



ISS Language &
Career College of BC

A close-up portrait of a young woman with blonde hair, smiling warmly. She is wearing a bright blue V-neck sweater over a light pink and white striped collared shirt. The background is a solid red color that transitions from the top right corner.

STUDENT HANDBOOK

STATEMENT OF PURPOSE

- Delivering educational, settlement and employment services
- Developing partnerships with local communities
- Promoting an integrated and equitable community

VALUES

- Respect for co-workers, clients and the community
- Excellence and innovation in our programs and services
- Diversity and teamwork in our organization and our community
- We demonstrate these values with passion and caring.

MISSION

Helping immigrants build a future in Canada.

Although every effort is made to ensure accuracy at the time of publication, LCC reserves the right to correct or revise this handbook without notice. To report errors and omissions, or make suggestions, please e-mail info@lcc.issbc.org

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WELCOME TO ISS LANGUAGE AND CAREER COLLEGE OF BC (LCC)!

At LCC, we provide high quality classes for accessible rates, creating exceptional value for our students. We will help you become proficient and comfortable with the English language and prepare for your career.

This handbook is your guide to your time at LCC. Please review the following pages and do not hesitate to ask your instructors or the registrars any questions that you have.

CONVENIENTLY LOCATED

For Commuters

LCC is located at 601–333 Terminal Ave., two blocks east of Main Street and the Main Street Skytrain station. This location allows for easy access to downtown Vancouver as well as the East side and Vancouver’s many suburbs.

For Drivers

There are two levels of parking located within the building. There is also free on-street parking. Please read the signs for restrictions to on-street parking.

Accessibility

LCC is wheelchair accessible, with a ramp at the front of the building and elevators to all floors. There is a wheelchair-friendly computer station in the student lounge, and wheelchair stalls in the washrooms.

ABOUT LCC

Our comprehensive English courses, career focused diploma and co-op programs, university pathway programs and computer courses help you build skills, meet others from around the world, and enjoy your stay in Canada.

LCC offers affordable training for international students, visitors, those on working visas, landed immigrants and citizens.

There are part-time and full-time, daytime and evening ESL classes from beginner to advanced levels, many specialty courses, and test preparation courses. Choose from several career or co-op programs to build new skills. All of our instructors are certified.

ISS Language and Career College of BC is accredited with Languages Canada and the Private Training Institutions Branch (PTIB). We have an Education Quality Assurance (EQA) designation from the British Columbia Government.

ADMISSION POLICY

To apply for LCC courses, we must test your English level, and you need to let us know your choice of course, start date and time. If you were a student at LCC in the past but have been away for more than one year, you need to be tested again. A one-time registration fee applies to all programs and courses. Please contact us for the most up-to-date fees.

You can contact us by:

- **E-mailing us** at info@lcc.issbc.org. If you are overseas, an on-line test will be sent to you by e-mail before you register. You must come to our office before you start class to do a speaking test.
- **Coming to our office** at #601 – 333 Terminal Avenue, two blocks east of Main St. Skytrain station. You must come in during office hours to do an English level test. Our office hours are:
 - Monday to Thursday: 9:00 AM – 7:00 PM
 - Friday: 9:00 AM – 4:00 PM
 - Weekends and Holidays: closed
- **Writing us at:**
 - ISS Language and Career College of BC
 - #601 – 333 Terminal Avenue,
 - Vancouver, B.C. Canada V6A 4C1
- Calling us at 604-684-2325
- Faxing us at 604-684-2563 (please send to the attention of LCC)

Admission level requirements for specific courses cannot be waived. Tuition fees must be paid to complete your registration (seats will not be held for students until tuition fees are paid). Applicable registration and assessment fees apply. Please contact the office above to check current fees.

A letter of acceptance can be provided for students applying for a study or co-op work permit. For the Career Co-op Programs, students must have the following before they start to work:

- **A** Minimum age of 19 years
- **B** Successful completion of the study component, with at least an upper-intermediate level of English
- **C** A Canadian Study Permit and Co-op Work Permit, *or* a Working Holiday visa
- **D** A Canadian Social Insurance Number
- **E** Medical insurance coverage for their time in Canada
- **F** Read the LCC Work Experience Policy

LCC allows a one-time change of schedule due to extenuating circumstances. Please give us at least 2 weeks notice, and the reason. Fees will apply. For details, please contact the office above.

ISS Language and Career College of BC is registered with the Private Training Institutions Branch (PTIB), and operates in conformity with the Private Training Act and Bylaws. Student names and information about their programs and tuition paid may be forwarded to PTIB to administer the Student Training Completion Fund. The information is collected by PTIB under Section 26 of the Freedom of Information and Protection of Privacy Act.

PAYMENT

Fees can be paid in cash, by debit card, traveler's cheque, certified cheque, VISA, MasterCard, bank draft, wire transfer or Paypal in Canadian dollars. Upon payment, an official receipt will be issued with the amount paid and the course information. Our refund policy is printed on the back of the receipt. Assessment (testing) fees and registration fees are non-refundable.

YOUR TIME AT LCC

Preparing for Your Time Here

Testing, Placement and Progression

All students are required to take an English level test to determine their placement in the appropriate class. Moving from one level to the next is based on your progress in class and abilities in all areas. *If you want to change your level, please speak to your instructor.*

Classroom Location

Please check the bulletin board across from the elevator on the first day of your class for your assigned classroom(s).

Student Orientation

After registering at LCC, all students receive an orientation from a registrar. Please also watch our online orientation or attend a group orientation. The URL for the online orientation and dates and times of group orientations are provided during registration.

Student Contact Information

Make sure that LCC has your current e-mail address and phone number; let us know if they change. Teachers or registrars might need to contact you!

YOUR CLASSES

Participation

You are expected to be considerate of others and work cooperatively with your fellow students, instructors and supervisors. Disruptive, inappropriate behaviour and intolerance of others is not allowed.

The language of instruction is *English*. It is expected that students will speak English while in the classroom. This includes before class, during class, during the breaks, and after class.

Attendance

Aside from meeting the learning outcomes of your course, you must meet the attendance requirements listed on the course outline. If you are absent from class, you can request missed materials from your teacher the following day.

Your teachers will give you their email address on the first day of classes. Please let them know if you need to miss a class for a good reason; if your absence is not avoidable, it may not count against you. If you miss classes in

a diploma program, you will have to make up the work in order to pass. Make-up classes or tutorials can be arranged for a fee, if needed.

Student Evaluations

Students are asked to evaluate their instructors and the course materials of the program in which they have participated. Feedback allows us to improve our programs.

Student Notice Board

There is a student notice board located in every classroom to provide helpful information. Please read the boards often.

RESOURCES AVAILABLE TO OUR STUDENTS

- **Free WiFi** is available. Ask your teacher for the password.
- There is a **student lunchroom** with microwave ovens and instant hot water. You are also permitted to eat lunch in your classroom. A restaurant is located on the ground floor of the building and there are many others nearby.
- The **lunchroom** also has computers and a printer for student use. (Please bring your own paper). These computers have internet access and MS Office software. Please obey the posted rules, and don't check e-mail for more than 15 minutes if other students are waiting. Additional computers are available for diploma program students.
- **Washrooms** are located across from the elevators.
- There are **first aid attendants** who have access to a first aid room and can assist staff and students. If you need first aid, ask the nearest staff member to get a first aid attendant.

FINISHING YOUR TIME HERE

Certificates

Certificates of Achievement will be issued if you meet the attendance requirements and the learning outcomes of the course.

Certificates of Participation can be issued on request to reflect attendance only.

The certificate will be given on the last day of class and is free of charge. Certificates not picked up on the last day of class will be held in the office for *no longer than three months*.

There is a service charge for duplicate or late-request certificates.

Diplomas

Diplomas will be issued if you attend more than 85% of your programs and achieve a grade of at least 70% in each part of the program. See diploma program outlines for more details.

Diplomas will be held in the office for no longer than 3 months, or can be mailed to you if necessary.

Certificates of Participation can be issued on request, to reflect attendance only.

Marks Appeal Policy

Upon completion of diploma programs, students will receive a transcript detailing their mark for each course. If there are questions or concerns about any mark, students are encouraged to speak to the instructor of the particular course. If the situation is not resolved satisfactorily, students can speak to the Instructional Coordinator. Students will have *seven* weeks following the completion of the program to speak to the instructor and/or coordinator.

LCC ADMINISTRATION

Access to student files

All student records are retained in a confidential and secure manner by the assistant registrar(s), registrar(s) and manager. Each student record contains information belonging to the student's study history.

Students can access their current files in the presence of the assistant registrar, registrar, or manager. Graduate files can also be accessed, but students must give 24 hours notice for access. Students may not remove any documents from the files; however, a copy of the information may be available upon request.

Students' marked assignments, certificates and diplomas are stored in the LCC office for 3 months. Student records are permanently housed in a database.

No confidential information contained in the student file is available to a third party except as authorized in writing by the student.

Student Letters

Requests for letters need to be received at least one complete business day before the letters can be issued.

Special student letters for course completion / attendance (transcripts) are subject to a service charge for original copies and an additional service charge for each additional copy requested. Please note that original transcripts for diploma programs are free.

Course Change/Transfer/Postponement

A change to your schedule can be arranged for a fee, if:

- Notification is given at least 2 weeks before your class begins. Make-up classes will not be provided for late notification.
- There is available seating in the desired course at the time and date requested.
- The change is due to extenuating circumstances.

You cannot transfer your classes to another person.

Refund Information

- Full details and policies are stated on the back of your Student Enrolment Form / Receipt and on our website.
- All refund requests must be made in writing or in person, by the student enrolled, during regular office hours and are subject to an administration charge.
- Refunds will not be given unless accompanied by a student receipt.
- Refunds are calculated using the start date on your contract / receipt.
- All refunds will be made by cheque.

Address or Phone Number Changes

If you move or change your phone number or email address, please inform the office as soon as possible.

LIVING IN VANCOUVER

Vancouver Weather

Vancouver weather is hard to predict! It can be hot in the summer and cold in the winter and is very often rainy. The air conditioning in the building can also make the classrooms too hot or too cold. You may want to dress in layers and carry an umbrella to make your stay here more comfortable.

Safety

Some commonsense advice:

- Wear a helmet when bicycling.
- Don't leave your property unattended.
- Don't carry large amounts of money.
- If you go out at night, go with a friend and stay in well-lit areas.
- Don't accept drinks or rides from strangers, and don't leave your drink unattended.
- Don't let strangers into your apartment building.
- Call 9-1-1 if you are in trouble or see a crime.

Accommodation

ISSofBC does not provide any housing or homestay service; however, there are many apartments and basement suites available in the general vicinity. Please see Useful Contact Information for further information about accommodation in Vancouver.

Vancouver Transit and Translink

The local buses, Sky Train and Sea Bus run from approximately 6 AM to 1 AM. (Check schedules for exact times. Some night buses run as late as 4 AM). You must have a Compass card or a ticket to ride transit. If you buy a ticket on the bus you cannot transfer to Skytrain — please buy a new ticket for the Skytrain. If you have a Compass card, tap the blue card reader when you get on the bus, and tap when you get on and off the Skytrain. For more information and trip planning visit Vancouver transit's website www.translink.ca

EXCITING OPPORTUNITIES

Student Activities

A variety of student activities, both at LCC and in the community, are scheduled. Watch for sign-up sheets in the student lunchroom.

West Trek Tours

West Trek tours offers exciting trips all across BC and Alberta as well as excursions to Seattle and San Francisco! Not only that, but they offer fun, local activities such as soccer leagues. West Trek tours is a great way to see Canada, get to know Vancouver and meet new people. For more information, you can speak to West Trek representatives when they visit LCC.

Volunteering at ISSofBC

Volunteering at ISSofBC allows you to practice English, learn and enhance your skills, and meet new people while doing it! ISSofBC has an extensive volunteering program that allows you to help in lots of different ways. If you are interested in learning new skills while using your English in a practical setting, contact the Volunteer program at volunteer@issbc.org, or call 604-684-2561 ext. 1131.

Practicum and Co-op Work Experience

If you are a Career Co-op student, you may spend time in a Canadian business as part of your studies in Vancouver. LCC has a *Work Experience Policy* to make sure that your work is a useful part of your experience.

- TESOL Practicum Students — Please see an Instructional Coordinator about arranging your work placement. You must have a minimum of 85% in your TESOL courses to qualify for a practicum. See your course outline for more details.
- Co-op Diploma students — You will find your own work. The Registration Coordinator gives co-op work orientations every month while you study — please attend at least one orientation to get all the information and forms you will need!

Your practicum or co-op must not last longer than your course here at LCC — you will be keeping a timesheet of your work hours.

JUST IN CASE...

Student Dispute Resolution Procedures

Informal Resolution Procedures

Any dispute should be first discussed with the people involved. If it is not resolved, students may bring their complaints to the Manager, who will attempt to resolve the issues within three (3) working days. If the problem is still not resolved, a more formal resolution process can be followed.

Formal Resolution Procedures

If the complaint is between a student and a Manager, and/or cannot be resolved through informal discussions, the student may forward the issue, in writing, directly to the Director of the LCCS division. The student may be represented by an agent or lawyer if necessary. The Director will review all relevant information and make a written decision within five (5) working days.

If the complaint is not resolved by the Director's decision, the student may forward the issue in writing, with all pertinent documents, directly to the Chief Executive Officer of ISSofBC no later than two (2) working days after the Director's decision. The CEO will review all materials and provide a written decision within three (3) working days. This decision will be considered final.

After following the steps above, if further action is necessary, LCC or the complainant may suggest third party resolution. Third party resolution will be entered into when both parties agree to this process and the complainant agrees to cover his or her individual costs. One possible third party is Languages Canada. ISS Language and Career College of BC is accredited by this organization.

- Languages Canada can act as an advocate for the students if there is a complaint related to a possible Code of Ethics violation by the school. See www.languagescanada.ca/en/contact.
- If students in PTA-approved programs have exhausted the entire dispute resolution process but feel that further action is necessary, they can file a claim to the Student Tuition Protection Fund within one year of completion, dismissal, or withdrawal from the program.

PARTICIPANT DISMISSAL PROCEDURES

Violent or harmful acts

Behaviour which is violent or causes harm to other students, LCC staff, volunteers, facilities or equipment can cause the immediate dismissal of the student from the program. Any acts of this type will not be tolerated.

Behaviour affecting student progress

In cases where the participant's progress is affected by absences, punctuality or attitude, or by failure to meet the program and/or funder's expectation, the following steps will be followed:

- 1) Verbal warning: The Manager will meet with the participant to discuss the issue and agree on remedial action (translation will be provided for participants with low level English).
- 2) Written warning: If there is no change in the behaviour, the Manager will give the participant a letter outlining that the participant has failed to improve the behaviour, the changes that are required and the consequences of not changing the behaviour.
- 3) Dismissal: If there is still no change in the behaviour, a dismissal letter may be issued by the Director of the LCCS division.

RESPECTFUL AND FAIR TREATMENT POLICY

All students, staff and volunteers should be treated with dignity and respect, free from discrimination. All people at LCC have the right to work and study in an environment which is free from harassment.

LCC considers any form of harassment to be a serious violation of an individual's fundamental rights.

Harassment includes sexual harassment, and unwelcome comments or actions which may concern a person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, family status, gender, physical or mental disability, age or sexual orientation.

Anyone who feels that he/she has been subjected to harassment is encouraged to bring the matter to the attention of the person responsible for the conduct. If the person does not feel comfortable doing so, he/she is encouraged to discuss the matter with the Manager.

We will treat such a violation as a serious offence which may be subject to various actions including mediated settlement or, in certain circumstances, disciplinary measures up to and including dismissal or expulsion.

SAFETY AND EMERGENCY PROCEDURES

Student Safety Tips

As a newcomer to Canada, you may need to know some personal safety tips that will help you keep safe in a different culture. Here are a few tips for when you are at LCC:

- You should never be in a classroom alone at any time. If you are staying late to complete an assignment, your instructor or another student must be with you.
- You should be aware of your personal possessions at all times. Never leave your purse, wallet, cell phone, laptop or coat unattended.
- You should be aware of your surroundings at all times. If you see someone wandering the hall who looks lost or whom you feel does not belong, let an LCC staff member know. All staff wear an LCC name badge.
- If you have any medical condition that may cause problems during the course, inform your teacher. LCC has at least one First Aid attendant present at all times, who is trained to offer immediate medical attention.

Please read the additional safety tips included in your orientation package and posted in your classrooms. If you have any questions about keeping safe in Canada, please ask your teacher or someone in the office.

Evacuation Procedures

- There are regular fire drills throughout the year. If you hear a fire alarm, vacate the building immediately using the nearest emergency stairwell as posted on the wall of each classroom.
- Follow the instructions of an LCC staff member or fire marshal.
- Do not use the elevator.
- Walk while exiting; do not run. Proceed in a quiet and orderly manner.
- When you come out of the building, move away from the exit so that other people can follow you out.
- Assemble at the chosen meeting areas, which must not be on the sidewalk in front of the building, or in the way of fire trucks and emergency workers.
- Do not re-enter the building until instructed by an LCC staff member or fire marshal.

Earthquake Procedures

- Go immediately under a desk or table, or stand in a doorway or corner.
- Kneel with your head down and your hands on the back of your neck, or cover your head with a book or jacket.
- Stay away from windows and outside walls. Remain there until the shaking stops. Remain calm.
- Count to 60 as earthquakes rarely last longer than 60 seconds.
- Check yourself and others for injuries. Ask an LCC staff member for First Aid assistance.
- Follow the instructions of LCC staff or emergency workers, and see the Evacuation Procedures above.

LCC RULES TO REMEMBER

False alarms

There are fire alarms in the hallways. You can pull these fire alarms ONLY IF there is a fire. It is against the law to pull the fire alarm when there is no fire. There is a *\$500 fine* and the possibility of going to jail if the fire alarm is pulled when there is no fire.

No smoking or alcohol is allowed on the premises.

Because there is an Anti-Smoking By-Law in Vancouver, there is NO smoking in all indoor public places and work places. There is NO smoking in all transit shelters. There is NO smoking within 6 metres of doorways, open windows and air intakes. Anyone who breaks the law can be *fined \$100 to \$2000*. You can smoke on the mezzanine or in the loading bay.

USEFUL CONTACT INFORMATION

Stay in touch with LCC!

For current information on programs, prices and as a way to keep in touch with students and teachers you've met at LCC, go to:

Our Website: lcc.issbc.org

Facebook: www.facebook.com/Lccvancouver

Accommodation Information

Information on homestays:

→ www.vancouverhomestays.org

→ www.homestay.com/canada/vancouver

→ www.vancouverhomestayagency.com

→ www.homestayfinder.com/homestay/vancouver.aspx

→ www.vancouvercentralhomestay.com

Find a place to live in the Vancouver area: vancouver.craigslist.ca

CANADIAN MEDICAL INSURANCE

The Canadian health system provides a high standard of health care, but medical care is very expensive if you are not insured. All students MUST get medical insurance for the entire duration of their stay in Canada. You may be eligible for the Medical Services Plan (MSP) offered by the government. Check on this website:

www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp/bc-residents/eligibility-and-enrolment/are-you-eligible

You may also purchase private insurance.

If you do not have insurance, you will NOT be able to attend any field trip or class activity outside of ISSofBC premises. You are responsible for all medical expenses if you are injured or sick and not insured.

DISCLAIMER

ISSofBC does not sell insurance or provide accommodation. This information is provided as a service to clients who may want a referral.

VISA INFORMATION

Those wishing to extend their temporary resident visas (visitor permits) or student visas (study permits) should submit their applications to the following:

Applications from Inside Canada

CPC–Vegreville

Visitor and Temporary Resident Permit

6212–55th Avenue, Unit 303

Vegreville, AB T9C 1W1

Citizenship and Immigration–Study Permits

Case Processing Centre

6212–55th Avenue, Unit 101

Vegreville, AB T9C 1X5

www.cic.gc.ca/english/study/index.asp

1-888-242-2100

question@cic.gc.ca

Applications from Outside Canada

Visa Application Centres

www.cic.gc.ca/english/information/offices/vac.asp

EDUCATIONAL AND TEST WEBSITES

PTIB	www.privatetraininginstitutions.gov.bc.ca
Languages Canada	www.languagescanada.ca
CELPIP	www.celpip.ca
TOEFL	www.etscanada.ca/toefl
TOEIC	www.etscanada.ca/toeic
IELTS	www.ielts.org
CCLB	www.language.ca

GENERAL SUPPORT INFORMATION

Food Bank	604-876-3601
Legal Aid Vancouver	604-601-6206
Legal Aid Toll Free	1-866-577-2525
Tenant Resource & Advisory Centre	604-255-0546
Vancouver Crisis Line	604-872-3311
BC Medical Services Plan	604-683-7151
Translink (Transit Information)	604-953-3333
Employment Standards	1-800-663-3316
Immigrant/Visa Inquiries	1-888-242-2100
Vancouver Public Library	604-331-3603
Vehicle Towing (Drake)	604-251-3344

HOLIDAY CLOSURES

New Year's Day	January 1 st
Family Day	2 nd Monday of February
Good Friday	in March / April (dates vary)
Easter Monday	in March / April (dates vary)
Victoria Day	3 rd Monday of May
Canada Day	July 1 st
B.C. Day	1 st Monday of August
Labour Day	1 st Monday of September
Thanksgiving Day	2 nd Monday of October
Remembrance Day	November 11 th
Christmas Day	December 25 th
Boxing Day	December 26 th

Sat		
Fri		
Thur		
Wed		
Tue		
Mon		
Time	9:00 – 12:00 PM 9:00 – 1:00 PM 9:30 – 12:00 PM 9:30 – 12:30 PM 10:00 – 12:00 PM 12:30 – 3:00 PM 1:00 – 3:00 PM 1:00 – 3:25 PM 1:00 – 4:00 PM 4:00 – 6:00 PM 6:30 – 9:00 PM 6:30 – 9:30 PM	AM PM

W www.Lcc.issbc.org
F www.facebook.com/Lccvancouver
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LCC IS A DIVISION OF



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