



GBC STUDENT HANDBOOK

INTERNATIONAL BUSINESS FUNDAMENTALS ("iBF") with Co-op INTERNATIONAL BUSINESS AND HOSPITALITY FUNDAMENTALS ("iBH") with Co-op

GBC MISSION STATEMENT

We equip individuals with the skills and knowledge to be successful in international business

Dear Student:

Welcome to Gastown Business College. To ensure that you have a productive and rewarding program experience, please familiarize yourself with all of our policies and regulations. These policies and regulations have been developed in order to benefit everyone involved, and your attention to all listed requirements is crucial to you achieving program success.

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Please note:

- **Gastown Business College:** collectively referred to as "Gastown Business College" or "GBC"
- **Senior Education Administrator:** referred to as the "SEA"
- **International Business Fundamentals:** referred to as the "iBF"
- **International Business and Hospitality Fundamentals:** referred to as the "iBH"
- **"Student"** is defined as including prospective students as well as those currently registered or enrolled in any Gastown Business College programs or activities.
- GBC reserves the right to cancel the start date of the program due to low student enrolment.

1. PROGRAM OUTLINE

iBF PROGRAM OUTLINE

Program Description:

Students will learn fundamental skills to be successful in international business. They can be better equipped to work in a variety of industries that require both administrative and customer service support.

Career Opportunities:

Students will be prepared to work as general office Support Worker. In addition, they have opportunities to work in the hospitality field and take on customer service roles.

Learning Objectives:

Upon completion of this program, the successful student will have reliably demonstrated the ability to:

- Research and present collected data in a professional and convincing manner suitable for a business environment.
- Build and deliver boardroom quality presentations.
- Complete a variety of work-related writing tasks including business letters, business reports, and emails.
- Practically demonstrate the customer service skills that are particular to the hospitality and tourism sector.
- Differentiate between the business models and strategic operational processes utilized in the hospitality and tourism sector viz. hotels, casinos, tourism operators as well as food and beverage services.

Delivery Method(s):

Combined delivery (both in-class and distance)

Required course materials

Materials are primarily created by the instructional staff such as handouts and PowerPoint presentations for each topic. The information is based on research and expertise of the instructors' business background, industry experience, and knowledge

Course Details

- Total Program Duration: 32 weeks (excludes holidays and/or approved leave of absence)

In-Class Training: 16 Weeks (Total 419 hours)

| | |
|---|--|
| Fundamentals I - Duration: 4 weeks, Completion requirements: Obtain a minimum grade score of 50% | |
| <ul style="list-style-type: none"> - Effective Communication - Presentation Skills - Resume /Email Writing - Self-Marketing /Networking | <ul style="list-style-type: none"> - Time Management Systems/Attitudes - Working Styles/Workplace Cultures - Transferable Skills - Business Documents |
| Essential Business - Duration: 6 weeks, Completion requirements: Obtain a minimum grade score of 50% | |
| <ul style="list-style-type: none"> - Interview Preparation - Interview Skills - Advanced Networking | <ul style="list-style-type: none"> - Debate Skills/Negotiation Skills - Workplace Communication - Report Writing |
| Hospitality Fundamentals | |
| Duration: 6 weeks, Completion requirements: Obtain a minimum grade score of 50% | |
| <ul style="list-style-type: none"> - Introduction to Hospitality: Hotel Industry - Introduction to Hospitality II: Food & Beverage - Introduction to Hospitality III: Cruise Lines & Casinos | <ul style="list-style-type: none"> - Introduction to Travel & Tourism/Airlines - Business Communications & Module Project - Customer Service Management |
| PRAC (Pre-Recorded Advanced Communications) - Completion requirements: Obtain a minimum grade score of 60% | |

Co-op: 16 Weeks (Total 400 hours)

The co-op work experience is a required part of the iBF program in which the Student obtains practical skills relevant to the learning objectives of the program.

Pro-D: During Co-op work experience, students will attend scheduled Pro-D days. Students will participate in positive skill building lessons on managing their Co-op.

iBH PROGRAM OUTLINE

Program Description:

Students will learn fundamental skills to be successful in international business. They can be better equipped to work in a variety of industries that require both administrative and customer service support.

Career Opportunities:

Students will be prepared to work as general office Support Worker. In addition, they have opportunities to work in the hospitality field and take on customer service roles.

Learning Objectives:

Upon completion of this program, the successful student will have reliably demonstrated the ability to:

- Develop a market-ready strategy for a service or product.
- Research and present collected data in a professional and convincing manner suitable for a business environment.
- Build and deliver boardroom quality presentations.
- Complete a variety of work-related writing tasks including business letters, business reports, and emails.
- Practically demonstrate the customer service skills that are particular to the hospitality and tourism sector.
- Differentiate between the business models and strategic operational processes utilized in the hospitality and tourism sector viz. hotels, casinos, tourism operators as well as food and beverage services.

Delivery Method(s):

Combined delivery (both in-class and distance)

Required course materials

Materials are primarily created by the instructional staff such as handouts and PowerPoint presentations for each topic. The information is based on research and expertise of the instructors' business background, industry experience, and knowledge

Course Details

- Total Program Duration: 48 weeks (excludes holidays and/or approved leave of absence)

In-Class Training: 24 Weeks (Total 582 hours)

| | |
|---|---|
| Fundamentals I - Duration: 4 weeks, Completion requirements: Obtain a minimum grade score of 50% | |
| - Effective Communication | - Time Management Systems/Attitudes |
| - Presentation Skills | - Working Styles/Workplace Cultures |
| - Resume /Email Writing | - Transferable Skills |
| - Self Marketing /Networking | - Business Documents |
| Essential Business - Duration: 6 weeks, Completion requirements: Obtain a minimum grade score of 50% | |
| - Interview Preparation | - Debate Skills/Negotiation Skills |
| - Interview Skills | - Workplace Communication |
| - Advanced Networking | - Report Writing |
| Business Development - Duration: 6 weeks, Completion requirements: Obtain a minimum grade score of 50% | |
| - Product Development Market Research | - Performance Management |
| - Market Segmentation | - Organization Structures |
| - Marketing Mix Fundamentals | - Recruitment & Retention |
| - Employee Engagement | |
| Hospitality Fundamentals + *Co-op placement skills | |
| Duration: 6 weeks Completion requirements: Obtain a minimum grade score of 50% | |
| - Introduction to Hospitality: Hotel Industry | - Introduction to Travel & Tourism/Airlines |
| - Introduction to Hospitality II: Food & Beverage | - Business Communications & Module Project |
| - Introduction to Hospitality III: Cruise Lines & Casinos | - Customer Service Management |
| PIONEER (Pre-Recorded) - Duration: 2 weeks, Completion requirements: Obtain a minimum grade score of 60% | |
| - Personality Types & Working Styles | - Change Management |
| - Leadership Styles | - Organizational Culture |
| - Team Building | |
| PRAC (Pre-Recorded Advanced Communications) - Completion requirements: Obtain a minimum grade score of 60% | |

Co-op Work Experience: 24weeks (Total 582 hours)

The co-op work experience is a required part of the iBH program in which the Student obtains practical skills relevant to the learning objectives of the program.

Pro-D: During Co-op work experience, students will attend scheduled Pro-D days. Students will participate in positive skill building lessons on managing their Co-op.

Please note: The Program Outline may be subject to change without notice.
Please note: At the beginning of each week, the program Instructor will provide a detailed weekly agenda to the Students.

2. STUDENT PROGRESS/ASSESSMENTS

Students must ensure that they familiarize themselves with the assessment methods as well as the module rubric at the start of each module.

iBF

| Module | Value | Formal (*) Assessment method |
|---|-------|--|
| Fundamentals I | 25% | Written examination |
| Essential Business | 25% | Individualized assignment |
| Hospitality Fundamentals | 30% | Written examination |
| PRAC (Pre-Recorded Advanced Communications) | 20% | Assignment (Worksheet) Submission |
| Co-op | Pass | Attendance/fulfill required hours of co-op |

iBH

| Module | Value | Formal (*) Assessment method |
|---|-------|--|
| Fundamentals I | 15% | Written examination |
| Essential Business | 20% | Individualized assignment |
| Business Development | 20% | Project based assignment |
| Hospitality Fundamentals | 25% | Written examination |
| Pioneer (Pre-Recorded) | 10% | Assignment (Worksheet) Submission |
| PRAC (Pre-Recorded Advanced Communications) | 10% | Assignment (Worksheet) Submission |
| Co-op | Pass | Attendance/fulfill required hours of co-op |

All formal (*) and informal assessments for each module must be completed by Students. Please note that (*) contributes to grading and does not contribute to final grading

Please note that the Assessment Methodologies are subject to change.

GRADING SYSTEM USED:
A = 80 – 100 % B = 70 – 79% C = 60 – 69% D = 50 – 59% U = Below 50%
PASS = normal satisfactory completion of course FAIL = unsatisfactory completion

Student absence from scheduled formal assessments, presentations, assignments, and group projects:

1. All Students must meet or exceed the minimum grade requirement for each module in order to graduate from GBC. Students must submit all work by the assigned due date. Students must be present at all assessments, presentations, and group project work.

However, Students that are unable to submit their assignments or are not present for assessments, presentations/group projects – will be required to provide a valid reason, such as illness or emergency circumstances. Students must provide written documentation (e.g. Doctor’s note) to their instructor. The program instructor and the SEA/GBC Management will review the documentation and provide their decision.

2. Students may be required to rewrite examinations or submit a supplementary report or assignment in order to pass the module. (Requirements to graduate from GBC) Please see number 1.
3. Students whose reasons for absence are insufficient may lose between 5% - 100% of their score.

Procedure for Grade Appeal

1. If the Student disagrees with an assigned grade and can provide proof that a higher grade is warranted, the Student can discuss it with their Instructor. The Instructor will reconsider the grade and if warranted, assign a different grade.
2. If the outcome is not satisfactory to the Student, the Student can submit a written appeal to the SEA.
3. The SEA will obtain a copy of the quiz/test in question from the Instructor and will have another Instructor examine it and provide an explanation accordingly.
4. If the re-mark indicates a higher grade, the higher grade is assigned to the Student. If the re-mark indicates a lower grade, then the original grade will be retained.
5. Once the re-assessment is complete, the SEA will review the process; the grade will be considered final and cannot be appealed.
6. The decisions on the grade appeal will be provided to the Student within 3 school days of GBC’s receipt of the written complaint.

3. ATTENDANCE POLICY

1. Students must attend a minimum of **80%** of the total program (in-class and work place experience) in order to graduate.
2. Students must attend a minimum of **85%** of the in-class training in order to qualify for the practicum work experience. Should students’ absence exceed 15% during the in-class training, they may be subject to immediate dismissal.
3. **Absenteeism for 3 days or more** due to illness requires submission of a **doctor’s note (without the note will result in receiving an infraction letter)**.

4. LATE POLICIES:

*Time Deduction: Deducted from total program attendance hours

| Lateness | *Time Deduction |
|--|-----------------|
| 1 – 30 min. | 0.5 |
| 31min. to the midpoint of each class | 1 |
| ✓ Passed the class half way point considered absent | |

5. **5 unjustified late arrivals or absences will result in a Policy Infraction Letter being issued.**
6. The consequences for Students who do not meet the outlined attendance requirements may result in dismissal of the program.
7. The process by which Students must report an absence and lateness is as follows:
 - Students are required to E-mail **reception@gbcol.ca** with a reason for **lateness or absence before 9:00 am.**
 - Students arriving to class past the midway point of the in – class session, shall be recorded - absence – the teacher may also request that you not join the remainder of the in – class session
 - Failure to email to reception for lateness or absenteeism will be considered an unjustified as per point number 5.
 - **Email communications with reception** is the **only acceptable notification** for lateness or absences.

Therefore, communications through a third party

Such as the class instructor or classmates shall not be accepted

- Students that wish to receive a current record of attendance must send **a written request to reception@gbcol.ca**

4. GBC GENERAL REGULATIONS

1. ENGLISH ONLY POLICY

GBC maintains a strict “English Only” policy on its premises – includes the school, elevator, lobby and front entrance. Further, the “English Only” policy applies to all forms of communication; for example, verbal, written, Internet, email and social media.

2. HOMEWORK AND ASSIGNMENTS

Students are required to complete and submit all homework and assignments on time.

3. AUDIO/VISUAL RECORDING OF CLASS ACTIVITIES

Any visual or audio recordings of class activities for or by Students are strictly prohibited. However, photos may be taken of class activities only with an Instructor's permission in advance.

4. ATTIRE AND GROOMING POLICY

All students should be well-groomed and wear clothing that is professional and work-appropriate. Appropriate business casual dress typically includes: dress pants, knee length skirt, dress shirt or blouse, sweater or blazer, ties (optional). Avoid clothes with stamps or images that are offensive or inappropriate. Clothes that are revealing or inappropriate or that have rips, tears or holes are not allowed. Baseball and other caps may not be worn indoors.

Please note: every Student is responsible for exercising sound judgment and common sense for his/her attire at all times. From time to time Students may be advised by an Instructor that some attire is not appropriate.

Please note: Students will be required to wear business attire from time to time as part of their professional training development.

5. GRADUATION

1. Graduation requirements:

- a) **Meet the required attendance criteria.**
 - b) **Obtain the minimum grade requirement for each module**
 - c) **Successfully complete the in-class and co-op work experience components of the curriculum (fulfill the required number of hours of co-op).**
2. Diplomas are issued only to those students who meet and complete all of the program requirements.
 3. **Reference Letters:** Students who receive 3 Policy Infraction Letters or have been dismissed from GBC will not receive Reference Letters from program Instructors. In certain situations, corporate policy does not permit the issuance of Reference Letters. The Host Employer may also decline a Reference Letter based upon student work performance.
 4. Students are required to submit all their co-op related documents to GBC within 15 days after the completion of their co-op. Graduation packages must be picked up within 30 days of the last day of the co-op. Failure to do so will result in not receiving a graduation package from GBC.

5. RESPECTFUL AND FAIR TREATMENT OF STUDENTS

Gastown Business College (“GBC”) is committed to ensuring that its learning environment promotes the respectful and fair treatment of all Students.

Every Student has the right to feel safe at school. While on GBC premises or in the course of activities or events hosted by GBC the following activities are strictly prohibited:

1. Any and all behaviour that contravenes Canadian law.
2. Engaging in a course of vexatious conduct, harassment or discrimination that is directed at one or more specific persons and that is based on any of the protected grounds under the BC *Human Rights Code*. Currently, “the grounds of discrimination” prohibited by the Human Rights Code are age, race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex (including gender identity and gender transitioning), sexual orientation, and, in the case of employment, unrelated criminal convictions.
3. “Harassment” – Any behaviour that satisfies one or more of the following definitions of harassment:

- a) Harassment based on a prohibited ground of discrimination. Behaviour directed towards another person or persons that:
 - 1) Is abusive or demeaning; and
 - 2) Includes a direct or indirect reference to a prohibited ground of discrimination under British Columbia's Human Rights Code; and
 - 3) Would be viewed by a reasonable person experiencing the behaviour as an interference with her/his participation in a school-related activity.
- b) Sexual harassment (any conduct, comment, gesture or contact of a sexual nature that one would find to be unwanted or unwelcome by any individual). Behaviour of a sexual nature by a person:
 - 1) Who knows or ought reasonably to know that the behaviour is unwanted or unwelcome; and
 - 2) Which interferes with another person's participation in a school-related activity; or
 - 3) Leads to or implies job - or academically - related consequences for the person harassed.
- c) Personal harassment (any conduct whether verbal or physical that is discriminating in nature, based upon another person's race, colour, ancestry, place of origin, political beliefs, religion, marital status, physical or mental disability, sex, age or sexual orientation). Behaviour directed towards a specific person or persons that:
 - 1) Serves no legitimate purpose; and
 - 2) Would be considered by a reasonable person to create an intimidating, humiliating, or hostile work or learning environment.
4. Any form of intimidation and/or bullying, whether it is in person or through technology, like email or cell phones; including threats of any type (physical, emotional, verbal or sexual, including bullying, cyber bullying, physical violence, or retribution against a person who has reported an incident).
5. Possession or under the influence of alcohol or illegal drugs or give them to anyone else.
6. Possession of a weapon, including firearms.

If under any circumstances, a prohibited activity occurs, the following outlines the process for addressing the activity:

1. The SEA is responsible for investigating and making determinations when any prohibited activity occurs. If the SEA is absent or is named in a complaint, GBC Management (clarification from ownership required on which) is responsible for investigating and making determinations.
2. The SEA and GBC Management will conduct a thorough investigation – requesting submissions from all involved parties and witnesses – and set up a meeting with the student filing the complaint within 24 hours.
3. A determination, including the reasons for the decision, will be provided by the SEA or Management to all parties within 48 hours.
4. If the Student is not satisfied with the decision made by the SEA or GBC Management, then the Student has the option to provide a written appeal to the Director.
5. The Director will review the decision made by the SEA or, GBC Management – including meeting with all parties involved and reviewing all submissions received – and provide written reasons for his determination to all parties involved in the dispute within 5 days of the date on which the appeal was made. In conclusion, the Institution's Dispute Resolution Process will be considered exhausted.
6. If the Student is dissatisfied with the determination, he or she may file a complaint with the Private Career Training Institutions Branch (www.privatetraininginstitutionsbranch.bc.ca).
7. At any point, the Student(s) may seek representation by an agent or a lawyer.

There are limits to the policy of confidentiality between each GBC Student, and the staff of GBC. Information related to personal issues and concerns remain confidential and are not disclosed to any outside parties without the written permission of the Student, with the following exceptions:

- a) Information, which leads Instructors, the SEA, the Director or any GBC staff member to be concerned for the physical safety of either students or staff.
- b) Information relating to the physical and/or sexual abuse of a minor.
- c) Information as required by a court subpoena in order to testify.

6. SEXUAL MISCONDUCT POLICY

Preamble to this Policy

Gastown Business College (GBC) is committed to the prevention of and appropriate response to sexual misconduct. Any student making an allegation of sexual misconduct shall never be subject to any form of reprisal for making a report or complaint of sexual misconduct. The policy guidelines in this document are meant to deal with any sexual misconduct allegations made by a student during her/his time of enrollment at GBC. GBC upholds the principle of administrative fairness in relation these policy guidelines. Therefore, all parties involved will be treated with dignity and respect. No party named in an allegation shall have any involvement in making any determination concerning how GBC deals with an allegation of sexual misconduct.

Definition of Sexual Misconduct

For purposes of this policy sexual misconduct is defined as any non-consensual sexual behavior: a) sexual assault; b) sexual exploitation; c) 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.

Student Rights to Confidentiality and Exceptions

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: a) If an individual is at imminent risk of severe or life-threatening self harm; b) if an individual is at imminent risk of harming another; c) there are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided d) where reporting is required by law; or e) where it is necessary to ensure procedural fairness in an investigation or other response to a complaint or report.

Students Rights Not to Disclose and Exceptions

GBC understands the right of a student to not to do any of the following: a) make a formal report, b) make a complaint or c) participate in any investigation that may occur related to an incident of alleged sexual misconduct. GBC will never compel or pressure a student beyond what they are willing to disclose. However, where any exception outlined in the aforementioned item then GBC may be required to take further action related to protecting the complainant or other students.

Process for Managing a Complaint of Sexual Misconduct

1. Complaints of alleged sexual misconduct will be fully and thoroughly investigated by the General Manager, Deborah Cividino within 24 hours of receipt of a complaint.
2. The student making the complaint should be communicated with immediately or on the same day to address the following: a) provide support, b) provide options, c) provide guidance, and d) assess the students' urgent needs. When a student cannot be met immediately the GM shall communicate with her/him via telephone to assess urgent needs and arrange an appropriate meeting time for follow-up concerning the complaint.
3. The GM's ongoing role until a final disposition of the allegation is determined will be to: a) gather factual information from the complainant as he/she wishes to disclose, b) assess risk to the complainant and ascertain her/his needs, c) assess risk to the college and other students, d) inform the management team of her findings for further consultation and planning and e) determine what if any accommodations may be needed to support the student.
4. The above information will be reported to the management team. The management teams' role will be to develop an intervention plan. This plan will be consistent with the complainants' requests except when risk factors as outlined in "Student Rights to Confidentiality and Exceptions" need to be considered. At this time the students' rights to confidentiality will be considered carefully and assessed relative to GBC's need to protect the complainant or other parties involved in the allegation. External consultation with appropriate authorities may be sought to support and protect the student.
5. In all cases the student should be made aware of external supports such as sexual assault counseling services in Vancouver and how to access such supports (these resources are found in Appendix-1 of this policy document).
6. When the GM is not available to manage an alleged complaint of sexual misconduct then the SEA or Program Director will assume these responsibilities.
7. A confidential record will be kept of the process described above in accordance with GBC record keeping policies.

7. GBC POLICY INFRACTIONS

GBC expects that - at all times - Students will conduct themselves as they would in an international business setting. An infraction, therefore, would be seen as any type of behaviour which would not be acceptable in an international business setting.

Please note that one of the purposes of the GBC Student policy handbook is to uphold the same behavioural standards that a company will expect from Students; therefore, GBC expects Students to comply with all of our Policies.

New circumstances related to policy infractions may arise, which have not been stated in this Student Handbook. In such cases, Students will be notified, and the appropriate steps will be taken.

Consequences of Policy Infraction:

Depending on the severity and/or frequency of the policy infraction, a Student could receive one or a combination of the following from GBC.

First Policy Infraction Letter → Second Policy Infraction Letter → Third Policy Infraction Letter → A Dismissal Letter from GBC

Policy Infraction Procedure (GBC allows for a total of 3 Policy Infraction Letters):

1. When there is a perceived policy infraction, an Instructor will speak to the Student and investigate the nature of the infraction.
2. If the Student is culpable of the infraction, the Instructor will take the action that is appropriate, relative to the nature of the infraction.
3. The Instructor who witnessed the infraction will speak to the Student and where necessary issue the Student with a Policy Infraction Letter.
4. If a Third Policy Infraction Letter is issued, this will be done by the Instructor with the SEA or another senior staff member present. In addition, Students in receipt of a third Policy Infraction Letter: (1) will be placed in a co-op work experience placement chosen by Work Placement Coordinator; they cannot decline the chosen co-op placement - alternatively GBC may refuse to find placement for these students, the placements then become the responsibility of the students concerned; (2) are no longer entitled to receive a Reference Letter from GBC Program Instructors; and (3) will be placed on probation for the rest of the program.
5. In the event of a fourth infraction, a Student may be dismissed immediately.

8. STUDENT DISMISSAL POLICY

1. GBC may dismiss a Student from a program based on the following grounds:
 - a) **Students may be subject to dismissal at the discretion of GBC for dishonest behaviour, including but may not be limited to the following: cheating; plagiarism; alteration of records; lying.**
 - b) **Absenteeism for 3 days or more consecutively without notifying the institution.**
 - c) **Should student absence reach 15% of the in-class training, it may be subject to immediate dismissal.**
 - d) **Receipt of a fourth Policy Infraction Letter.**
 - e) **Termination by the Host Employer.**
 - f) **Any breach or misuse of immigration documents.**
 - g) **Any breach of the Respectful and Fair Treatment of Students policy.**
2. The process by which a Student may be dismissed from a program is as follows:
 - a) After a Student has received three Policy Infraction Letters, they will automatically be placed on probation, unless notified otherwise. This means that should another infraction occur, GBC has the right to take further action, such as dismissing the Student. Each probation case will be evaluated on its own merits.

- b) When grounds for the dismissal of a Student exist, the Student will meet in person with the SEA, an Instructor and/or the Director of GBC.
 - 1) GBC's decision will be explained to the Student and then the Student will be given the opportunity to discuss and understand the reasons for the dismissal.
 - 2) A confirmation email will then be sent to the Student, outlining the reasons for the dismissal discussed at the meeting.
 - 3) If the Student refuses or due to some exceptional personal circumstances cannot come into GBC, the Letter of Dismissal will be sent by GBC to the Student, and it will be assumed that the Student understands the reasons for the dismissal if the Student does not query the correspondence sent by GBC.
- c) Prior to a final dismissal decision being given, the Director of GBC will review each case and may grant a final probation period. During this time, any further policy infractions will lead to an immediate dismissal.

Dismissal and Refunds

In the case of student dismissal from GBC, please note that refunds are subject to the 'refund policy' that is outlined in the Student Enrolment Contract.

9. DISPUTE RESOLUTION POLICY

Guiding Standards for Dispute Resolution

1. The GBC dispute resolution process will only be enacted when a student dilemma cannot be resolved amicably prior to invoking the process outlined in this policy.
2. No student will be subject to any form of retaliation related to making a formal written complaint.
3. The policy governs disputes as they may arise with students respecting Gastown Business College and any aspect of its operations.
4. The student making a written complaint may seek external representation through an agent or lawyer at anytime throughout the dispute resolution process.
5. No person named in a dispute will make any determination on the outcome of a dispute apart from giving information.

Stepwise Process for Dispute Resolution

- A. The student shall provide his/her complaint in writing to the Senior Educational Advisor (SEA). The GBC SEA's email is anamaria@gbcol.ca.
- B. If the SEA is absent, the student must submit the written complaint to the General Manager. The GM's is deborah@gbcol.ca.
- C. Either of the above named individuals shall upon receipt of a student complaint conduct a thorough investigation – requesting submissions from all involved parties and witnesses – and set up a meeting with the student filing the complaint within 24 hours (this time standard may be adjusted if the 24 hour period is inclusive of holidays).
- D. A determination, including the written reasons for the decision, will be provided by the responsible person within 48 hours (this time standard may be adjusted if the 48 hour period is inclusive of a holiday).
- E. If the student is not satisfied with the decision made, then he/she has the right to make a written appeal to the Program Director. The Program Director's email is terry@gbcol.ca.
- F. The Program Director will review the initial determination – including meeting with all parties involved and reviewing all submissions received – and provide written reasons for the appeal determination to all parties involved in the dispute. A determination shall be made within 30 days from the date the student first filed the complaint. At this point the Institution's 'Dispute Resolution Process' will be considered exhausted.
- G. If the Student is dissatisfied with the appeal determination, he or she may file a complaint with the Private Career Training Institutions Branch. (www.privatetraininginstitutions.gov.bc.ca).
- H. The Director of GBC will be given ongoing updates concerning steps A to G.
- I. All documentation related to this process shall be maintained in accordance with GBC record keeping standards.

10. CO-OP WORK EXPERIENCE POLICY

1. The co-op work experience is required to graduate from GBC. In the iBF/iBH program the work experience co-op is to support students to obtain the practical skills relevant to the learning objectives of the program.
2. **The requirements and conditions for participation in the co-op work experience are as follows:**
 - 2.1 Successful completion of in-class training, students must attend a minimum of **85% of the in-class training.**
 - 2.2 Students must have the following up to date documents: Passport, Study/Work permit, SIN and Medical Insurance.
3. **CO-OP WORK PLACEMENT PROCEDURE**
 - 1) During the in-class training, the Work Placement Coordinator will meet with students to discuss their co-op placement.
 - 2) The Work Placement Coordinator will recommend a co-op host company.
 - a) **Both IBF and IBH programs have been designed to offer students valuable Canadian co-op work experience in the business sectors of hospitality and customer service (GBC does not guarantee industry specific or job position/title, including tasks and duties for co-op work placement)**
 - b) Due to the popularity of certain industry placements – be advised that preference is given to those students who are most qualified for the position and not in receipt of a Policy Infraction Letter.
 - 3) **Once Students make a decision regarding the recommended placement opportunity,** an interview will then be arranged. If the students are successful at the interviews, they are obliged to accept the offer.
 - a) The Work Placement Coordinator will arrange interviews for students based on the following conditions:
 - I. The Students’ resumes, cover letters and other relevant documentation are released by the GBC Work Place Coordinator to prospective employers on behalf of the students who are applying
 - II. The Work Placement Coordinator selects interview times on behalf of students
 - III. Students must ensure that they dress and conduct themselves in an appropriate manner for an interview
 - IV. Interviews will only be rescheduled at the sole discretion of the employer
 - V. Students must contact the Work Placement Coordinator within 24 hrs after attending an interview in person (weekdays) or via E-mail (weekend).
 - b) Students are expected to be prepared and professional for their interviews: punctuality, positive attitude and willingness to accept the duties or expected work shift offered by the host employer. This may include completing online training, special applications and providing pertinent information to the host employer – these must be done in a timely manner.
 - c) **Students should not refuse co-op/practicum interviews or opportunities based on reasons such as the job position, company structure and duties, gender bias or ethnicity, or the travel distance within the Greater Vancouver area.**
 - b) Should a student choose to decline a co-op placement offer without a valid reason - **GBC has no further responsibility** to support them in their co-op job search. **The student will then have 4 - weeks in which to locate their own work placement. Failure to obtain a co-op placement will result in the failure to graduate from the program.**
 - c) Students that do not comply **with the above-mentioned details** may have a missed co-op opportunity (Student is declined by host employer). If this occurs, GBC will provide the students with 4 weeks to secure a new opportunity for themselves.
 - d) Following the 4-week period – if the student is unsuccessful in finding a work placement on their own – it may result in the student being unable to graduate from their program at GBC.
 - e) There may be changes/delays made to co-op start dates and end dates based upon the opportunities available. Students will be notified, wherever possible, in advance of such delays. Co-op work experience that begins during the holiday season, for example - Christmas may require additional weeks, due to company closures at these times.

- 3.1 GBC, the Students, and the Host Organization, will enter into a written agreement detailing each party's responsibilities and the activities the students will undertake during the work experience. A copy of the agreement will be provided to the students before the start date of the co-op.
- 3.2 During wait times after in-class training, students who have not gotten a co-op work placement are required to communicate with the Work Placement Coordinator or **the designated instructor** on a weekly basis. Students must respond to Email/ Phone calls from GBC Staff in a timely manner. (No longer than 2 workdays)

Communication may be by email or in-person meetings. Failure to do so may result in the withdrawal of GBC Co-op placement support.
- 3.3 **Unforeseen circumstances** – such as company downsizing, closing business, or restructuring may occur during the co-op Training. In these situations, the Work Placement Coordinator or **the designated instructor** must be notified by the students and who will then evaluate the implications of the situation for each of the students that it concerns. The employer's feedback will also be considered in such circumstances. These situations will be managed on a case-by-case basis and may be referred to the SEA/ Director for further consideration.
- 3.4 **First party communication** - GBC staff will only respond to students' concerns or issues as related by the students in the first person (e.g., phone call or email). GBC staff will not communicate with or through a third party, such as agents, home stay family members or friends. Should students have concerns regarding co-op workplace issues, they must contact GBC staff immediately.
- 3.5 When students work in a co-op placement, they need to note that there might be other GBC students working at the same organisation. This is because certain organisations will have multiple co-op placement opportunities.
- 3.6 Students may not change their co-op /practicum start and end date without prior approval from the GBC Work Placement Coordinator.
- 3.7 Students are solely responsible for managing their payroll arrangements with the host employer
- 3.8 GBC does not provide support for Work/Study permit extensions for students delaying their start dates for reasons such as refusal of co-op opportunities provided by GBC or pursuing specific job roles or positions.

Self-arranged Co-op Work Experience

The GBC provides comprehensive assistance to students in securing co-op placements. However, sometimes Students secure positions independently using the skills acquired through the program. Students who arrange their own co-op placements are eligible for a scholarship upon successful completion of their work experience.

Scholarship Award Criteria

- | |
|---|
| <ol style="list-style-type: none"> A. To be eligible for the Scholarship Award, students must submit their application form by the prescheduled date. (Submission date of the application form will be announced) B. Students that secure their own placements by themselves - which includes job research and interviews. C. Students find and secure their own co-op placement and submit signed Co-op Agreement to GBC in a timely manner. D. Submission of all required co-op documents upon completion of co-op work experience. |
|---|
1. Students are required to notify the Work Placement Coordinator or the **designated instructor** of all interview opportunities.
 2. All Co-op positions will be reviewed by the Work Placement Coordinator or the **designated instructor** for suitability purposes. Also, Self-arranged coop students will be excluded from attending interviews with organizations/ businesses that are partnered with GBC.
 3. Once the workplace is found to be suitable and approved, the Work Placement Coordinator or the **designated instructor** will prepare the GBC co-op work experience agreement.
 4. Students that are unable to secure their placement by the completion of in-class training will be granted an additional 2 – weeks following in-class training. Should the students fail to find their own co-op placement during the 2-week period - GBC will support the student to obtain a placement. The work placement will be at the discretion of GBC. All placements are based upon availability of opportunities and market variables. In the above-mentioned cases, students are not entitled to a scholarship benefit.

4. The process by which students will be evaluated in relation to the co-op work experience component is as follows:

- a) During the co-op work term, The Supervisor will provide written feedback (the GBC Supervisor Evaluation document) on the Students' performance. Students will receive evaluative feedback regarding their performance. This information will be shared with the students in order to support the students' professional development.
- b) Students will complete the GBC Evaluation Document in writing at the midpoint of their co-op work experience. The GBC Evaluation Document must be emailed back to the Instructor within five days of the student having received it from GBC.

5. GBC will monitor students during the co-op work experience by reviewing:

- a) Co-op attendance and feedback sheets, which are submitted to GBC in order to ensure that the Students are meeting their learning objectives.
- b) Scheduled Pro-D classes are held during the co-op work term - attendance is mandatory. During these scheduled classes, the students will have an opportunity to discuss their workplace activities; in addition, Students can meet with the Work Placement Coordinator - should there be any questions or concerns.

6. Reference letters from GBC and the Host employer may be withheld in cases when the student performance at the workplace has not been professional – concerning behaviour, attitude and overall performance.**7. Please note - <https://www.canada.ca/en/services/immigration-citizenship.html>**

Once you have completed your co-op work experience *you are no longer eligible* to work in Canada. This includes part-time off campus work. Please be certain to check the above link for clarification.

11. FACILITY INFORMATION AND GUIDELINES**1. SCHOOL FACILITIES**

- **Wi-Fi:** A password will be provided by an instructor and under no circumstance can students download Licensed materials – such as video games or software. Doing so may result in Academic Probation and a monetary fine levied by the company from which such materials - were **illegally downloaded**.
- **Printing and copying:** Ask Reception
Students are permitted to print or photocopy for academic purposes only. All personal copying and printing must be done at the Students' own expense.
- **Phones and Faxes:** local calls and faxes only.
- **Bring your own water bottle/mug:** Be environmentally friendly.
- **Classrooms:** Everyone is responsible for keeping their classrooms clean.

2. UPDATE NEW ADDRESS AND PHONE NUMBER: Email - reception@gbcol.ca/admin@gbcol.ca**3. PERSONAL BELONGINGS**

Students are responsible for their personal belongings and equipment. GBC cannot be held responsible for any loss or damage to their personal belongings caused as a result of their own negligence or theft by another party.

4. VISITORS

Students should inform GBC reception in advance of a visitor's arrival. All visitors must wait at the reception area.

5. SCHOOL (CLASS) CLOSURE

- Statutory Holidays
- Staff Meeting (monthly): Date will be announced in advance
- School Events or Activities: Date will be announced in advance
- Weather Related Closure: For example; if there is snowfall please call GBC or check your e-mail/ GBC Instagram for notification.
- Power Outages - Check your e-mail /GBC Instagram for notification.

6. Health and Safety Concerns (expected and unforeseen circumstances)

Individuals within the GBC environment/ building must follow all safety measures to the best of their ability and when suggested by GBC. Anybody who does not comply GBC's safety measures may be asked to leave the property of GBC.

EMERGENCY PROCEDURES

General Guidelines in case of emergencies

In all emergencies - it is important to act with good judgment. This should include such things as:

- Know what to do in the event of an emergency.
- Remain as calm as possible.
- Obey the instructions of emergency service personnel.
- Assist those with any disability to evacuate the building if ordered to do so.
- Report any missing, trapped, or injured people.

Should an emergency occur, GBC suggests that Students follow the directions of the Instructor or emergency services who are with them at the time.

Earthquake

- If you are inside GBC, move no more than a few steps.
- Drop to the ground.
- Take cover by getting under a sturdy desk or table.
- Hold on to it until the shaking stops.
- If you can't get under something strong or if you are in a hallway, crouch against an interior wall and protect your head and neck with your arms.
- Stay indoors till the shaking stops and leave if you are sure, it is safe to exit the building.

Fire

- Activate the fire alarm, alert others, and move everyone away from the area of the fire, closing doors behind you.
- Call 911 and report the location of the fire.
- Use a fire extinguisher on small fires (waste basket sized) only if it is safe to do so.
- Evacuate the building and proceed to your emergency meeting location (at the Gastown Steam Clock area).
- Use the primary stairway proceeding down to the ground floor.
- Do not use the elevator if a fire is suspected.
- Once outside, proceed to the emergency meeting location.

Medical Emergency (for example: electric shock, falling, cut or burn)

If a Student is injured or ill on GBC premises, call a GBC Staff member immediately or go to reception for first aid attention for minor injuries (this does not include issuing of over-the-counter medication such as Advil or Tylenol).

- Do not attempt to move someone who has been injured – wait for emergency services.
- In the case of an electrical shock, turn off the power.

Power Outages

Ordinarily this is not considered a serious emergency situation. However, GBC would like Students to abide by the following guidelines:

- Remain in the classroom seated until instructed to leave.
- If asked to leave the building, walk calmly down the corridors, and assemble outside in the designated emergency meeting location.
- Report any missing Students.
- Only return to the GBC building when instructed to do so.

Suspicious Persons or Conduct

If you witness a person entering GBC who you suspect should not be on the GBC property or witness an activity you believe to be dangerous or inappropriate, please do the following:

- Do not attempt to confront the person or draw attention to the person.
- Immediately report the person's presence and activity to the nearest GBC staff member.

12. ADMISSION POLICY

Policy:

Gastown Business College is committed to enrolling students who meet program admission criteria and who show commitment to achieving their educational goals.

General Admissions Requirements

- High school graduate or 19 years of age or older at start of the program
- Successful completion of entrance assessment
- International students and non-native English speakers are required to pass a written entrance exam and an interview in English in order to demonstrate appropriate English proficiency
- Applicants may be exempt from the English Assessment if they have the following: TOEFL, IBT Score 50 or TOEIC Score 650 or IELTS Score 5 or successful completion of an ESL program from a recognized English language school that states Intermediate English Proficiency Certificate (written and spoken English)
- The Admission Representative obtains evidence from the Student that he/she meets all of the program's admission criteria, and the representative places the evidence in the student file. The admission criteria cannot be waived by either the school or the applicant.
- Applicants must complete and submit a school admissions application form.
- Applicants must certify that they read and understood a copy of the school's expectations and policies.
- Applicants must pay the registration/application fee upon acceptance into the course of study. Cheques are to be made payable to GBC Education Ltd.

Procedure

1. Prospective Students considering enrolment with GBC will be asked to have a conversation with either the school Director or Marketer. The conversation may take place in person or via telephone, should the Student be residing outside the Lower Mainland. The purpose of the conversation is to determine the potential Student's suitability for the program and provide the candidate with an overview of GBC's expectations.
2. Prospective Students are then invited to attend a demonstration lesson, held each Wednesday at 4:30 pm. One of the GBC Instructors will deliver the demonstration lesson.
3. Prospective Students will then make an appointment for an in-person evaluative meeting which will be arranged with a GBC staff member. This meeting can also take place via telephone, should the Student be residing outside the Lower Mainland.
4. Once the prospective Student has decided to enrol, the GBC Marketer requires the Applicant to review/understand/sign the Student Handbook, which outlines GBC's programs and policies. Once completed the Student Enrolment Contract shall be signed and submitted to GBC via email, facsimile or in person. The Marketer will review that these details have been completed accurately and that the Student meets all admission criteria.
5. The Student or Student's Representative/Agent will make the arrangements for payment of tuition and other fees.
6. Upon completion of the above steps, a Letter of Acceptance shall be issued.

13. STUDENT WITHDRAWAL POLICY

Policy

If a Student decides to withdraw from their program, he/she must provide a dated written notice of withdrawal to either the SEA or the Director. Refunds are calculated according to GBC's Refund Policy. The date on which the written notice of withdrawal is received will be used to calculate the refund entitlement.

In the case of an International Student who has been denied a study permit, that Student is entitled to a refund once a copy of the denial letter is provided to GBC prior to the program start date.

Procedure

1. Notification of withdrawal from a course of study must be made in writing by the applicant using the GBC Program Withdrawal Form.

2. The form should be delivered in person or via fax or email.
3. Program withdrawal requests made by any other person or submitted by other means will not be considered.
4. Refund details (if applicable) will be sent to either the Applicant or Applicant's Representative.
 - a) Refunds shall be processed through the Applicant's Representative and/or through the institution, where the tuition payment was received.
 - b) Refunds will be sent to the bank account nominated by the Applicant/Applicant's Representative.
 - c) The Applicant/Applicant's Representative may request the refund to be issued by cheque. The refund cheque will be mailed to an address specified by the Applicant/Applicant's Representative or picked up at GBC. **Please note:** GBC does not accept responsibility for delays or expenses caused by the Applicant/Applicant's Representative supplying GBC the wrong account details or address (for example: inaccurate account details or post addresses).
 - d) GBC will issue refunds in Canadian dollars only.
 - e) Application (Registration) fee is non-refundable.

Please note: GBC enrolment and program start dates are inalterable, once registration documents are signed. Change of program start date will be considered a program withdrawal - therefore requiring a new application of registration.

14. PRIVACY POLICY

Gastown Business College ("GBC") collects, uses, retains and discloses information in accordance with the Personal Information Protection Act ("PIPA"). GBC may share and disclose personal information within the institution to carry out its mandate and operations. Information, in aggregate form only, may also be used for research purposes and statistics.

Student records

A Student's record includes, as applicable, a Student Enrolment Contract, evidence a Student met all admission requirements and entrance examinations, financial records, attendance records, documentation of any dispute, grade appeals or dismissal, copies of study permits and practicum/co-op work placement information.

GBC retains student records for a period of seven (7) years following the Student's withdrawal, dismissal or graduation. After seven years, the Student record is destroyed using a secure destruction method.

Within 60 days of a student completion of the program of study or withdrawal or dismissal, GBC uploads a copy of the Students' Enrolment Contract, transcript and diploma or certificate (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years.

Access to student's records

Student records are maintained in a secure storage medium in a secure location.

Upon written request to admin@gbcol.ca a Student may access his/her records free of charge.