



ISS  
Language &  
Career College of BC

# 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.

## OUR VISION

“We All Thrive Together in Community.”

We envision a future where everyone grows and flourishes in life. We learn from each other and support one another as we build our futures together.

We connect people and families to the communities where they arrive, settle, and live, recognizing that each of us thrives in communities when everyone feels a sense of belonging, and communities are stronger when all of us thrive.

## Contents

|                             |    |
|-----------------------------|----|
| WELCOME TO LCC!             | 4  |
| ABOUT LCC                   | 4  |
| ADMISSIONS & REGISTRATION   | 4  |
| PAYMENT                     | 5  |
| YOUR TIME AT LCC            | 5  |
| STUDENT SUPPORT             | 5  |
| YOUR CLASSES                | 5  |
| STUDENT RESOURCES           | 6  |
| COMPLETING YOUR PROGRAM     | 6  |
| LCC ADMINISTRATION          | 6  |
| LIVING IN VANCOUVER         | 7  |
| EXCITING EXPERIENCES        | 7  |
| JUST IN CASE...             | 7  |
| USEFUL INFORMATION          | 8  |
| GENERAL SUPPORT INFORMATION | 10 |
| CLASS SCHEDULE              | 10 |
| HOLIDAY CLOSURES            | 10 |



## WELCOME TO LCC!

Thank you for choosing ISS Language and Career College of BC.

We're here to help you build confidence in English, gain new skills, and enjoy your time in Canada.

This handbook gives you the most important information about studying at LCC. If you ever have questions, please ask your instructor or visit the office—we are always happy to help.



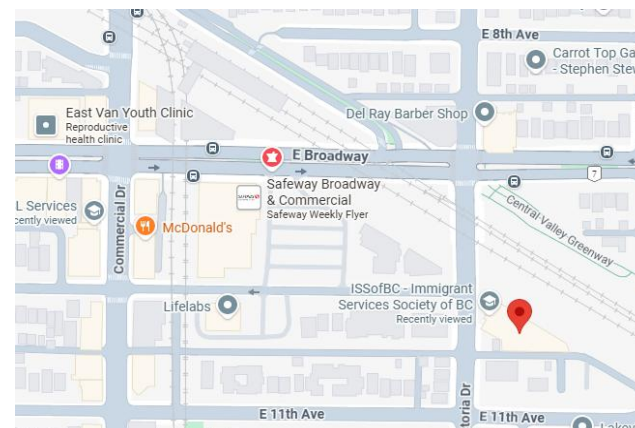
## ABOUT LCC

LCC is located at #300–2610 Victoria Drive one block from Commercial–Broadway SkyTrain Station. The campus is wheelchair accessible and has elevators, ramps, and accessible washrooms.

We offer:

- English programs (beginner to advanced)
- Test preparation (IELTS, CELPIP, TOEFL)
- Career diplomas and co-op programs
- Short courses and computer classes

LCC is accredited by Languages Canada, registered with PTIRU, and holds an EQA designation.



## ADMISSIONS & REGISTRATION

### How to Apply

To register, we will:

1. Test your English level
2. Help you choose a program, start date, and schedule

You can contact us by:

- Email: [info@lcc.issbc.org](mailto:info@lcc.issbc.org)
- Phone: 604-684-2325
- In Person: #300–2610 Victoria Drive
- Online: [lcc.issbc.org](http://lcc.issbc.org)

If you studied at LCC more than one year ago, you will need a new placement test.

A yearly registration fee applies to all students.

## Co-op & Practicum Students

You must have:

- Minimum age 19
- Upper-intermediate English or higher
- Valid Study Permit & Co-op Work Permit (or Working Holiday Visa)
- Social Insurance Number
- Medical insurance
- Completion of study portion before starting work (for co-op diplomas)

## PAYMENT

You may pay by:

- Debit card
- VISA / MasterCard
- PayPal

Receipts are issued after payment.

Registration and assessment fees are non-refundable.

Refund policies follow PTIUR regulations and are listed on your contract and our website.

## YOUR TIME AT LCC

### Placement & Progress

All students take an English level test. Instructors monitor your progress and let you know when you are ready for the next level.

### Classroom Information

On your first day, check the bulletin board near the elevator for your classroom.

Orientation

All students receive an orientation (online or in-person). This includes:

- School rules
- Safety procedures
- Student resources

### Your Contact Information

Please keep your phone number and email updated. This helps us contact you about class changes or emergencies.

## STUDENT SUPPORT

LCC is committed to supporting your success academically, personally, and professionally. If you need help, our Registrars are your first point of contact. They can assist with enrolment questions, student contracts, program and course information, as well as guidance on housing, transportation, medical insurance, Pharmacare, and community services such as childcare, family support, and newcomer resources.

For academic support, your Instructors and the Instructional Coordinator can help with tutoring, language support, and study resources. For career and employment support, the Co-op Coordinator provides guidance with resumes, cover letters, and job search resources.

## YOUR CLASSES

### Participation

We expect students to:

- Speak English in class and during breaks
- Respect classmates and staff
- Contribute positively to the learning environment

Attendance

- Attendance requirements are listed on your course outline
- Email or tell your teacher if you must miss a class
- Diploma students must make up missed assignments
- Tutorials may be arranged (fees apply)

### Student Feedback

You will be asked to evaluate your instructor and course. Your feedback helps us improve our programs.



## STUDENT RESOURCES

Available to all LCC students:

- Free Wi-Fi
- Student lunchroom with microwaves & hot water
- Computers with internet & MS Office
- First Aid Attendants at all times
- Washrooms



## COMPLETING YOUR PROGRAM

### CERTIFICATES

Issued on your last day if you:

- Meet attendance requirements
- Meet course learning outcomes

Certificates of Participation (attendance only) are available on request.

Unclaimed certificates are kept for 3 months.

### DIPLOMAS

Issued if you:

- Attend 80% or more of your classes
- Achieve 70% or higher in each course component

Diplomas can be picked up or mailed (fees may apply).

### MARKS APPEAL

If you have questions about your final marks:

1. Speak with your instructor
2. If unresolved, speak with the Instructional Coordinator

You have 7 weeks after program completion to request a review.

## LCC ADMINISTRATION

### **Accessing Your Student File**

You may view your file with a registrar present. Files cannot be removed, but copies may be provided.

Marked assignments, certificates, and diplomas are held for 3 months.

Permanent records are stored securely in our database.

### **Student Letters**

Please allow 1 business day for processing. Transcript fees may apply (except for diploma originals).

### **Schedule Changes**

A schedule change may be possible if:

- You give at least 2 weeks' notice
- Seats are available
- The reason is reasonable

### **Fees apply**

Classes cannot be transferred to another person.

### Refunds

- Requests must be made in writing
- Must include your original receipt
- Refunds follow the start date listed on your contract
- Refunds are issued by cheque

### Keep Your Contact Info Updated

Inform the office if your address, phone number, or email changes.

## LIVING IN VANCOUVER

### Weather

Vancouver is rainy and temperatures vary. Dress in layers and carry an umbrella.

### Safety Tips

- Keep personal belongings with you
- Walk in well-lit areas
- Do not accept rides or drinks from strangers
- Call 9-1-1 in an emergency

### Transit

SkyTrain, buses, and SeaBus run from approx. 6 AM–1 AM. Use a Compass Card or purchase a ticket.



## EXCITING EXPERIENCES

### Student Activities

Check the lunchroom notice board for upcoming events and outings.

### West Trek Tours

Offers trips around Vancouver, BC, and nearby U.S. cities.

### Volunteering

ISSofBC has a large volunteer program where you can practice English and gain experience.

Email: [volunteer@issbc.org](mailto:volunteer@issbc.org)

### Practicum / Co-op

For TESOL or diploma programs, coordinators will help arrange your placement.

## JUST IN CASE...

### Dispute Resolution Procedures

#### Informal Resolution Procedures

Concerns should first be discussed with the people involved. If unresolved, students may contact the Manager, who will respond within three (3) working days. If needed, the formal resolution process may then be followed.

#### Formal Resolution Procedures

If a concern cannot be resolved informally or involves a manager, the student may submit the complaint in writing to the Director of Language and Career Services, who will provide a written decision within five (5) working days. If the issue remains unresolved, the student may submit the complaint to the ISSofBC Chief Executive Officer within two (2) working days, and the CEO's written decision will be final. If needed, both parties may agree to third-party resolution, such as Languages Canada, or eligible students may apply to the Student Tuition Protection Fund.

## Dismissal Policy

Students may be dismissed immediately for violent or harmful behaviour toward others, staff, or school property. If a student's progress is affected by attendance, punctuality, attitude, or failure to meet program expectations, the school will follow a step-by-step process.

Progress-related issues follow:

1. Verbal warning
2. Written warning
3. Dismissal

## Respectful Environment

All students, staff, and volunteers at LCC have the right to a safe and respectful environment, free from discrimination and harassment. Harassment can include unwelcome comments or actions related to race, gender, disability, age, sexual orientation, or other personal characteristics. Any violation is taken seriously and may result in mediation or disciplinary action, including dismissal or expulsion.

## SAFETY & EMERGENCY

### Fire

- Leave immediately using the stairs
- Do not use elevators
- Stay with your class at the meeting area
- Re-enter only when staff say it is safe

### Earthquake

- Drop, cover, hold
- Stay away from windows
- After shaking stops, follow staff instructions

## LCC RULES TO REMEMBER

- No smoking or vaping inside the building
- No alcohol or cannabis on school property
- Smoking must be 6 metres away from doorways
- False fire alarms carry legal penalties

## USEFUL INFORMATION

### Stay Connected

Website: [lcc.issbc.org](http://lcc.issbc.org)

Facebook: [facebook.com/LCCvancouver](https://facebook.com/LCCvancouver)

Instagram: [lccissofbc](https://www.instagram.com/lccissofbc)

### Medical Insurance

All students must have insurance for their entire stay in Canada (MSP or private).

### Accommodation Resources

Homestay and rental websites



### Visa Information

International students must maintain valid immigration status and have the required documents to study in Canada. Most students need a valid passport, a study permit for programs longer than six months, a Provincial Attestation Letter (PAL), and a visa or eTA, depending on their country of citizenship. Students in Career Co-op programs may also need a co-op work permit, while short courses under six months may not require a study permit.

For study permit extensions, visit [canada.ca](http://canada.ca).

### Free Mental Health Support for International Students in BC

Starting life in a new country can be challenging, and it's completely okay to need support for your mental health.

Luckily, British Columbia has several, free, and confidential resources designed to help you.

Here are the key places you can reach out to 24/7:



| Resource       | Who to Call/Use              | What They Offer                                                                                                                                                               |
|----------------|------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Crisis Centre  | Call 9-8-8 or 1-800-784-2433 | Immediate help if you are in an acute crisis or need urgent support. Available 24/7.                                                                                          |
| Health Link BC | Call 8-1-1                   | Confidential advice from a nurse, pharmacist, or dietitian on both physical and non-urgent mental health concerns. They can also refer you to local services. Available 24/7. |
| Here2TalkApp   | App, Phone, or Web           | Free, confidential counselling for all B.C. post-secondary students. Available 24/7, with support offered in multiple languages upon request.                                 |

Other Great Places for Support MindHealthBC: An online hub with information and resources to help you manage mental health challenges. CMHA – BC Division (Canadian Mental Health Association): Offers helpful programs, support groups, and workshops focused on mental wellness.

### Addiction and Overdose Supports

British Columbia is facing a toxic drug crisis, and street drugs can cause an overdose even in small amounts. If someone is not responding or has slow or no breathing, call **9-1-1 immediately** and use **naloxone** if available. Free support and information are available through **Here2Talk**, **Foundry BC**, and by calling **8-1-1**.

### EDUCATIONAL AND TEST WEBSITES

|                  |                                                                                                          |
|------------------|----------------------------------------------------------------------------------------------------------|
| PTIRU            | <a href="http://www.privatetraininginstitutions.gov.bc.ca">www.privatetraininginstitutions.gov.bc.ca</a> |
| Languages Canada | <a href="http://www.languagescanada.ca">www.languagescanada.ca</a>                                       |
| CELP             | <a href="http://www.celp.ca">www.celp.ca</a>                                                             |
| TOEFL            | <a href="http://www.etscanada.ca/toefl">www.etscanada.ca/toefl</a>                                       |
| TOEIC            | <a href="http://www.etscanada.ca/toeic">www.etscanada.ca/toeic</a>                                       |
| IELTS            | <a href="http://www.ielts.org">www.ielts.org</a>                                                         |
| CCLB             | <a href="http://www.language.ca">www.language.ca</a>                                                     |

## GENERAL SUPPORT INFORMATION

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

## HOLIDAY CLOSURES

|                                           |                                     |
|-------------------------------------------|-------------------------------------|
| New Year's Day                            | January 1 <sup>st</sup>             |
| Family Day                                | 2 <sup>nd</sup> Monday of February  |
| Good Friday                               | in March / April (dates vary)       |
| Easter Monday                             | in March / April (dates vary)       |
| Victoria Day                              | 3 <sup>rd</sup> Monday of May       |
| Canada Day                                | July 1 <sup>st</sup>                |
| B.C. Day                                  | 1 <sup>st</sup> Monday of August    |
| Labour Day                                | 1 <sup>st</sup> Monday of September |
| National Day for Truth and Reconciliation | September 30                        |
| Thanksgiving Day                          | 2 <sup>nd</sup> Monday of October   |
| Remembrance Day                           | November 11 <sup>th</sup>           |
| Christmas Day                             | December 25 <sup>th</sup>           |
| Boxing Day                                | December 26 <sup>th</sup>           |

## CLASS SCHEDULE

Fill in the following calendar with your class schedule.

|             |  |  |  |  |  |  |
|-------------|--|--|--|--|--|--|
| Friday      |  |  |  |  |  |  |
| Thursday    |  |  |  |  |  |  |
| Wednesday   |  |  |  |  |  |  |
| Tuesday     |  |  |  |  |  |  |
| Monday      |  |  |  |  |  |  |
| Time/period |  |  |  |  |  |  |

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 F [www.facebook.com/Lccvancouver](https://www.facebook.com/Lccvancouver)  
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**ISS** WELCOMING  
**ofBC** NEWCOMERS



