



**VGC**  
INTERNATIONAL  
COLLEGE

# VGC STUDENT HANDBOOK

## Welcome to VGC School of International Business

### CONTACT INFO

+ 1.604.688.9057  
info@vgc.ca

### HORNBY CAMPUS

530 Hornby Street  
Vancouver, BC, V6C 2E7 Canada

### GRANVILLE CAMPUS

535 Granville Street  
Vancouver, BC, V6C 1X6 Canada

### HASTINGS CAMPUS

411 West Hastings Street  
Vancouver, BC, V6B 1L4 Canada

Follow us on social media



[www.vgc.ca](http://www.vgc.ca)

VGC International College is open  
from Monday to Friday,  
8.30am - 5pm (Except on public holidays)



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# Statement of Purpose and Ethics Guide

VGC International College's mission is to supply the best learning environment with the highest academic standards, support student learning with excellent customer service, and always do business with integrity and honesty.

At VGC we recognize the importance of quality education as a means to advance in life. We do not believe that education should be for the few but a means for the many to improve themselves and change their situation.

As an organization that works globally, we are committed to giving the best services with quality, integrity, and honesty. As an international business, we recognize that we have a responsibility to our students and the countries from which they come. We recognize that people are born into situations but do not have to accept them. We believe people can only be empowered and change their living situation through education.

## VGC Educate for Change

VGC is deeply committed towards its *Educate or Change* initiative that supports education in developing countries. We've partnered with NGOs from Brazil, Panama and Thailand, pledging a dollar a day for every Brazilian, Panamanian and Thai student who attends our school. The collected funds are then used to purchase school supplies and other goods to assist low income students interested in improving themselves through education.

### Educate for Change Partners



**Casa De Zezinho**  
(Brazil)



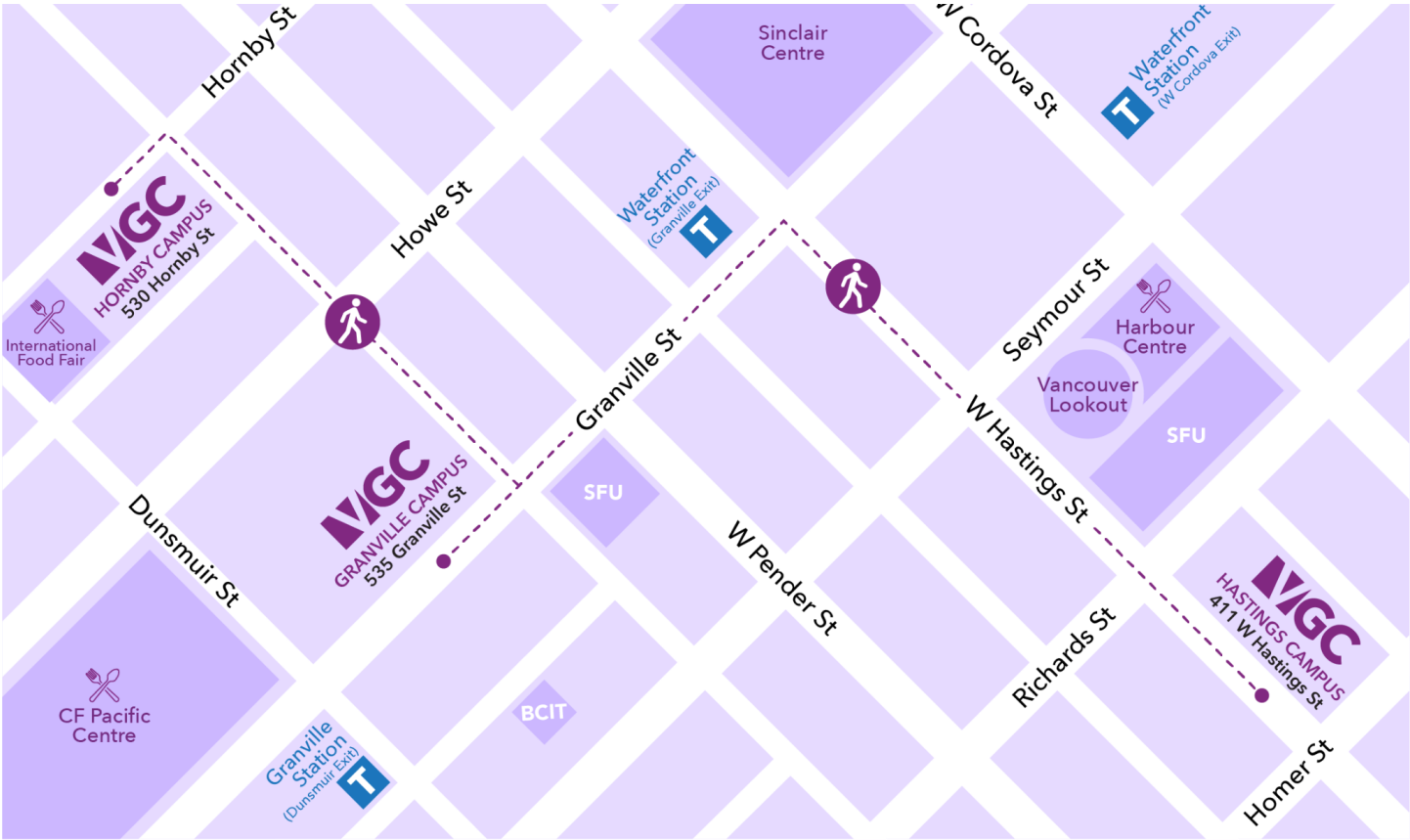
**Instituto Urraca**  
(Panama)



**Rai Som School**  
(Thailand)

**Note:** Donations are made in tangible goods such as: textbooks, pens, and paper. VGC International College does not benefit from any tax breaks.

# Campus Locations



- Waterfront Station to VGC Hastings Campus 2 min.
- Waterfront Station (Granville Exit) to VGC Granville Campus 1 min.
- Waterfront Station (Granville Exit) to VGC Hornby Campus 4 min.
- Between VGC Hastings and VGC Granville Campuses 4 min.
- Between VGC Granville and VGC Hornbys Campuses 3 min.



Scan the QR code to launch the map on your phone

# The VGC Team



**Eddy Leite**  
Executive Director



**Jordan Beckett**  
Director of Studies



**Stacey Marcoux**  
Academic Administrator  
Pathways



**Linda Suh**  
Academic Administrator



**Lawrence Whalen**  
Admissions and  
Homestay Manager



**Carol Cervantes**  
Cultural Integration &  
Activities Coordinator



**Leisha Camille  
Gumboc**  
Co-op Job Placement  
Manager



**Cristiane  
Cinquepalmi**  
Student Services &  
Admissions



**Kaori Hiyama**  
Student Services &  
Admissions



**Jessica Muñoz**  
Student Services &  
Admissions



**Beatriz Miranda**  
Student Services &  
Admissions



**Laura Lee**  
Student Services &  
Admissions



**Cecilia Garcia**  
Admissions



**Avery Leung**  
Marketing and  
Recruitment Officer East  
and Southeast Asia



**Yoichi Ogawa**  
Marketing & Recruitment  
Regional Manager  
Japan



**David Lee**  
Marketing & Recruitment  
Manager - Korea



**Pablo Contreras**  
Marketing & Recruitment  
Regional Manager  
Latin America



**Julio Durante**  
Marketing & Recruitment  
Manager - Latin America



**Gustavo Gandra**  
Marketing & Recruitment  
Manager Brazil

# Term Calendar 2025-2026

## 2025 START DATES

**JANUARY**

S	M	T	W	T	F	S
			30	31	1	2
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

**FEBRUARY**

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

**MARCH**

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						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	Reading Week			25	26	27
28	29	30	31			

**APRIL**

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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

**2025 Dates:**

December 30, 2024/ June 30/

December 29:

- Business Presentations and Practices
- Marketing Essentials

January 27/ July 28:

- Applied Leadership in the Workplace

February 24/ August 25:

- Communication for Customer Satisfaction and Excellence
- Practical Sales Techniques

March 31/ September 29:

- Practical Business Calculations

April 28/ October 27:

- Business Communication Essentials
- Principles of Managing Customer Relationships

May 26/ November 24:

- Introduction to Canadian Business Management

**2026 Dates:**

December 29 (2025)/ June 29:

- Business Presentations and Practices
- Marketing Essentials

January 26/ July 27:

- Applied Leadership in the Workplace

February 23/ August 24:

- Communication for Customer Satisfaction and Excellence
- Practical Sales Techniques

March 30/ September 28:

- Practical Business Calculations

April 27/ October 26:

- Business Communication Essentials
- Principles of Managing Customer Relationships

May 25/ November 23:

- Introduction to Canadian Business Management

Canadian Holidays

Business Start Dates

Two Week Business Seminars:

Leadership

Entrepreneurship: How to Create a Successful Business

**MAY**

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23	24	25	26	27	28	29
30	31					

**JUNE**

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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	Reading Week			25	26	27
28	29	30				

**JULY**

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30	31					

**AUGUST**

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**SEPTEMBER**

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16	17	18	19	20	21	22
23	Reading Week			25	26	27
28	29	30				

**OCTOBER**

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**NOVEMBER**

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**DECEMBER**

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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	Christmas Break			25	26	27
28	29	30	31			

## 2026 START DATES

**JANUARY**

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30	31					

**FEBRUARY**

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**MARCH**

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16	17	18	19	20	21	22
23	Reading Week			25	26	27
28	29	30	31			

**APRIL**

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**MAY**

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23	24	25	26	27	28	29
30	31					

**JUNE**

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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	Reading Week			25	26	27
28	29	30				

**JULY**

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**AUGUST**

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30	31					

**SEPTEMBER**

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9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	Reading Week			25	26	27
28	29	30				

**OCTOBER**

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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

**NOVEMBER**

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16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

**DECEMBER**

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	Christmas Break			25	26	27
28	Reading Week					

# Academic Department



**Jordan Beckett**  
Director of Studies



**Stacey Marcoux**  
Academic Administrator  
Pathways



**Linda Suh**  
Academic Administrator

How to contact them?	Where to find them?
<a href="mailto:business@vgc.ca">business@vgc.ca</a>	G202 and H208

**How can they help you?**

- Academic support related to your courses, progress, results, attendance and your teachers

**Please note:**

- Textbook information will be sent to students before each course
- Students will be required to download most textbooks through Amazon and the Kindle application

📧 Look for an email the Friday before your next course and download your book the same day to avoid extra charges

Scan the QR code to learn more about VGC's Business programs



# Your Weekly Schedule

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:45am - 1:50pm	Business Class	Business Class	Business Class	Business Class	Business Class
	Business Class	Business Class	Business Class	Business Class	Business Class
	Business Class	Business Class	Business Class	Business Class	Weekly Workshop
BREAK					
2:05pm - 3:25pm	Afternoon Plus Class/Job Search*	Afternoon Plus Class/Job Search*	Afternoon Plus Class/Job Search*	Afternoon Plus Class/Job Search*	Daily After Class and Weekend Activities Available
BREAK					
3:40pm - 4:40pm	Study Lab/ Writing Center	Study Lab/ Writing Center	Study Lab/ Writing Center	Study Lab/ Writing Center	

\*Job Search Plus Classes are typically completed early in the program for all Co-Op students.

## Business Equivalency Chart

<b>SCHOOL of</b> <b>INTERNATIONAL BUSINESS</b>						<i>Business Program English Language Requirement Level and Equivalency Chart</i>			
VGC Levels	English Classes	Business Classes				Proficiency Equivalents			
	Global English	Diploma in Applied Communications (with optional co-op)	Business Diploma Programs (with optional co-op)	Business Certificate Programs	Two Week Business Seminars	IELTS Score	TOEFL Score	Cambridge Test	CEFR
8	Upper Advanced					7	94		
7	Lower Advanced	1 Year / 2 Year Duration	6 Month / 1 Year Duration	4 Week Duration	2 Week Duration	6.5	79	CAE	C1
6	Upper Intermediate					6	60	FCE	B2
5	Intermediate					5.5	46		
4	Pre-Intermediate							PET	B1
3	Elementary							KET	A2
2	Beginner								A1
1	Intro								

# Business Programs, Courses & Grade Requirements

## Grade and Attendance Requirements

- Grade requirements are listed in every course
- Students must have the sufficient grade before they can graduate or move to the next course
- Students must have a minimum of 80% attendance in every course in order to pass; Days missed due to sickness will not be refunded or added to the end of study periods
- A Student in a diploma course must pass every course to receive a diploma and move to a Co-op (if applicable)

## Grade Award System

VGC recognizes students who put in the extra work and time into their studies through a grade award system that will be shown on the final transcript and certificate or diploma:

- 70% - 84.99%: Pass
- 85% - 89.99%: Pass with Merit
- 90% - 100%: Pass with Distinction

Below is a list of all programs and courses offered in the School of International Business with the course requirements:

## Diploma Programs

### Diploma in Managing Customer Relationships

The Diploma in Managing Customer Relationships sets students up for success by providing a comprehensive set of theories, skills, and practices to effectively manage customer relationships in a business environment. This program includes the following 6 certificate courses:

- Marketing Essentials
- Applied Leadership in the Workplace
- Practical Sales Techniques
- Practical Business Calculations
- Principles of Managing Customer Relationships
- Introduction to Canadian Business Management

Students are required to complete a two-week Capstone project before graduating from this program.

### Diploma in Business Communications

This program focuses on the area of Business Communications. It teaches students the various forms of communication they will need to efficiently and effectively deliver and execute a variety of business and sales requirements. This program combines the following 6 certificate courses:

- Business Presentations and Practices
- Applied Leadership in the Workplace
- Business Communication Essentials
- Practical Business Calculations
- Communication for Customer Satisfaction and Excellence
- Introduction to Canadian Business Management

Students are required to complete a two-week Capstone project before graduating from this program.

### Diploma in Managing Customer Relationships with Co-Op / Diploma in Business Communications with Co-Op

In addition to the courses included in the Diploma Programs, VGC's Diploma with Co-Op programs also include the following:

- *Job Search*: This 4-week course will run in the afternoon in the first month of the Diploma Program and will prepare students for the Co-Op portion of the program.
- *Co-Op Work Experience*: This is a paid Co-Op work experience where the student will have the opportunity to apply their classroom lessons in a variety of real-world work settings.

### **Diploma in Applied Communications**

Applied Communications equips students with the practical communication skills they need to succeed in the business world. This unique all-in-one diploma enables students to master the art of communications, work part-time and earn a pathway to university in North America.

This program combines the following courses:

- *Term 1*: Communications 100 – 300
- *Term 2*: A mix of compulsory and elective courses, please check [www.vgc.ca](http://www.vgc.ca) or the course outline for a list of course options

### **Diploma in Applied Communications with Co-Op**

In addition to the courses included in the Diploma Programs, VGC's Diploma with Co-Op programs also include the following:

- *Job Search*: This 4-week course will run in the afternoon in the first month of the Diploma Program and will prepare students for the Co-Op portion of the program
- *Co-Op Work Experience*: This is a paid Co-Op work experience where the student will have the opportunity to apply their classroom lessons in a variety of real-world work settings

## **Certificate/Course Descriptions**

### **Business Presentations and Practices**

*(Passing requirement: 70% overall grade & 80% attendance)*

This course provides hands-on experience on how to create exceptional business presentations using various software and present it to the class with confidence. The students will deliver multiple presentations over 4 weeks and get daily constructive feedback from both the instructor and fellow students

### **Marketing Essentials**

*(Passing requirement: 70% overall grade & 80% attendance)*

Students learn the essentials of marketing for customers and clients. This course provides a general overview of marketing with a focus on specific job skills in a typical marketing lifecycle including sales, customer relationships and communication.

### **Applied Leadership in the Workplace**

*(Passing requirement: 70% overall grade & 80% attendance)*

This course provides an overview of theories in applied leadership in the workplace as they relate to managing customer relations. Through the study of leadership styles of historical and current business leaders, students will learn various approaches to different customer management situations and determine their own leadership style. Through role-play and case studies, the students will be able to practice and further develop their leadership style.

### **Business Communication Essentials**

*(Passing requirement: 70% overall grade & 80% attendance)*

This course prepares the students with both technical and soft skills for effective business communications. With the aid of technical tools and role-playing, the students will learn a variety of business writing frameworks that will help any organization communicate with clarity, sensitivity and efficiency in today's demanding business environment.

### **Practical Sales Techniques**

*(Passing requirement: 70% overall grade & 80% attendance)*

In this course, the students learn the essentials of how to be a sales person and how to develop a personal sales approach. The students will learn about the opportunities in sales in the age of “information and technology” and get practical experience in how to develop person-to-person relationship strategies using effective communication and buyer's psychology.

### **Practical Business Calculations\***

*(Passing requirement: 70% overall grade & 80% attendance)*

Students will learn about the practical business mathematics used in everyday businesses. The skills learned in this course will serve the students well in any business role as well as in their personal financial life.

*\*It is strongly recommended that students purchase the Texas Instrument BAii Plus Calculator before starting the course. As an alternative, students can also purchase the BA Finance Plus app on Android or Apple smartphones.*

### **Communication for Customer Satisfaction and Excellence**

*(Passing requirement: 70% overall grade & 80% attendance)*

In this course, students learn how to provide exceptional customer service for any organization. They will be introduced to the concept of customer service across a range of channels including face-to-face, over the phone, and online applications, and learn how to handle a range of customer behaviors. Students will be able to apply these practical concepts in any organization.

### **Principles of Managing Customer Relationships**

*(Passing requirement: 70% overall grade & 80% attendance)*

In this course, the students will learn the fundamentals of Customer Relationship Management. From a sales and selling perspective, the students will learn the principles of customer acquisition, customer engagement and developing long-term customer relationships – skills that will be critical for the growth and success of a sales organization.

### **Introduction to Canadian Business Management**

*(Passing requirement: 70% overall grade & 80% attendance)*

Students will learn about the nature of Canadian business best practices. The course will provide the theory and practical knowledge for students to understand how Canadian businesses operate, plan, strategize, organize and develop.

### **Communications 100**

*(Passing requirement: 70% overall grade & 80% attendance)*

This course is designed as a foundation for students who want to improve their communication skills in a professional or academic setting. Students will work on clear interpersonal communication and will be equipped with effective strategies and language to communicate thoughts and ideas clearly and avoid misunderstanding.

### **Communications 200**

*(Passing requirement: 75% overall grade & 80% attendance)*

This course builds on Communications 100 and further develops their interpersonal communication skills, with emphasis on communicating more complex ideas with clarity. Students will learn how to clearly structure and present ideas to avoid miscommunication and how to critically think about their own work and ideas, as well as the work of others.

### **Communications 300**

*(Passing requirement: 75% overall grade & 80% attendance)*

This course focuses on intercultural communication. Already equipped with high-level communication skills, students will focus on strategies for understanding more complex ideas and analyzing them with a critical eye. Through debates and discussions students will learn how to objectively and persuasively deliver ideas to be successful in an academic or professional environment.

## Job Search

*(Passing requirement: 70% overall grade & 80% attendance & Mandatory for all Co-Op Students)*

This four-week, afternoon class introduces the students to employment search strategies, including understanding their strengths and weaknesses, building their professional image and researching job opportunities. It is an important part of the Co-Op program and prepares students with the interview skills, resumes and cover letters to find successful employment.

## Two-Week Intensive Business Seminars

*(Passing requirement: 75% overall grade & 80% attendance)*

### Entrepreneurship: How to Create a Successful Business

Discover the basics of entrepreneurship and find out what it takes to ensure the success of a business. Through case studies and lectures, students will understand the importance of industry analysis, writing a business plan and financing a new venture. By the end of the course, they will develop and present a new business, getting first-hand experience of taking a business idea to realization.

### Leadership

Throughout this course, students will develop an understanding of strong leadership and pick up the skills required to become a better leader. They gain this knowledge by studying real world cases of both successful and ineffective leaders to grasp the importance of having vision, and explore the various styles of leadership.

## Other Program Options

### Afternoon Plus Classes

Plus Classes are interactive English classes that give you profound knowledge of a specific area of English, and the chance to practice the English skills you have learned.

- Job Search (included in all Diploma programs)
- Speaking and Error Correction Plus
- Pronunciation Plus
- Academic Preparation Plus
- Grammar Plus
- Business English Certificate Program

If this is something you would like to add onto your studies, please contact [support@vgc.ca](mailto:support@vgc.ca).

Want to change your Afternoon Plus Class? Email [business@vgc.ca](mailto:business@vgc.ca)

Scan the QR code to learn more about VGC's Afternoon Plus Classes



# Extra Student Services

VGC provides you further options to improve your English writing or communication skills at no extra cost. As with our English programs, our extra student services are run with the same level of quality by highly-trained and qualified teachers.

Study Lab/Writing Center*	Workshops*
<p>Do you need help with homework, have questions, or need tips on how to write a better assignment? Welcome to Study Lab/Writing Center! Join us for personalized support with assignments, homework, and any questions you have. Our dedicated teachers provide assistance tailored to your English language learning needs. Drop by as needed or make it a regular part of your routine - we're here to help you succeed!</p>	<p>Join our interactive workshops happening every Friday afternoon. Get helpful information about a range of topics including writing your résumé and cover letter, taking job interviews, visa application or Canadian culture.</p>
<p><b>Who is it for?</b> Students of all levels</p>	<p><b>Who is it for?</b> All students</p>
<p><b>When?</b> Monday to Thursday, 3:40pm – 4:40pm</p>	<p><b>When?</b> Friday, 12:15pm-1:15pm</p>
<p><b>Where?</b> Room G311, Granville Campus</p>	<p><b>Where?</b> Room G311, Granville Campus</p>

**\*Note:** Availability and schedules are subject to change without prior notice. Please check with the Academic Team for the latest schedule.

# Academic Policies

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## Student Attendance

- You are required to achieve a minimum of 80% in every course to pass, receive a diploma and continue on to the Co-Op (if applicable).
- You will receive attendance warnings by email, which you are required to check every day.
- **Missing classes to work will not be accepted or tolerated. Your studies are your priority and you must schedule your work around your classes.**

## Late Policy

Classes start at **8:45am**; if you arrive:

- Between 8:45am – 9:05am, you must wait and join the class at 9:05am
- After 9:05am, you must wait until and join the class at 10:20am
- For the remainder of the day, if you are more than five (5) minutes late, you will not be allowed into your class until the following block

## English Only Policy

When inside the classroom, we ask you to speak in English. In addition to being the medium of instruction, this will help enhance your English skills, facilitate your learning and help you network and connect with your classmates. It also shows respect to the other students in your class.

## Purple Cards

Purple cards are given out by teachers to students who present model behavior and performance, as an example to other students. Purple cards received by students go into a prize draw once a week.

## Capstone Project

Whether taking a diploma-only or diploma with Co-Op program, you will be required to complete and pass your capstone project in order to be awarded your business diploma.

The capstone project is a 2-week project culminating in a written assignment and a presentation (**to be presented on campus and not virtually**). If this project is not submitted by the deadline or not completed to an acceptable standard, VGC will be unable to provide you with a diploma.

## Class Changes

Class changes must be requested to [business@vgc.ca](mailto:business@vgc.ca) by the Thursday before the course starts. Changes will not be made once the course has begun. VGC cannot guarantee that all requests will be fulfilled.

## Academic Dishonesty and Plagiarism

All students are expected to behave as honest and responsible members of VGC's academic community. Failure to do this will result in disciplinary action and forfeiture of test results.

- Students who are deemed to have cheated on tests will be given an automatic mark of zero (0) and must meet with the Business School Manager to discuss further disciplinary action
- Students who submit plagiarized work (copied without permission of the original author and presented as an original work that is not for the purpose of imitative writing or for the purposes of an academic exercise) shall receive a mark of zero (0) and must meet with the Business School Manager to discuss further action.

- The above-mentioned academic offenses are in opposition of VGC's Code of Conduct. The Business School Manager will follow the Student Dismissal Policy and Procedure when dealing with situations of academic dishonesty.
- Direct consequences of dishonesty may include the possibility of failing the term and/or being dismissed from VGC. These consequences will affect the student's transcript and certificate.

## Grade Appeal Policy

- If a student is dissatisfied with a grade received, they can follow VGC's Grade Appeal Procedure. This must be done within 5 days of receiving the grade. You can view the complete policy by visiting [www.vgc.ca/policies](http://www.vgc.ca/policies) or by scanning the QR code below.

## Course Appeal Policy

If a student fails a module, they will be given the following options:

1. To go through the VGC Grade Appeal Policy and Procedure
2. To repeat the failed course at the next offering of that failed course (courses repeat every 6 months which would affect a student from taking the Co-Op)
3. To withdraw. The VGC refund policy will go into effect at this point

If the Business School Manager reviews the student's case and finds extenuating circumstances for the poor performance, the Business School Manager may ask for further examples to prove the student has learned the objectives of the module and can continue successfully in the Diploma program. This process must be started by the student within 3 days of receiving notice that they have failed the course.

Scan the QR code  
to read the complete  
school policies



# Important Things to Know

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## Emails and Communication

You are required to check your email every day and respond within 24 hours to all VGC staff, teachers and our Co-Op placement partner, Stepwest. **Continual lack of communication can lead to dismissal from the program.**

It is your responsibility to contact VGC in advance if you are unable to attend a mandatory meeting. Work is not an excuse to miss meetings or classes.

If you require support, it is your responsibility to reach out to VGC. We are here to support you through your program.

## First Day of a New Course

Please note that on the first day of every new course classes will start at 8:45AM. New students join orientation at 2:00 PM at Hornby Campus.

## Visa Policy

It is your responsibility to ensure you have the legal status to study and work in Canada. VGC is not responsible for ensuring visa processing, extensions, or new visa applications for students. All students are responsible for overseeing their own visa processes.

Please note that for students who have a work visa, you are required to stop working as soon as you graduate from VGC.

VGC cannot legally advise students on IRCC processes and regulations. It is necessary for students to refer to the IRCC website (<https://www.canada.ca/en/immigration-refugees-citizenship.html>) or speak with a registered immigration consultant.

## Social Insurance Number (SIN)

In order to work in Canada, it is mandatory to apply for a SIN number. Diploma and Diploma with Co-Op students who have the right Study Permit and Work Permit conditions will be able to apply.

For information on how to apply, go to the IRCC website and follow the instructions. You can apply in person at a Service Canada Office or online: <https://www.canada.ca/en/employment-social-development/services/sin/apply.html>

## Adding Co-Op to Your Program

Students can add Co-Op to your program up to 2 months into the study portion of the program. This will depend on the IRCC processing time and your ability to start the Co-Op in time.

The Co-Op must be related to the study portion of the program, **must be located in the lower mainland, cannot be a remote position** and receive written authorization from VGC in order to begin the Co-Op placement.

## Requesting a Vacation

Due to the nature of the programs, vacations are not allowed in VGC Business Programs or Co-Op.

## Reading Weeks:

Reading weeks are part of all Diploma programs at VGC. The reading week is intended for students to concentrate on reading and studying. There are no business classes during the reading breaks. Reading Breaks can be found in the school calendar at the beginning of his handbook.

Note:

- Students can work 40 hours per week during these scheduled breaks
- Reading weeks do not apply to the Afternoon Plus Classes.

## Diplomas

A diploma, together with a transcript, will be provided to students who officially graduate from their program, within a week after completing their Capstone at VGC.

## Medical Insurance

- You must have valid medical insurance for the duration of your studies\*
- You must provide VGC with your proof of insurance on the first day of your class
- Without medical insurance, you will not be allowed to attend classes or go on VGC-organized activities and tours
- It is your responsibility to extend your medical insurance before the expiry date. VGC will not be responsible for tracking, updating or extending your medical insurance

*\*Starting September 2019, the BC Government made it mandatory for students to register for the Medical Services Plan (MSP) if they have a study permit for 6 months or longer. Per guidelines, students should enroll or apply to opt out of the MSP. For more information please refer to the following link: <https://www2.gov.bc.ca/gov/content/health/accessing-health-care/health-fee-international-students>. You can also download a PDF document here: [https://www2.gov.bc.ca/assets/gov/health/health-drug-coverage/medical-services-plan/bc-residents/public\\_qa\\_health-fee-international-students.pdf](https://www2.gov.bc.ca/assets/gov/health/health-drug-coverage/medical-services-plan/bc-residents/public_qa_health-fee-international-students.pdf)*

# Student Services Department

## Admissions



**Lawrence Whalen +  
Laura + Cecilia**  
Admissions and Homestay  
Manager)



**Laura Lee**  
Student Services &  
Admissions – Korea  
(English and Korean)



**Cristiane Cinquepalmi**  
Student Services &  
Admissions  
(English and Portuguese)



**Cecilia Garcia**  
Student Services  
(English and Spanish)

How to contact them?	Where to find them?
<a href="mailto:admissions@vgc.ca">admissions@vgc.ca</a>	Granville campus

### How can they help you?

- Provide you with information about the different services offered to VGC students
- Answer your questions and direct you to the correct department and staff member
- Register students for Guard.me medical insurance
- Issue enrollment letters (proof that you studied at VGC) and transcripts
- Process student vacation requests

# Co-Op



**Leisha Camille Gumboc**  
Co-op Job Placement  
Manager

How to contact them?	Where to find them?
<a href="mailto:co-op@vgc.ca">co-op@vgc.ca</a>	G202

**How can they help you?**

- Provide you with the information you need to participate in the Co-Op program
- Answer your questions and help guide you to identify suitable work opportunities
- Assist you with the requirements needed to successfully complete the program

All Co-Op students must familiarize themselves with the Co-Op policies which can be viewed by scanning the QR code below. If students have questions, they can contact [co-op@vgc.ca](mailto:co-op@vgc.ca).

Scan the QR codes  
to read the Co-Op  
Policies.



Diploma in  
Managing  
Customer  
Relationships



Diploma in  
Business  
Communications

## Student Services



**Laura Lee**  
Student Services & Admissions – Korea  
(English and Korean)



**Avery Leung**  
Marketing and Recruitment Officer – East and Southeast Asia  
(English, Cantonese and Mandarin)



**Jessica Muñoz**  
Student Services  
(English and Spanish)



**Cristiane Cinquepalmi**  
Student Services  
(English and Portuguese)



**Kaori Hiyama**  
Student Services  
(English and Japanese)



**Beatriz Miranda**  
Student Services  
(English and Portuguese)

How to contact them?	Where to find them?
<a href="mailto:support@vgc.ca">support@vgc.ca</a>	Granville campus

### How can they help you?

- Provide local language support
- Provide advice on general questions or concerns including your studies and life in Vancouver
- Answer your questions regarding your program, class schedule and policies

# Accommodations



**Lawrence Whalen**  
**Homestay**  
 Homestay & Admissions  
 Manager



**Cristiane Cinquepalmi**  
**Student Residence**  
 Student Services &  
 Admissions

How to contact them?	Where to find them?
<a href="mailto:vgchomestay@vgc.ca">vgchomestay@vgc.ca</a>	Granville campus

### How can they help you?

- Apply for or extend your accommodation
- Answer questions or concerns about your accommodation
- Clarify cancellation and extension policies. Scan the QR code to read the policies on your phone or visit [www.vgc.ca/policies](http://www.vgc.ca/policies)

Scan the QR codes  
 to read the  
 Accommodation Policies.



Homestay



Residences

*Summer (June - September) is the busiest time for accommodations. Make sure you've organized accommodation in advance.*

## University Pathways



**Stacey Marcoux**

Academic Administrator  
Pathways

How to contact them?	Where to find them?
<a href="mailto:pathways@vgc.ca">pathways@vgc.ca</a>	G202

### How can they help you?

- Explain your options in pursuing higher education in Canada
- Help you understand college and university admissions requirements
- Create a study plan to ensure you're in the right program that fits your educational and professional goals
- Provide support in completing your application to VGC's pathway partner institutions for preferred intake

# Activities



**Carol Cervantes**  
Cultural Integration &  
Activities Coordinator

How to contact them?	Where to find them?
<a href="mailto:activities@vgc.ca">activities@vgc.ca</a>	Granville and Hastings campus front desk

**How can they help you?**

- Find out what activities are being organized by VGC
- Sign up and pay for your preferred activity

**Where to get the Activity Calendar**

1. Get a copy at the front desk
2. Download a copy of the activity calendar by visiting <https://vgc.ca/vgc-activities/> or scanning the QR code below
3. Follow @vgcactivities on Instagram

Scan the QR code to download a copy of the activity calendar



*Many of the activities have limited space, so make sure to sign up early!*

# Marketing Department



**Pablo Contreras**  
Marketing & Recruitment  
Regional Manager  
Latin America



**Julio Durante**  
Marketing &  
Recruitment Manager  
Latin America



**David Lee**  
Marketing & Recruitment  
Manager - Korea



**Avery Leung**  
Marketing and Recruitment  
Officer – East and Southeast  
Asia (English, Cantonese and  
Mandarin)



**Yoichi Ogawa**  
Marketing & Recruitment  
Regional Manager  
Japan



**Gustavo Gandra**  
Marketing & Recruitment  
Regional Manager  
Brazil



**Eddy Leite**  
Executive Director  
VGC Camps

**How can they help you?**

- Registration for classes/programs
- Local language service including: Japanese, Korean, Mandarin, Chinese, Portuguese, Spanish

# Health and Safety at VGC

VGC International College is committed to providing a safe environment for students, teachers and staff. We've made every effort to ensure all equipment and machinery is properly maintained, and any required safety devices are in good working order. A Health and Safety Committee is responsible for ensuring that staff is trained on the proper safety policies, and that students are made aware of these policies and processes. Any concerns or issues can be reported to the head of the Health and Safety Committee.

**Students and staff are encouraged to be familiar with the following procedures on how to deal with:**

## Fires

- If you notice a fire, please pull the fire alarm immediately
- In case of a fire alarm, you must follow their teacher's instructions
- If you're not in class at the time of the alarm, please evacuate the building and proceed to the designated safe area

## Earthquake

- VGC's Health and Safety Committee do routine checks to limit building hazards
- During an earthquake, follow the "drop and cover" procedure and stay away from windows and items that may fall from the walls or ceiling
- Once the shaking has stopped, you may choose to evacuate the building
- Once outside, you should move into open areas, well away from buildings, walls, trees and powerlines

## Bullying and Harassment

- VGC has zero tolerance for bullying and harassment
- Please refer to the *Respectful and Fair Treatment of Students Policy* and the *Sexual Misconduct Policy* in the Student Handbook or the VGC website to learn the resources available to you and procedures for submitting a report or complaint

## Video Surveillance

VGC abides by the laws regarding Video Surveillance, using it only for security purposes. We ensure that:

- Images captured are used only for the safety and security of staff, students and the property
- To the best of our ability, individuals are informed before they enter the building that video surveillance is in place
- Surveillance devices are positioned in the open and not in any areas where heightened privacy is expected
- Recordings are stored for a specified, limited time and overwritten when that time has lapsed
- Information is kept secure and access to it is limited
- Access can be provided to any individual whose image has been recorded

## Smoking

In accordance with the City of Vancouver Health By-law 9535 (Section 2.2 e, f and h), there is no smoking allowed within six (6) meters on the ground from a point directly below any point of any opening into any building, any door or window that opens or any air intake

- In a customer service area
- Within six (6) meters of the perimeter of a customer service area

## Staff with First Aid Training and First Aid kits

- The list of VGC staff with first aid training is in the Health and Safety Binder located at the front desk in each campus
- First Aid Kits are located at or near the front desk in each campus

### IMPORTANT: EMERGENCY CONTACT INFORMATION

Police/Fire/Ambulance: **911**

Vancouver Police Department: **604-717-3321**

BC Ambulance Service: **604-872-5151**

Vancouver Fire Department: **604-665-6000**

## Respectful and Fair Treatment of Students Policy

VGC is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students. While on our premises - including VGC accommodation or at VGC activities/events - the following behavior is prohibited:

- Conduct or comments in person, online or through text that harass, humiliate, intimidate, exclude or isolate individuals for any physical or mental disability, physical appearance, nationality, political beliefs, race, religion, gender or sexual orientation
- Online, individuals are allowed to associate themselves with VGC especially when posting on social media, but must clearly brand their online posts as personal and purely their own

Individuals found responsible in breach of these actions which result in disruption or negatively impacts on the school environment, will be subject to disciplinary action that could include suspension or dismissal from VGC.

## Respectful and Fair Treatment of Students Procedure

If a prohibited activity occurs, the following procedures should be followed:

- **Reporting**
  1. You can report unfair treatment in person or by writing to your marketer and/or the Director of Studies
  2. Once the report has been received, the marketer or Director of Studies will schedule a meeting with you to discuss the issue within five (5) school days of receiving the complaint
  3. After discussing the complaint with you, the Director of Studies will save the complaint in your student file
- **Addressing the situation**
  1. After receiving your complaint, the Director of Studies will arrange to meet with the subject of the complaint within five (5) school days
    - If the alleged conduct is of such a serious nature that it may warrant immediate dismissal, the Director of Studies will meet with the subject of the complaint as soon as reasonably possible
  2. Following this meeting, the Director of Studies will conduct whatever enquiry or investigation is necessary to determine whether the concerns are substantiated within five (5) days
  3. After the investigation, the Director of Studies will meet with the subject of the complaint and do one of the following:
    - a. Determine that the complaint(s) were unsubstantiated
    - b. Determine that the complaint(s) were substantiated, in whole or in part, and either:
      - i. Give the subject of the complaint a warning, setting out the consequences of further misconduct;
      - ii. Set a probationary period with appropriate conditions; or
      - iii. Dismiss the student from VGC
  4. The Director of Studies will prepare a written summary of the determination; a copy will be given to you and the subject of the complaint, and the original placed in their student file
  5. If an individual is issued a warning or placed under probation, the Director of Studies and the individual will both sign the written or probationary conditions
    - The concerned individual will be given a copy and the original placed in the student's file
  6. If the individual(s) has been recommended for dismissal, the Executive Director will review the recommendation and accept or reject it
    - If the recommendation is accepted, the Director of Studies will meet with the individual(s) to deliver a letter of dismissal and a calculation of refund or tuition owed, in accordance with VGC's *Tuition Refund Policy*
    - If the recommendation is rejected, the Director of Studies will follow steps outlined in 3(b)i and 3(b)ii
  7. If a refund is due, VGC will ensure that the student will be refunded within 30 days of the dismissal
  8. If tuition or other fees are owed by the student, VGC may undertake collection proceedings

## Sexual Misconduct Policy

- **Policy Statement**

Every VGC student, no matter their age, race, sexual orientation, gender role, gender expression or gender identity, has the right to freedom from sexual violence and misconduct. They also have the right to a safe and secure learning and living environment. VGC will not tolerate any form of sexual violence or misconduct under any circumstances.

This applies to physical interaction, interpersonal and electronic communications such as handwritten notes, e-mails, text messages, videos or photographs. This policy also applies to all of VGC's buildings, its campuses and accommodations including homestays and Student Residences.

### **What is Sexual Misconduct?**

Sexual misconduct is any unwanted act or behaviour – physical, verbal, or psychological – carried out through sexual means or by targeting sexuality. It can include performing, attempting, or the threat to commit the following:

- sexual assaults
- sexual exploitation
- sexual harassment
- stalking
- indecent exposure
- voyeurism
- distribution of sexually-explicit photographs or video

- **Awareness, Education, and Prevention**

VGC is committed to preventing sexual violence and misconduct towards its students.

VGC will also ensure students are aware of the organizations and services available to assist individuals who have suffered from sexual violence and misconduct

- **Reporting and Response**

- Response Approach and Principles

1. All parties involved are treated with dignity and respect
2. Victims, witnesses or those who have knowledge of incidents of sexual misconduct are encouraged to report the information as soon as possible
3. Those in authority are committed to immediate action
4. VGC is committed to doing our best to respect the confidentiality of all parties involved and will remain consistent with the Freedom of Information Act regarding sharing of information
5. VGC is committed to respecting the rights of those who report an incident to make their own decisions about accessing support services, making an official report, or pursuing external processes such as criminal or civil action
6. VGC will not tolerate any retaliation against anyone involved in a report or an investigation

- Whom to Report or Make a Complaint to

1. If a student feels they are in immediate danger or fear for their safety, they should call 9-1-1 to report an incident of sexual violence or misconduct
2. If a student feels they have been sexually violated in any way, they should report this to their marketer and/or any member of the VGC Health and Safety Committee

- Response Procedures and Protocols

VGC will take the following steps when responding to reports or complaints of sexual violence or misconduct:

1. We will ensure the safety of the victim (immediate safety first, followed by ongoing safety)

2. Provide emergency numbers for law enforcement, medical assistance, mental health services, and qualified counsellors/victim services support
3. Make the victim aware of the different reporting options
4. As required and if necessary, VGC will pass on information, reports, and documentation to the police, community-based victim service programs, or experts once permission is given by the victim
5. VGC can arrange for a police officer to meet with the victim on campus to discuss the possibility of making a criminal report
6. A designated VGC representative can liaise and accompany the victim to the local sexual assault centre, police, and/or other justice system partners as appropriate
7. If a victim decides to make a criminal report, the designated VGC representative will accompany the individual to the police station or have police attend the school
8. Depending on the situation and who is involved, VGC will follow the *Respectful and Fair Treatment of Students Procedure*

VGC does not have a mandate to conduct criminal investigations. However, we have the responsibility to provide our students with a safe environment regardless of whether a particular incident results in a criminal investigation and/or charges.

o Reporting Options

**1. Disclosure only**

A victim may wish to tell someone about the incident in order to seek support, but may not want to make a report to the police.

**2. Police**

A victim may wish to make a formal report of sexual assault or other incident of sexual misconduct to the police.

**3. Reporting to Police via Community Victim Agency**

A victim may wish to make an anonymous report through a community-based victim support worker. Reports are then sent to the police by an intermediary agency to provide detailed information about the incident and the alleged perpetrator, but will not include the name or contact information of the victim.

**4. Anonymous Reporting to the Institution via Victim/Survivor Support Service**

An anonymous report made through a victim support worker would result in reports being sent to the contact point of the institution by an intermediary agency to provide detailed information about the incident and the alleged perpetrator, but will not include the name or contact information of the victim.

As noted above, victims of sexual misconduct may choose one or more of the criminal and/or non-criminal reporting options.

Scan the QR code  
to access some of the  
support services  
offered in Vancouver



Scan the QR code  
to read these procedures  
on your phone



# Public Transportation

There is a convenient and reliable public transportation system in Vancouver including:

- Buses
- SkyTrain (an elevated rapid transit train)
- SeaBus (passenger-only ferry between Downtown Vancouver and the North Shore)
- West Coast Express (commuter train between Downtown Vancouver and Mission, British Columbia)



You will need a Compass Card or Compass Ticket to access all public transportation fare gates and buses. You can buy your Compass Card at any ticket machine or TransLink Offices. Getting a Compass Card lets you store value in the card, allows you to pay-as-you-go, and enjoy a discounted fare rate.

## Single Fare

- There are three (3) fare zones in Metro Vancouver on the SkyTrain or SeaBus. The number of SeaBus and/or SkyTrain boundaries you cross during your trip determine your fare.
- Bus travel is a one (1) zone fare all-day, every day regardless of how many geographical zone boundaries you cross
- A single fare is valid for 90 minutes on bus, SkyTrain or SeaBus

As of October 1, 2025

TYPE	1 ZONE		2 ZONE		3 ZONE	
	Ticket	Compass Card	Ticket	Compass Card	Ticket	Compass Card
Peak Fare Adult <small>(Weekdays before 6:30pm)</small>	\$3.35	\$2.70	\$4.85	\$4.00	\$6.60	\$5.10
Off Peak Fare Adult <small>(Weekdays after 6:30pm, and all-day Saturdays, Sundays and holidays)</small>	\$3.35	\$2.70	\$3.35	\$2.70	\$3.35	\$2.70

## Monthly Passes

- You can buy a Calendar Monthly Pass for one, two, or three fare zone to travel by bus, SkyTrain, and SeaBus
- Bus travel is a one (1) zone fare all-day, every day regardless of how many geographical zone boundaries you cross
- Monthly Passes are transferable and valid for **an entire calendar month**
- You can pre-purchase your next month's pass using different channels (online, Compass vending machine, by phone or in person) starting on the 20th of each month until the 15th of the next

As of October 1, 2025

TYPE	1 ZONE	2 ZONE	3 ZONE
Adult Monthly Pass	\$111.60	\$149.25	\$201.55

Visit the TransLink website by scanning the QR code for **schedules, trip planning, maps, and further information.**



# General Policies & Procedures

VGC International College is committed to the overall educational, personal and professional development of every student. To provide an environment supportive of these goals, VGC has established a set of policies, regulations, standards of behavior and related administrative procedures.

“Student” means a person who is presently enrolled at VGC including students participating in work experience placements.

## TUITION REFUND POLICY

Refund policies vary depending on whether your program is classified as PTIRU-approved or non-approved. Please refer to the following:

- **PTIRU-Approved Programs**  
Have tuition of \$4,000 or more
  - Class A: Career-related diploma programs with:
    - 40+ hours of instruction, AND
    - Tuition of \$4,000 or more
  - Class B: Career-related certificate programs (including TESL diplomas and certificates) with:
    - Tuition of \$1,000 or more
  - Class C: English language programs that:
    - Are longer than six months, OR
    - Have tuition of \$4,000 or more
- **Programs Not Requiring Approval**  
Programs that do not require PTIRU approval include:
  - English language programs that are less than \$4,000 AND less than six months long
  - Business seminars
- **VGC IEC Working Holiday Program**

*Note: Students who enroll in a language program which is 6 (six) months or less in duration, or for which tuition is less than \$4,000 may not make a claim against the Student Tuition Protection Fund, which is managed by the Private Training Institutions Regulatory Unit (PTIRU) of the Ministry of Advanced Education and Skills Training. This language program may not have been reviewed or approved by PTIRU. [Click here](#), for more information about programs that do not require PTIRU approval.*

**Please scan the QR code to read the complete Tuition Refund Policies for your program:**



## MINOR STUDENT POLICY

- The age of majority in British Columbia is 19 years old; a person who is 18 and younger is legally a “minor”
- Minors must have VGC’s Terms and Conditions document signed by their legal guardian prior to starting classes at VGC; this document outlines specific policies that minors must follow (failure to comply may lead to dismissal), including:
  - Activity release and indemnity form
  - Photo release form
- If a minor wants to register for VGC Custodianship, they must also register for VGC Homestay; students with VGC Custodianship cannot cancel homestay for the entire duration of their studies

## VGC CODE OF CONDUCT

While on VGC premises, in the course of activities or events hosted by VGC, or in VGC homestay and residence, students:

- must comply with all VGC policies
- must not cheat or plagiarize
- must treat all students, staff, and homestay families with respect
- must not engage in physically or verbally aggressive, threatening, harassing, discriminatory or otherwise offensive behavior (this also pertains to online activity and social media)
- must not steal, misuse, destroy, or deface VGC property
- must not consume, possess, or distribute alcohol, controlled or restricted substances or drugs, including marijuana
  - The only exception being alcohol if students are of legal drinking age with proper identification and are drinking responsibly in a location that has a proper liquor license
- must not be under the influence of alcohol or controlled or restricted substances or drugs, including marijuana
- must not contravene any provision of the Criminal Code of Canada or any other federal, provincial, or municipal statute or regulation

## STUDENT DISMISSAL POLICY

Students are expected to meet and adhere to the Code of Conduct set out in this policy while completing a program of study at VGC. Students who violate the VGC Code of Conduct will be subject to the procedures and discipline outlined below, which may include immediate dismissal from the institution. If necessary, students should request clarification from a director and/or other VGC staff members.

## STUDENT DISMISSAL PROCEDURE

1. All concerns relating to student misconduct shall be directed to a VGC director; concerns may be brought by staff, students or the public
2. The director will arrange to meet with the student(s) to discuss the concern(s) within five (5) school days of receiving the complaint
  - If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted, the Business School Manager will meet with the student as soon as is reasonably possible
3. Following the meeting with the student, the director will conduct whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated
4. Any necessary inquiries or investigations shall be completed within five (5) school days of the initial meeting with the student
5. The director will meet with the student and do one of the following:
  - (a.) Determine that the concern(s) were unsubstantiated;
  - (b.) Determine that the concern(s) were substantiated, in whole or in part, and either:
    - i. Give the student a warning setting out the consequences of further misconduct;
    - ii. Set a probationary period with appropriate conditions; or
    - iii. Dismiss the student from VGC
6. The director will prepare a written summary of the determination; a copy will be given to the student and the original will be placed in the student file
7. If the student is issued a warning or placed on probation, the director and the student will both sign the written warning or probationary conditions; a copy will be given to the student and the original will be placed in the student file
8. If the recommendation is to dismiss the student, the director will meet with the student to dismiss them from studying at the institution and will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, in accordance with VGC's Tuition Refund Policy
9. If a refund is due to the student, VGC will ensure that a refund is forwarded to the student within 30 days of the dismissal

10. If the student owes tuition or other fees to the institution, VGC may undertake collection proceedings for the amount owed

### **DISPUTE RESOLUTION POLICY**

This policy governs complaints from students respecting VGC International College and any aspect of its operations.

- Student(s) will not be subject to any form of retaliation as a result of filing a complaint and VGC will manage the situation professionally with respect to the student lodging the complaint.
- All student complaints should be made in writing to VGC's Student Services Department (support@vgc.ca). A student services employee will respond and arrange a meeting with the student to discuss the complaint and try to find a solution.
- If the student is not satisfied with the outcome after having one or two discussions with the Student Services representative, the director / manager of the relevant department will be contacted to determine the best course of action.
  - Academic Department: academicadmin@vgc.ca
  - Marketing (marketing@vgc.ca) and Student Services (lawrence@vgc.ca) Department
- If the director in the applicable department is absent or named in the complaint, a different director from the list will be contacted to determine the best course of action.
- After careful examination of the complaint, providing possible solutions, and speaking with the student (if applicable), the director will offer their determination and final solution.
  - VGC will provide the reasons for the determination and reconsideration (if applicable) to the student within 30 days from the date on which the student made the complaint.
- The written reasons will advise the student, that if they are dissatisfied with the determination, and feel that they have been misled by the institution regarding any significant aspect of that program, the student may file a complaint with:
  - The Private Training Institutions Regulatory Unit (PTIRU). PTIRU can help any student who is or was enrolled in an approved program, or
  - Languages Canada
- Complaints must be filed with PTIRU within one year of the date a student completes, is dismissed from, or withdraws from the program.
- The student making the complaint may be represented by an agent or a lawyer.

### **WITHDRAWAL POLICY AND PROCEDURE**

If a student currently studying at VGC wishes to finish their program early, they must provide in writing to VGC the date they would like to graduate; the student may receive a refund if VGC's Tuition Refund Policy applies

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