



# VGC STUDENT HANDBOOK

## Welcome to VGC International College

### CONTACT INFO

+ 1.604.688.9057  
info@vgc.ca

### HASTINGS CAMPUS

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

### GRANVILLE CAMPUS

535 Granville Street  
Vancouver, BC, V6C 1X6 Canada

### HORNBY CAMPUS

530 Hornby Street  
Vancouver, BC, V6C 2E7 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 of academic standards, to support student learning with excellent customer service, and to 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)



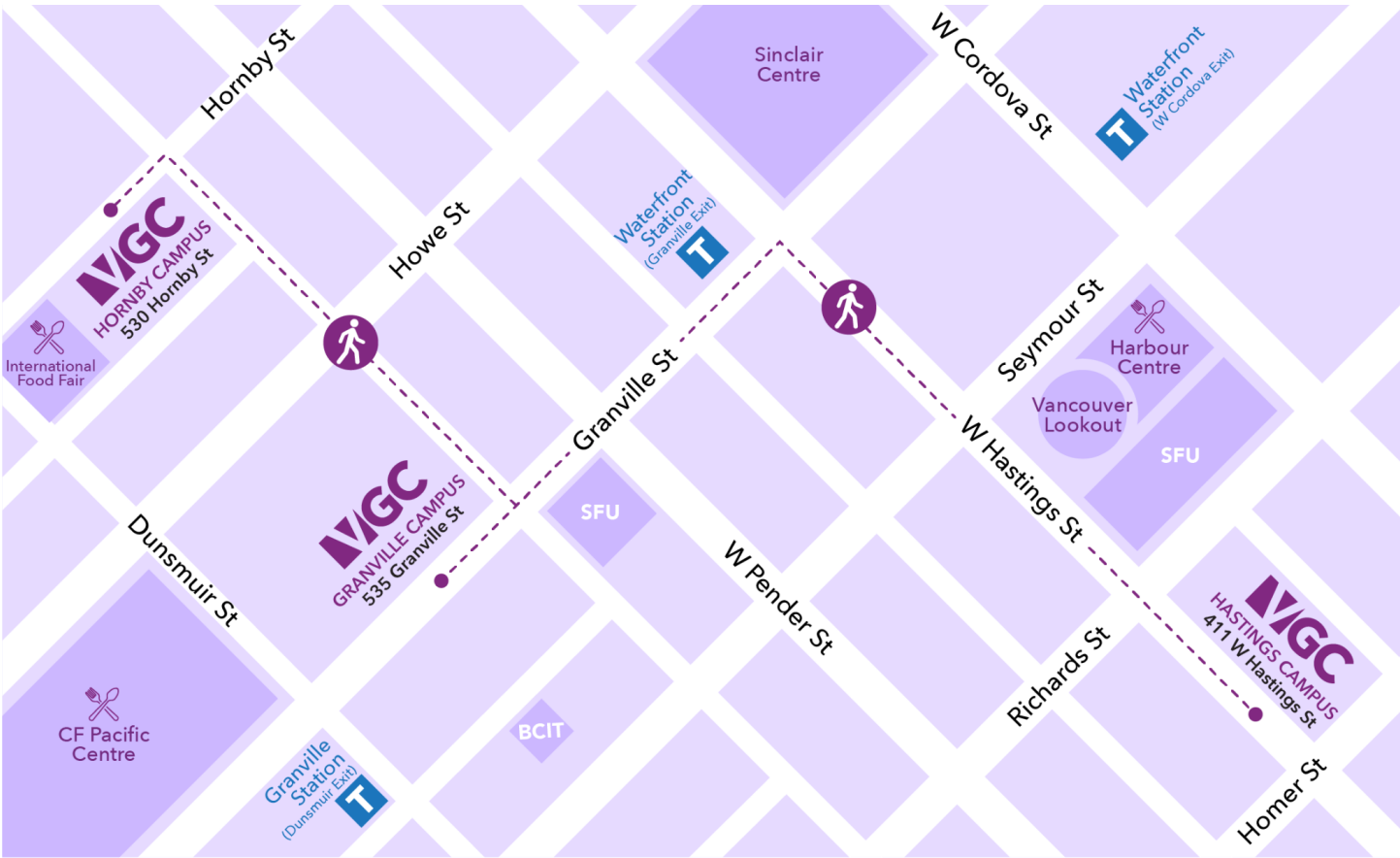
**Instituto Urraca**  
(Panama)




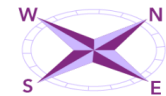
**Rai Som School**  
(Thailand)

**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



**Jana Chlupova**  
Academic Administrator



**Lawrence Whalen**  
Admissions and  
Homestay Manager



**Gemma Masferrer**  
Cultural Integration &  
Activities Coordinator



**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	FEBRUARY	MARCH	APRIL
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 29 30 31	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	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 29 30 31	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 29 30
MAY	JUNE	JULY	AUGUST
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 29 30 31	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 29 30	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 29 30 31	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 29 30 31
SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
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## 2026 START DATES

JANUARY	FEBRUARY	MARCH	APRIL
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 29 30 31	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	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 29 30 31	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 29 30
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SEPTEMBER	OCTOBER	NOVEMBER	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 24 25 26 27 28 29 30	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 29 30 31	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 29 30	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 Christmas Break 26 27 28 29 30 31

-  Canadian Holidays
-  Main Start Dates/  
University Preparation  
Start Dates
-  Alternative Start Dates
-  Cambridge Preparation  
2025 Dates:  
(July 7 - August 29)  
2026 Dates:  
(June 29 - August 21)
-  TESL

# Academic Department



**Jordan Beckett**  
Director of Studies



**Stacey Marcoux**  
Academic Administrator



**Jana Chlupova**  
Academic Administrator

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

## How can they help you?

- Academic counseling relating to your classes, level, progress, results and your teachers
- Provides your textbook on your first day and every time you level up
- All textbooks include a course outline describing the course, its structure, objectives and assessment criteria

We recommend you don't write in your textbook on the first day in case you want to request a course change

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



# Your Weekly Schedule

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	
8:45am - 1:50pm	Core Class	Core Class	Core Class	Core Class	Core Class	
	Core Class	Core Class	Core Class	Core Class	Core Class	
	Elective Choice	Core Class	Elective Choice	Core Class	Weekly Workshop	
BREAK						
2:05pm - 3:25pm	Afternoon Plus Class	Afternoon Plus Class	Afternoon Plus Class	Afternoon Plus Class	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		

## Class Changes

A list of available Electives and Afternoon Plus classes by level are posted in each Academic Office. This information is also available from teachers. If you're looking to change

- Core/Morning Class
  - Speak with the Academic Team in your campus to make a change request
  - Changes cannot be made mid-week
- Electives/Afternoon Class
  - You can request a change directly with your Core/Morning Class teacher in your 1-on-1 feedback session after a test
  - Changes can only be made every 2 weeks and will take effect the following week.

## English Equivalency Chart

SCHOOL of					English Equivalency Chart			
ENGLISH LANGUAGE								
Core Classes					Proficiency Equivalents			
Levels	Global English	IELTS	TESL	University Preparation	IELTS Score	TOEFL Score	Cambridge Test	CEFR
8	Upper Advanced	IELTS Prep	TESL Diploma	Advanced University Prep	7	94	CAE	C1
7	Lower Advanced		TESL Certificate		6.5	79		
6	Upper Intermediate	IELTS Foundation		Intermediate University Prep	6	60	FCE	B2
5	Intermediate		5.5		46			
4	Pre-intermediate				5		PET	B1
3	Elementary						KET	A2
2	Beginner							A1
1	Intro							



# Learning Objectives, Expectations, Testing & Leveling Up

## Global English

Designed for VGC levels 1-8



Global English is a unique program that combines both general English and academic English skills. As an integrated course, it works on speaking, listening, writing and reading, as well as grammar, vocabulary and pronunciation.

At the end of each level, you will be better able to:

### Level 1 - Intro

- Ask simple questions and understand answers expressed in simple language
- Understand basic instructions on class times, dates and room numbers
- Write simple messages such as a note to your host family
- Read simple notices and information such as in airports or shopping malls

### Level 2 - Beginner

- Understand and use familiar everyday expressions, and very basic phrases
- Introduce yourself and others
- Ask questions about basic details (such as nationality, age, possessions)
- Copy information from a classroom board or notice board
- Write short texts (25 words) such as simple messages and "thank you" notes
- Read simple texts such as menus and maps
- Understand simple written instructions

### Level 3 - Elementary

- Use English for basic social situations
- Understand basic discourse in a range of social contexts
- Write simple paragraphs
- Communicate about present and past events
- Ask and answer questions affirmatively and negatively
- Quantify countable and uncountable nouns
- Compare people and places

### Level 4 - Pre-Intermediate

- Use English for most basic and some complex social situations
- Understand some complex discourse in a limited range of social contexts
- Write simple paragraphs with some degree of organization
- Communicate effortlessly about some present and past events

**Level 5 - Intermediate**

- Use English in many complex social situations
- Understand a range of complex discourse in a variety of social contexts
- Write simple paragraphs with a reasonable degree of organization
- Communicate effortlessly about past and present events

**Level 6 - Upper Intermediate**

- Understand the better part of texts encountered, both spoken and written, with little effort
- Interpret data
- Express doubt and state your point of view
- Summarize and debate social issues
- Write structurally sound essay style compositions, with minimal errors

**Level 7 - Lower Advanced**

- Understand a range of texts, written in various genres, following implicit and expressed meaning
- Understand spoken discourse in a wide range of situations, spoken in a variety of dialects
- Express yourself fluently, keeping up in conversations and generally making appropriate use of grammar and specific texts
- Use English for academic, social and personal purposes
- Write a variety of texts on complex topics, using appropriate organization, cohesion, register and conventions

**Level 8 - Upper Advanced**

- Understand the majority of texts encountered, both spoken and written, with little effort
- Respond to subtleties of meaning in almost all situations
- Express yourself fluently, accurately and precisely in speech and writing, using appropriate grammar and specific lexis, and using a wide range of language
- Summarize, reconstruct, and present arguments coherently

**Global English Testing and Leveling Up**

- You generally require a minimum of 8 weeks at each level in order to level up
- 8-week period includes regular formative and summative assessment for your reading, writing, listening, grammar, speaking and participation
- You can level up if you achieve a minimum of 70% in all skills, after being in a level for 8 weeks
- You may level up before the 8-week period is complete if you achieve a minimum of 90% in all skills

# IELTS Preparation

Designed for VGC levels 6-8

VGC Levels

1

2

3

4

5

6

7

8

IELTS Score

5

5.5

6

6.5

7

The IELTS Preparation program will help you achieve your target IELTS score. The Lessons are designed to give maximum teacher-to-student interaction and provide opportunities for you to refine your English for each section of the test.

At the end of each level, you will be better able to:

## IELTS Preparation - Foundation

- Apply some basic knowledge of the IELTS exam format
- Use the language more confidently and accurately
- Understand the link between classroom practice and exam tasks
- Use more independent learning strategies

## IELTS Preparation - Advanced

- Display solid knowledge of the IELTS exam format
- Use the language more confidently and accurately in both speaking and writing
- Display a good understanding of the link between classroom practice and exam tasks
- Apply more independent learning strategies

## IELTS Preparation Testing & Leveling Up

- You will take a full IELTS practice test every two (2) weeks
- If you are in *IELTS Foundation*, you can level up to *IELTS Advanced* if you achieve an equivalency of 6.0 in all areas

# University Preparation

Designed for VGC levels 5-8

VGC Levels

1

2

3

4

5

6

7

8

English Levels

Intro

Beginner

Elementary

Pre-intermediate

Intermediate

Upper Intermediate

Lower Advanced

Upper Advanced

This program prepares you for your academic career at a university in Canada. It will allow you to gain the necessary language requirements for acceptance and direct entry into our partner colleges or universities.

## University Preparation - Intermediate

By the end of the course, you will be able to:

- Listen to lectures and take effective notes
- Analyze and evaluate sources; recognizing fact, opinion, agenda and implications
- Read critically with a healthy level of skepticism
- Conduct quantitative research, analyze data, and report and discuss findings
- Come to conclusions based on observation and evidence
- Write effective essays, arguing a case, supported by reading and empirical evidence
- Avoid plagiarism and use APA and MLA referencing conventions
- Participate actively in discussions and debates
- Give oral presentations
- Use *Microsoft Office* for research, writing, referencing, data analysis and presentations
- Interact politely with teaching staff and fellow students

## University Preparation - Advanced

By the end of the course, you will be able to do the following at an advanced level:

- Listen to lectures and take effective notes
- Analyze and evaluate sources; recognizing fact, opinion, agenda and implications
- Read critically with a healthy level of skepticism
- Conduct quantitative research, analyze data, and report and discuss findings
- Come to conclusions based on observation and evidence
- Write effective essays, arguing a case, supported by reading and empirical evidence
- Avoid plagiarism and use APA and MLA referencing conventions
- Participate actively in discussions and debates
- Give oral presentations
- Use *Microsoft Office* for research, writing, referencing, data analysis, and presentations
- Interact politely with teaching staff and fellow students

## University Preparation Testing & Leveling Up

- You must take a university placement test to enter the program
  - Email [pathways@vgc.ca](mailto:pathways@vgc.ca) if you are interested
- Once in the program, assessment is ongoing throughout each month-long term and will include essays, presentations, etc.
- A final grade is given at the end of each term
- If you are in University Preparation Intermediate, you can move up to University Preparation Advanced after achieving a minimum of 75% within a certain amount of weeks
  - Please contact [pathways@vgc.ca](mailto:pathways@vgc.ca) before you start to know how many weeks it should take to complete

## Requesting a Change to a Lower Level

All students take a placement test prior to being placed in a class to ensure that the class they are placed in is at the appropriate level. The level being studied should be challenging and contain new material as this is how progression happens.

Students who feel their level is too challenging and who wish to request a move to a lower level may speak to the academic department who will assess their request. Students who wish to change to a lower level than recommended by the academic team may have to pay for an extra \$60 or return their current level textbook if it is in perfect condition.



# Extra Student Services

VGC provides you further options to improve your English writing or communication skills at no extra cost. As with our core courses, our Extra Student Services are taught with the same level of quality by highly-trained and qualified teachers.

Study Lab/Writing Center* Study Lab*	Workshops*
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!	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.
<b>Who is it for?</b> Students of all levels	<b>Who is it for?</b> All students
<b>When?</b> Monday to Thursday, 3:40pm – 4:40pm	<b>When?</b> Friday, 12:15pm-1:15pm
<b>Where?</b> Room G311, Granville Campus	<b>Where?</b> Room G311, Granville Campus

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

## Continuing Studies

After graduating, you will receive an email to sign up for this year-long service. It's an online learning platform designed for alumni to maintain the English level they earned. VGC provides a new English lesson every week for reading, writing, listening and speaking.

# Academic Policies

## 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

**We ask one thing at VGC: SPEAK ENGLISH!**

This will help your English learning, and also help you make friends as well as making VGC an inclusive space.

What's a Purple Card?	What's a Red Card?
<ul style="list-style-type: none"> <li>• Given to you for speaking English in shared areas around the school</li> <li>• Your purple cards go into a prize draw once a week</li> </ul>	<ul style="list-style-type: none"> <li>• Given to you for NOT speaking English in shared areas around the school</li> <li>• If you accumulate three (3) cards, you will be suspended for one (1) day; if needed, the appropriate people will be informed</li> <li>• If you are a minor and suspended for one (1) day, you will be given extra school work or will not be allowed to attend VGC Activities, whichever is deemed appropriate</li> </ul>

## Student Attendance & Participation

- You are expected to attend a minimum of 70% of all your classes; days missed due to sickness will not be refunded or added to the end of study periods.
- Participation is 10% of your grade

## Returning to VGC

- If you want to return to VGC within 9 months of your graduation to extend, you will not be required to take a test and will go straight back into class
- If you want to return to VGC but have been away longer than 9 months, you will be required to retake the placement test

# 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>	Front desk of all VGC campuses or G-303

### How can they help you?

- Provides 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

## 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.



*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



**Gemma Masferrer**  
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!*

# Important Things to Remember

## Visa Policy

It is your responsibility to ensure you have the legal status to study 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.

In addition to this, 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.

## 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

## Requesting for Vacation

- If you plan to take a vacation, please make a request with the *Admissions Team*
- To have your vacation approved and your study time extended, a written request must be received by VGC no later than two (2) weeks before your vacation
  - For one (1) to two (2) week vacation, you should have studied for a minimum of 12 weeks
  - For three (3) to four (4) week vacation, you should have studied for a minimum of 24 weeks
- If you decide to take an unapproved vacation, you will be excused from your classes BUT:
  - Your current end date will remain the same
  - If you want to extend your end date, you will have to pay a \$200 extension fee

### REMINDERS

- If you are a minor, you need to submit a written approval from your parents or guardian, prior to approval of your vacation
- All vacations start on Monday and last a minimum of one (1) week
- You cannot take a vacation for more than four (4) weeks a year
- You need to ensure you maintain your legal status to study in Canada upon returning from vacation; you must be able to finish your studies while following the guidelines of Citizenship and Immigration Canada (CIC)

\*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)

# 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
    - o 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
    - o 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
    - o 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*
    - o 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 July 1, 2024

TYPE	1 ZONE		2 ZONE		3 ZONE	
	Ticket	Compass Card	Ticket	Compass Card	Ticket	Compass Card
Peak Fare Adult (Weekdays before 6:30pm)	\$3.15	\$2.55	\$4.55	\$3.75	\$6.20	\$4.80
Off Peak Fare Adult (Weekdays after 6:30pm, and all-day Saturdays, Sundays and holidays)	\$3.15	\$2.55	\$3.15	\$2.55	\$3.15	\$2.55

## 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 transferrable 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 July 1, 2024

TYPE	1 ZONE	2 ZONE	3 ZONE
Adult Monthly Pass	\$104.90	\$140.25	\$189.45

can the QR code to visit the TransLink website for **schedules, trip planning, maps, and more**



# 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 PTIB-approved or non-approved. Please refer to the following:

- **PTIB-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 PTIB 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 Branch (PTIB) of the Ministry of Advanced Education and Skills Training. This language program may not have been reviewed or approved by PTIB. [Click here](#), for more information about programs that do not require PTIB 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 *VGC Code of Conduct* while completing a program of study at VGC. Students who violate the *Code of Conduct* will be subject to the procedures and discipline below, which may include immediate dismissal from the institution. If necessary, students should request clarification from a director, and/or, other staff member at VGC.

## 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 director will meet with the student as soon as is reasonably possible.
3. Following the meeting with the student, the director will conduct whatever further inquiry 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 and the student will be given a copy. The original document will be placed in the student's 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 Branch (PTIB). PTIB can help any student who is or was enrolled in an approved program, or
  - Languages Canada
- Complaints must be filed with PTIB 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

**For more information about  
living in Vancouver, please scan  
the QR code below.**

