each course.
- Meet all financial obligations to the college on time.
- Ensure that personal conduct is professional and in accordance with all the policies of the college as outlined in this handbook.
- Students unable or unwilling to repeat a failed course may be dismissed from their program. If a student is absent for more than 30% of any program, they may be dismissed from their program.

If a student is found to be lacking in any one of the areas outlined in the Student Code of Conduct, or if they continue with actions that were addressed in a Student Notice, they may be dismissed from the course.

2. The process by which a student may be dismissed from a program is as follows:

Dismissals will be communicated to the student in writing. Refunds will be calculated per the refund policy based on the date that the dismissal was issued. If a student wishes to dispute a dismissal, they are to follow the dispute resolution policy.

Withdrawals

Students wishing to withdraw from their program must do so in writing. The date of withdrawal will be the date that the college receives this in writing from the student. Refunds will be calculated per the refund policy. Prior to withdrawing from the college, students are asked to contact the school immediately so any issues can be addressed.

Financial Suspension Policy

This policy outlines the obligations regarding payment deadlines for students and third-party funders, along with the measures taken in case of non-compliance.

I. Student Payment Obligations

Payment Due Date: Students are required to make all scheduled payments by the due dates specified in the enrollment agreement.

Overdue Payments: Payments are considered overdue if not made within 28 days of the due date.

Grace Period: A 7-day grace period is provided after the payment becomes overdue during which students may settle their accounts without facing additional penalties.

Collection Measures: Initial Reminder: Sent immediately after payment becomes overdue.

Final Warning: Sent on the 8th day (post grace period), warning of impending temporary suspension.

Temporary Suspension: Issued if payment is not made by the date listed in the Final Warning. This suspension halts all academic activities and access to campus facilities.

Resumption of Studies: Academic activities and access are reinstated once the outstanding payments are fully cleared.

Dismissal: If payments are not settled during the temporary suspension, the student will be dismissed from the program.

II. Third-Party Funder Payment Obligations

Payment Due Date: Funders must ensure payments are cleared in the student's account one week prior to the start of the program.

Collection Measures for Funders:

Advance Notice: Sent two weeks before the payment due date as a reminder.

Overdue Notice: Issued if the payment is not received one week prior to the program start.

Final Warning: Issued if the payment exceeds 28 days overdue, with potential consequences outlined.

Impact on Student Enrollment: If the funder fails to clear payments within the specified timeframe, the associated student may face financial suspension following the same process as direct student payments.

III. General Collection Measures

Communication: All notices and warnings will be communicated via email and, where necessary, followed up by phone.

Payment Plans: Students or funders facing financial difficulties are encouraged to contact the Finance Department to discuss possible payment arrangements.

Legal Action: Persistent non-compliance may result in legal action to recover outstanding debts, with all associated costs to be borne by the student and/or funder.

This Financial Suspension Policy ensures that all parties are aware of their financial responsibilities and the consequences of non-compliance. Adherence to this policy is crucial for maintaining the integrity and financial stability of our educational programs.

Please note that this document outlines the standard policy for financial suspension. However, management reserves the right to review and override any part of this policy on a case-by-case basis, ensuring decisions are made with fairness and consideration of individual circumstances.

Tuition Refund Policy

*This policy applies to all PTIRU approved programs at Career City College

Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none">No later than seven days after students signed the enrolment contract, andBefore the program start date.	100% tuition and all related fees , other than application fee. Related fees include administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none">At least 30 days before the later of:<ul style="list-style-type: none">a) The program start date in the most recent Letter of Acceptance (international students)b) The program start date in the enrolment contract.	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.

Circumstances when Refund Payable	Amount of Refund
<ul style="list-style-type: none"> • More than seven days after the student and institution signed the enrolment contract, and • Less than 30 days before the later of: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract. 	<p>Institution may retain up to 20% of tuition, to a maximum of \$1,300.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)</p>	
<ul style="list-style-type: none"> • After the program start date, and up to and including 10% of instruction hours have been provided. 	<p>Institution may retain up to 30% of tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> • After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	<p>Institution may retain up to 50% of tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):</p>	
<ul style="list-style-type: none"> • Student does not attend the first 30% of the program. 	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<p>Institution receives a refusal of study permit (applies to international students requiring a study permit):</p>	
<ul style="list-style-type: none"> • Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract • Student has not requested additional Letter(s) of Acceptance. 	<p>100% tuition and all related fees, other than application fee.</p>
<p>After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):</p>	

<ul style="list-style-type: none"> Student completed up to 30% of the program. 	<p>Institution may retain up to 30% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	100% tuition and all related fees, including application fees
Circumstances when Refund Payable	Amount of Refund
Institution does not provide a work experience	
<ul style="list-style-type: none"> The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control. 	100% tuition and all related fees, other than application fees

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

Grade Appeal Policy

1. The process by which a student may appeal a grade received on a course at Career City College is as follows:

- If a student is not satisfied with their received grade and/or they suspect an error has occurred they can appeal it to their instructor by communicating through phone, email or meeting.
- The instructor will then further evaluate the student's grade appeal
- If the instructor will then decide to reprimand the grade and/or provide the student another attempt on the assessment

All assessments grades will be official unless appealed in writing to the instructor within 5 days. If an amicable result is not reached, students should follow the dispute resolution policy.

Grading Policy

Grades are based on various evaluations administered both during and at the end of each course.

Online courses will display evaluation results immediately, while on campus evaluations will be graded within 1 week. Students will receive an interim transcript at 30% of the program.

The minimum grade required to pass a course is 60%. If a passing grade is not attained, students will not pass that course and may need to retake that course to pass their program. Retaking any course may result in extended time being added to their program as well as added fees.

Letter grade equivalents are:

Percentage Grade	Alphanumeric Equivalent
95-100%	A+
89-94%	A
80-88%	B+
70-79%	B
60-69%	C
00-59%	F
Incomplete	Student is in course that has not yet ended
Withdrawn	Student Withdrew or was dismissed from course

Each graduating student will receive one official final transcript, and one official certificate/diploma upon successful completion of his/her program. Additional copies may have added fees.

Academic Integrity Policy

Students are expected to engage honesty in their work. It is possible, however, to violate academic integrity even if you believe you were being honest.

As straightforward as the concept of academic integrity might seem, it may carry different meanings for different people, vary from institution to institution, or vary from culture to culture. This is a dangerous assumption that can lead to a rule violation.

Our integrity is revealed in the choices we make when we think no one is watching. - C.S. Lewis

It is important you review our academic integrity violation. If something is not clear it is best to contact your instructor or the institution for further inquiry.

You are responsible for the entire content and form of your work. You are also responsible for adhering to the academic integrity policy in all academic activities. If you are unsure, talk to your instructor.

Inappropriate Collaboration

When two or more students submit identical or nearly identical work claiming it is their own, it can be a clear sign of inappropriate collaboration.

Academic dishonesty includes, but is not limited to:

- Fraudulently manipulating processes, electronic data or research data to achieve desired results.
- Using work prepared as a whole or in part by someone else (e.g., commercially prepared essays) and submitting it as your own.
- Submitting false records, information or data in writing or orally.
- Copying the answers or other work of another person.
- Sharing information or answers when doing take-home assignments, tests or examinations except where the instructor has authorized collaborative work.
- Having any materials or equipment in an exam or test other than those authorized by the examiners.
- Accessing unauthorized information when doing take-home assignments, tests or examinations.
- Impersonating a student on an exam or test or being assigned the results of such an impersonation.
- Accessing or attempting to access examinations or tests before it is permitted to do so.
- Helping or attempting to help others to engage in any of the conduct described above.

Plagiarism Policy

Plagiarism is the presentation of another person's or source's words and/or ideas as if they were one's own. It ranges from an entire assignment which is not the student's own work to specific passages within an assignment taken from a source without acknowledgement.

Students are required to turn in original work only. Plagiarism also includes being seen as being involved directly or indirectly in plagiarism. Students found to be in violation of the College's Cheating & Plagiarism Policy will receive a zero grade for the assessment and/or will receive a zero grade for the course, at the discretion of the instructor. Additionally, depending on the severity of the infraction and on the discretion of the Compliance Officer, the student may be dismissed from the program.

The Inappropriate Use of Artificial Intelligence to Complete Academic Work

AI is a tool, not a shortcut. Our goal is to prepare students not only to succeed in today's classrooms but to thrive in tomorrow's world where critical thinking, integrity, and human creativity will remain irreplaceable.

This outlines the expectations and boundaries for using artificial intelligence (AI) in academic work to preserve the integrity, originality, and authenticity of student contributions.

- **Transparency:** All use of AI in coursework must be clearly acknowledged.
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- **Integrity:** Students must submit work that reflects their own learning, reasoning, and comprehension.
- **Fairness:** The use of AI should not give one student an unfair advantage over others.

Required Disclosure: If AI tools are used, students must include a statement in their submission such as: “Portions of this work were developed with assistance from ChatGPT (OpenAI), used for brainstorming and grammatical editing.”

Prohibited Use of AI

The following uses of AI are **strictly prohibited**:

- Submitting AI-generated content as original work without disclosure.
- Using AI to complete quizzes, exams, or any form of assessment designed to test individual knowledge.
- Employing AI to paraphrase or rewrite plagiarized content to avoid detection.
- Relying on AI to code, solve problems, or write essays in place of one’s own intellectual effort (unless explicitly allowed).

Violation Examples:

- Copy-pasting an AI-generated essay response into an assignment and submitting it as one’s own.
- Using ChatGPT to solve an online exam question during a test.

Dealing with an Allegation of Violating the Academic Integrity Policy

You have a right to be heard and the right to a fair process. The college takes allegations of violations of academic integrity seriously. If an instructor is concerned that you have violated the policy, they will inform the director and student services.

If you are alleged to have violated the policy, the academic department must notify you in writing. If you refuse to participate in the process, administration may proceed to make a determination on whether a violation occurred.

Consequences

If you are found guilty of violating the academic integrity policy, the penalties may be:

- a grade of zero for the assignment
- a failing grade for the whole course
- a notation on your transcript
- disciplinary probation
- suspension
- rejection of parts or all your work
- dismissal

The penalty assigned varies by circumstance but is particularly serious when a student has already committed one violation. Along with these penalties, you will also receive a letter of reprimand. This letter will stay on your file.

If you are found guilty of a second attempt at violating the academic integrity policy, it could lead to dismissal.

Student Statements of Rights

Career City College is certified with the [Private Training Institutions Regulatory Unit \(PTIRU\)](#) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enroll at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

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

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIRU or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

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

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

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIRU and how to be an informed student, go to:
<http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>.

Student Dispute Resolution Policy

1. This policy governs complaints from students respecting Career City College and any aspect of its operations.
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. The process by which the student complaint will be handled is as follows:

Student complaints must be made in writing.

The student must provide the written complaint to the onsite administrator who is responsible for making an initial determination in respect to the complaint. If the onsite administrator is absent or is named in a complaint, the student must provide the complaint to the Senior Education Administrator.

The Senior Education Administrator will review any complaints and consult with the Compliance Officer if deemed necessary.

The process by which the student complaint will be handled is as follows:

- a. Within 5 college days of receiving the complaint, the Onsite Administrator or Senior Educational Administrator will arrange to meet with the student to discuss the concern(s).

- b. Following the meeting with the student, the Onsite Administrator or Senior Educational Administrator will conduct whatever further enquiry or investigation is necessary to determine whether the concerns can be substantiated.
 - c. Any necessary inquiries or investigations shall be completed within 10 college days of the initial meeting with the student. This timeline can be extended with approval of the Compliance Officer if the complaint is deemed complicated and requires additional time.
 - d. The Onsite Administrator or Senior Educational Administrator will meet with the student and or other persons and do one of the following:
 - I. Determine that the concern(s) were not substantiated; or
 - II. Determine that the concern(s) were substantiated, in whole or in part.
 - e. The Senior Educational Administrator will prepare a written summary of the determination, and a report of what action (s) may be taken. This summary and report will be reviewed and approved by the Compliance Officer.
 - f. A copy shall be given to the student, a copy will be placed in the institution's complaint file, and the original will be placed in the student's file.
 - g. Written reasons for the determination will be provided to the student within 30 days after the date on which the complaint was made.
4. The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU)(www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIRU within one year of the date a student completes, is dismissed from, or withdraws from the program.]
5. The student making the complaint may be represented by an agent or a lawyer. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the College regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Regulatory Unit (<https://www.privatetraininginstitutions.gov.bc.ca/>).
- Note: This is only applicable for programs requiring PTIB approval

Respect & Fair Treatment Policy

Career City College is committed to providing a respectful and fair learning environment free from discrimination, harassment, and bullying. We have a zero tolerance for any form of discrimination, harassment, or bullying. Everyone has a right to be treated with dignity and respect at Career City College. We recognize that discrimination, harassment, and bullying can seriously affect a student by creating a stressful, intimidating, and unpleasant learning environment.

Everyone is responsible for ensuring the learning environment is free from discrimination, harassment, and bullying and to ensure any breach of this policy is reported. Senior staff and instructors have a particular responsibility to role model a respectful workplace and learning environment, and ensure that discrimination, bullying, or harassment does not occur. If discrimination, bullying, or harassment occurs, leaders need to ensure it is addressed immediately.

Discrimination

Discrimination refers to adverse differential treatment of individuals or groups and is prohibited by the Human Rights Code. The prohibited grounds of discrimination are race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, and conviction of a criminal or

summary conviction offence that is unrelated to employment or intended employment. It may be intentional or unintentional.

Discriminatory Conduct is defined as: a. Unwelcome conduct; b. that is based on or related to one of the prohibited grounds set out above; and c. that detrimentally affects the learning environment or how accommodation, services, or facilities are provided or lead to adverse education-related consequences for the victim.

Harassment

Harassment can be a form of discrimination. It involves any unwanted physical or verbal behaviour that offends, humiliates, threatens, or intimidates someone. Generally, harassment is a behaviour that persists over time. Serious one-time incidents can also be considered harassment.

Harassment includes but is not limited to:

- Unwelcome remarks or jokes about race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age, or any other prohibited ground;
- Threatening or intimidating behaviour;
- Unwelcome physical contact, such as touching, patting, pinching, or punching, which can also be considered assault.

Sexual Harassment

Sexual harassment is any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature. These can create a hostile or offensive work and learning environment. Sexual harassment includes, but is not limited to:

- Physical contact such as assault, or blocking normal movement;
 - Unwanted physical advances or contact such as unwelcome kissing, touching, pinching, patting, or fondling;
 - Offensive actions such as leering, or making sexually explicit gestures;
 - Offensive comments such as comments about one's anatomy, attire, gender expression, or appearance;
 - Jokes, remarks, or pranks that are stereotypical or derogatory to members of one sex or gender;
-

- Unwanted attention such as persistent unwelcome flirtation;
- Unwelcome verbal advances such as expressions of sexual interest or sexual inquiries;
- Unwanted and persistent social invitations;
- Unwanted sexual propositions or suggestions;
- Use of demeaning or inappropriate terms;
- Use of crude and offensive language;
- Abusive, threatening, or insulting words or behaviour and/or displaying abusive or offensive writing or material.

Bullying

As per WorkSafe BC, bullying includes any inappropriate conduct or comment by a person towards a person that the person knew or reasonably ought to have known would cause that person to be humiliated or intimidated. It excludes any reasonable action taken by instructors relating to the management and direction of students or the learning environment. Bullying can persist over time or can also be serious one-time incidents.

Bullying includes, but is not limited to:

- Intimidation or belittling of an individual, verbally and/or physically;
 - Aggressive or threatening gestures;
 - Verbal aggression, insults or name calling, derogatory comments, or jokes;
 - Sabotaging work;
 - Personal attacks;
 - Calling someone derogatory names;
 - Harmful hazing or initiation practices;
 - Vandalizing personal and/or work belongings;
 - Spreading malicious rumours;
 - Persistent criticism;
-

- Constant undermining;
- Deliberate exclusion from conversations, be they social or school-related;
- Abuse of power.

Impact and Intent

Acts of discrimination, bullying, and harassment can leave the victim feeling intimidated, humiliated, offended, and excluded. Intent does not determine whether the behaviour is bullying and harassment. A person cannot excuse their behaviour by saying they did not intend it to be humiliating or intimidating. Whatever form it takes, discrimination, bullying and harassment aimed at staff and/or students is always taken seriously and is completely unacceptable.

Process for Students

If a student believes that they or any other individual has been subjected to discrimination, bullying, or harassment by Career City College staff, another student, or visitor to the campus, these steps should be used to address the situation:

1. Tell the alleged harasser or bully that the behaviour is unwelcome, inappropriate, and unacceptable.
2. If talking to the individual directly is not an option, or after addressing this with the individual the behaviour continues, report the situation to the Senior Educational Administrator. If discrimination, bullying, or harassment is alleged to be coming from the Senior Educational Administrator, a student should go directly to the Compliance Officer.
3. Career City College will thoroughly, objectively, and promptly investigate complaints of discrimination, harassment, or bullying. Each situation is unique, and Career City College may decide to engage an external consultant to conduct the investigation. An investigation will include meetings with parties involved as well as any witnesses to the incident(s). It may also include collection and review of any materials or evidence.
4. The outcome of the investigation will be communicated to the complainant following the completion of the investigation.
5. If an investigation confirms that unacceptable behaviour has occurred by a staff member, another student, or a campus visitor, Career City College will take prompt

corrective action to resolve the situation. This may include training and education, facilitated discussion, suspension, or dismissal.

6. In the event of a serious breach of this policy by a student, the Senior Educational Administrator will follow the procedures contained in the Dismissal Policies and Procedures document.

Confidentiality

All complaints, concerns, and reports of discrimination, bullying, or harassment will be kept confidential as much as is possible consistent with conducting a complete investigation. Anyone who is involved in an investigation must keep information confidential, except if it is necessary to deal effectively with the complaint. Even when a complaint has been resolved, confidentiality and respect are important.

Retaliation

Students have a responsibility to cooperate in an investigation. Everyone contacted during a harassment investigation is reminded that Career City College does not tolerate retaliation in any form against any student who believes, or is concerned, that discrimination, bullying, or harassment has occurred and reports such conduct in relation to this policy. Career City College will protect any person who participates in an investigation from retaliatory conduct. An employee or student who believes they are experiencing retaliation because of having made a complaint pursuant to this policy, or having participated in an investigation, must promptly report the information to the Senior Educational Administrator or Compliance Officer. No person will suffer adverse consequences because of reporting a breach of this policy that is made in good faith.

Sexual Misconduct Policy

1. Career City College is committed to the prevention of and appropriate response to sexual misconduct.
2. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:
3.
 - sexual assault;
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
 - the attempt to commit an act of sexual misconduct; and
 - the threat to commit an act of sexual misconduct.
4. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A Complaint is when the victim/survivor discloses or chooses to tell someone at the institution

of an incident of sexual misconduct in order to seek support, but may not want to make a formal report to police or the institution. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action. A Report does not have to be made by the victim/survivor.

5. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
6. The process for making a **Complaint** about sexual misconduct involving a student is as follows:

Complaints must be submitted to the Compliance Officer for review:

A complaint must include date of incident, person involved and any witness if applicable. If there is more than one incident, then each incident should be documented.

The Complaint can be submitted informally either verbally, written, or via email

If the Complaint is against the Compliance Officer, the Complaint must be submitted to the Senior Educational Administrator.

Please contact:

CEO: Jag Basran, jbasran@careercitycollege.ca or Ph: 250-410-3056

COMPLIANCE OFFICER: Sunit Koli, sunit@careercitycollege.ca or Ph: 250-317-2222

SENIOR EDUCATIONAL ADMINISTRATOR: Jenny Koropatnicki, jenny@careercitycollege.ca or Ph: 250-410-3061

ONSITE ADMINISTRATOR CONTACT: Mayu Tanaka, studentservices@careercitycollege.ca or Ph: 250-410-4393

7. The process of responding to a **Complaint** of sexual misconduct involving a student is as follows:

Initially, the Compliance Officer will engage with the Complainant to discuss the matter along with the Sexual Misconduct policy to help provide guidance regarding the issue. (If the complaint is lodged against the Compliance Officer, The Senior Education Administrator will engage the complainant)

If deemed necessary, all parties involved in the complaint will be notified in writing. If appropriate, the Compliance Officer, may attempt to facilitate a mutually agreed-to resolution between the Complainant and Respondent.

The Compliance Officer, will consult with college staff to determine if Disciplinary action is required. Disciplinary actions may include but are not limited to:

- Warning or reprimand
- Referral to community services (psychologists, police, etc.)
- Restricted access to campus or online group settings
- Suspension, expulsion from a specific class or program.

When the complaint is issued, Career City College will take action immediately upon receiving the complaint, and the institution will acknowledge the receipt of the complaint within two business days

8. The process for making a **Report** of sexual misconduct involving a student is as follows:

A Report is a formal notification and request for action

A Report must be submitted to the Compliance Officer, in writing with the incident details, the date of the incident, the people involved, and if applicable, witness contact information. This must be signed by the Complainant.

If the Report is against the Compliance Officer, the report must be submitted to the Senior Educational Administrator

Please contact:

RESPONSIBILITY: Compliance Officer, Senior Educational Administrator, Onsite Administrator

CEO: Jag Basran, jbasran@careercitycollege.ca or Ph: 250-410-3056

COMPLIANCE OFFICER: Sunit Koli, sunit@careercitycollege.ca or Ph: 250-317-2222

SENIOR EDUCATIONAL ADMINISTRATOR: Jenny Koropatnicki, jenny@careercitycollege.ca or Ph: 250-410-3061

ONSITE ADMINISTRATOR CONTACT: Mayu Tanaka, studentservices@careercitycollege.ca or Ph: 250-410-4393

9. The process for responding to a **Report** of sexual misconduct involving a student is as follows:

- Any formal Report received will be acknowledged within 5 business days.
- Both the Complainant and the Respondent will be notified of a Formal Investigation
- The Compliance Officer will appoint an Investigator which may be him/herself, a 3rd party investigator, or appropriate Career City College staff.
- The Complainant, Respondent, witnesses, and Staff may be interviewed during the investigation. Alternatively, the Investigator may request written documentation and/or evidence pertaining to the incident.
- The Investigator will provide a written report of their findings within 10 working days of the conclusion of the investigation. This will be provided to the Complainant and Respondent.
- If deemed necessary, the Respondent may incur Disciplinary Action and may be reported to local policing authorities.
- If deemed necessary, Career City College will work with the Complainant to determine if any further supports are required

10. In all instances the institution will:

- Ensure the safety of the victim/survivor.
- As appropriate, provide emergency numbers for on and off campus security (if applicable), law enforcement, medical assistance, mental health services, and other services.
- Respect the right of the individual to choose the services they consider most appropriate.

11. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.

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

13. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.

- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

This institution is certified by the Private Training Institutions Regulatory Unit (PTIRU). Certified institutions must comply with regulatory requirements, including the requirement to have a Sexual Misconduct policy. For more information about PTIRU, go to www.privatetraininginstitutions.gov.bc.ca.

Finding Employment

The law prohibits us from guaranteeing jobs after graduation. However, as we measure our success by your success, we will assist you in your job search and are at your service until you are gainfully employed!

To increase the likelihood of your employment, the college engages in the following items:

- Liaise with local business to raise awareness of the school and its graduates
- Attend community groups and associations to promote our graduates to the community
- Allow graduates to have lifetime refresher training, as detailed in this handbook
- Keep in touch with graduates well past graduation to ensure employment is found

Privacy Policy

The Personal Information Protection Act (the “Act”) governs the way private sector organizations in British Columbia collect, use, disclose and secure personal information. CCC is committed to respecting your right to privacy and will ensure the confidentiality and security of your personal information in our custody and control. We conduct our business in compliance with the terms of the Act.

Career City College adheres to the 10 fair information principles set out by The Personal Information Privacy Electronic Act (PIPEDA) to protect personal information, which are set out in Schedule 1 of PIPEDA.

We limit the collection of personal information to that which is necessary for identified purposes and as permitted by law.

We collect student/customer personal information for the following purposes:

- To provide education and training services
- To provide career counselling and program selection services
- To assist students in securing funding for education and training programs
- To facilitate student employment opportunities
- To promote, market, and advertise exclusively for CCC
- To maintain financial and business records related to the provision of these services

We do not use or disclose personal information for purposes other than those for which it was collected, except with the consent of the individual or as required or permitted by law.

On Campus Facilities

Use of the campus facilities is limited to actively enrolled students only. All others must be authorized by the campus manager before remaining on campus.

Safety

It is the hope of CCC that all students and staff remain safe and healthy. To ensure that, please adhere to the following procedures:

- If you notice anything unsafe going on that could endanger someone's life or that is of a criminal nature, please contact the police immediately (911) and report it to the college.
- Do not engage in any illegal or unsafe activities that could cause bodily harm to you or anyone else.
- Do not bring on campus any illegal paraphernalia, weapons, or substances to the campus or come to the campus if you are under the influence of any such substance.

Please make yourself aware of posted fire drill procedures follow them in case of re.

On Campus Dress Code

To assist students with the best chance of success after graduation, students are encouraged to treat their classes as they would employment. As such, students are expected to both dress and behave professionally. If a student's attire or behavior is noted to be less than professional, they will be addressed verbally or in writing so as to have the opportunity to improve. However, if the attire or behavior is serious enough, it may warrant immediate dismissal from the college.

Smoking

Smoking is prohibited inside the campus. Smoking must be limited to the designated areas outside of the building. If engaging in smoking, please keep the smoking area clean and cigarette butt free.

Food and Beverage

Please do not take food and beverages into the classrooms. Electronic equipment is extremely sensitive to moisture and is destroyed by spills.

Please use the building atrium for these purposes so we can maintain pristine educational equipment for all students.

Cell Phones and Other Electronic Devices

Out of respect for other students and the instructor, cell phones are not allowed to be operated while inside the classroom. Further, to prevent distractions, cell phones should be silent or off prior to entering the classroom and should be put out of site while in the classroom. Students who do not adhere to this policy may be asked to leave the class. This policy is strictly enforced.

Photocopying

No printing or photocopying is required of students during the normal course of studies. However, students may photocopy documents or have documents printed for them at reception. The charge for this is 10 cents per single sided black and white page, and 25 cents per single sided color page.

Acknowledgement of Receipt

With my signature on this document, I acknowledge that I have received a copy of, read, understood and agree to abide by the policies, procedures, and rules found in this Student Handbook, especially as well as it relates to the Tuition Refund Policy, Code of Conduct Policies, the Privacy Policy, and the Acceptable Use Policy.

I understand that any violation of these policies, procedures or rules may result in disciplinary actions up to but not limited to the termination of my enrolment at the institution

Internet Usage Guidelines

CCC is pleased to be able to offer our students Internet access. Use of the Internet is a privilege, and we ask that you respect its use and the rights of your fellow students.

We ask that you use it responsibly and in so doing, observe the following guidelines:

- Do not download any file or install any program from the Internet. In many cases it is a direct violation of copyright laws and is a criminal offense. Violation of this rule may lead to immediate dismissal.
- Do not visit any objectionable Internet sites including, but not limited to, pornography of any form or any site that violates the rights of another human being. Violation of this rule will lead to immediate dismissal.
- CCC reserves the right to block access to certain sites which it deems inappropriate and will periodically monitor internet use.

Acceptable Use Policy

CCC is committed to protecting its employees, students, partners and the company from illegal or damaging actions by individuals, either knowingly or unknowingly. CCC's Technologies include internet access, IT systems, and IT related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, internet use are the property of CCC. These systems are to be used exclusively for academic and CCC business purposes only.

1. All data created on CCC's technology remains the property of CCC.
 2. All use of CCC's technology must be for CCC uses only.
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3. CCC reserves the right to audit CCC technology to ensure compliance with this policy.
4. Use of any CCC Technology is restricted to employees and students working or enrolled at CCC.
5. Employees and students that bring in their own personal technological equipment must comply with acceptable use guidelines and must assume their own responsibility for either lost or stolen property.
6. Wireless network access is provided “as is” with no express warranties of service availability nor security. Employees and students assume all responsibility for the use of such service.

Confirmation of Enrollment (COE) Document Policy

At Career City College (CCC), confirming student enrollment is an essential step in the disbursement of financial aid, including Canada Student Loans, provincial grants, and institutional funding. Before releasing any funds, CCC verifies that students are actively enrolled and attending their program.

1. Why Enrollment Confirmation is Important

Enrollment confirmation helps ensure that financial aid is properly allocated and in accordance with necessary guidelines. This process safeguards the integrity of funding distribution and supports the accurate tracking of students' enrollment statuses.

2. Process Overview

CCC ensures that students meet the necessary requirements before confirming enrollment. Once confirmed, the school submits the necessary information for financial aid processing. If any issues arise, students may experience delays in receiving their funds.

Appendix - 1

Policy on Extensions to Study Programs

Dear Student,

Thank you for your commitment to your studies at Career City College. We understand that life circumstances may occasionally disrupt your learning schedule. However, we wish to clarify why we are unable to offer extensions to program completion timelines.

Regulatory Compliance

As a registered career college under the Private Training Institution Regulatory Unit, our programs are approved and regulated by the Superintendent of Career Colleges. Program durations and completion timelines are part of this approval process. Offering extensions beyond approved schedules would violate these regulatory requirements and jeopardize both accreditation and funding.

Maintaining Program Quality

Our curriculum is designed around rigorous standards that include clear deadlines, defined learning outcomes, and scheduled evaluations such as mid-point assessments. Extending program timelines disrupts this structure and may impact the quality and integrity of students' educational experience.

Responsible Record-Keeping and Transcripts

Under provincial regulations, we are required to track and report student progress, transcript data, and completion dates in alignment with program approval timelines. Extensions could lead to inaccuracies in records or non-compliance with ministry deadlines.

Equity for All Students

Allowing selective variations to program timelines would create an imbalance among learners and challenge our ability to deliver a standard educational experience. Our goal is to treat every student fairly and ensure that adjustments do not unfairly advantage or disadvantage any individual.

Alternatives We Offer

While formal extensions are not possible, we want to support you in completing your studies successfully:

If you feel you require more consultation or support on this please write studentservices@careercitycollege.ca to discuss possible options.

We can work out a plan that allows you to continue successfully within the approved timeframe.

Reassurance and Recap

We truly appreciate your dedication to your studies. By adhering to approved timelines, we remain in full regulatory compliance and uphold the quality of education you deserve. We encourage you to take advantage of our support services to stay on track.

Thank you for your understanding and for choosing Career City College.

Sincerely,



Jenny Koropatnicki
Dean of Program
Career City College
