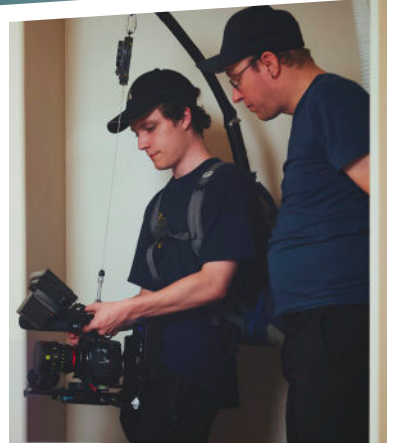
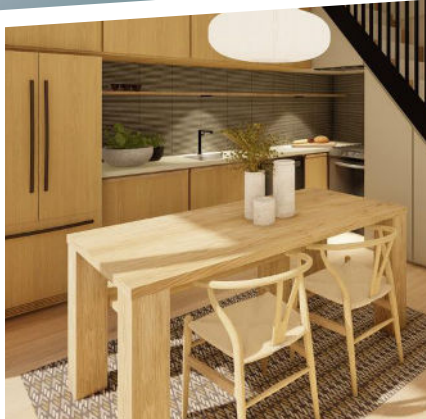
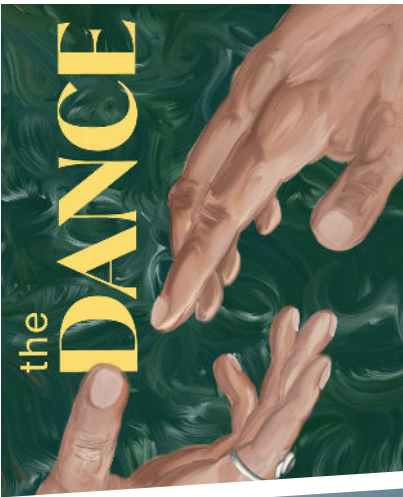




2024 - 2025



# Student Handbook



Pacific Design Academy acknowledges that we live, work and design on the unceded territory of the ɫəkʷəŋən Peoples, known today as the Esquimalt and Songhees Nations. The ɫəkʷəŋən and W̱SÁNEĆ Peoples' historical relationship to the land has existed since time immemorial and continues to this day.

***PDA** seeks to be  
the premier training institute  
for aspiring designers in BC.*

# VISION

**MISSION** We **educate** creative and highly skilled designers  
who will one day **make the world a better place**.  
We **support** them as they turn their passions into success through their **careers** and **service** to others.

## CORE VALUES

STUDENT-CENTREDNESS. CREATIVITY  
RELEVANT CAREER TRAINING EXCELLENCE SOCIAL RESPONSIBILITY

### At PDA, we believe:

- that **student-centredness** improves learning.
- that **creativity** benefits all human endeavours.
- that **relevant career training** sets students up for success.
- in striving for **excellence** as we teach, learn, and lead.
- in **social responsibility** and always acting in the best interests of our community.

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# Regulations

- 1.1 Admissions
- 1.2 Enrolment Contracts, Tuition, & Fees
- 1.3 Communication & Contact Information
- 1.4 Course Content & Cancellation
- 1.5 Transfer Credits & Prior Learning

## 1.1 Admissions

Students are accepted annually on a first-come, first-served basis for qualified applicants. Failure to submit one's application promptly and in accordance with all regulations may render an applicant ineligible. Acceptance to Pacific Design Academy (PDA) programs is based upon meeting the minimum admission requirements, which cannot be waived:

- Completion of Grade 12 diploma or equivalent
- Proof of education (transcript, diploma, letter of recognition)
- Completed application form
- Non-refundable application fee (\$200 for domestic students, \$500 for international students)
- Students under 19 require a signature of a parent or guardian
- Copy of a valid photo ID or birth certificate
- Letter of intent detailing background and future goals
- If deemed necessary by the Registrar, a TOEFL score of at least 52, an IELTS score of at least 4.0, or a Duolingo score of at least 60.

## 1.2 Enrolment Contracts, Tuition, & Fees

On their orientation day before the start of each academic year, each student is required to complete a Student Enrolment Contract.

Our regulatory body, the Privative Training Institutions Branch (PTIB) requires students to sign a contract for each school year. This contract applies only to the year in which it is signed and, in the case of a two-year program, does not guarantee acceptance into future years of a program.

This information is used as official student contact information. If contact information changes, please inform the Registrar.

Students are responsible for the timely payment of all fees. For students not paying fees with student loans, bursaries, or scholarships, please note the following:

- The payment of equipment fees and at least half of a program's total tuition fee must be paid three weeks prior to the commencement of the first term.
- The remaining balance is due three weeks before the start of the second term.

For students paying with BC Student Loans, bursaries, or scholarships, please note the following:

- a) Student Aid BC disburses funds for tuition after the start of terms one and two. PDA will deliver any remaining funds to the student once the full tuition has been paid if necessary. Students should speak to Student Aid BC about funds set aside for living expenses, as those are typically released to the student directly.
- b) Students are responsible for paying the remaining tuition, if any, not covered by StudentAid BC, bursaries, scholarships, or other alternative forms of payment.

Students will not graduate unless all fees are paid in full. Equipment fees cover computers, software, and printing equipment.

### **1.3 Communication & Contact Information**

All students will be given a school email address (@pdaeducation.com) during orientation. This is the primary means through which the school will communicate with students and students are responsible for regularly checking/responding to this email.

### **1.4 Course Content & Cancellation**

Course outlines are prepared in advance and may be subject to changes made at the discretion of Instructors, Department Heads, Academic Dean, or Director. PDA reserves the right to adjust schedules and may merge or cancel any class or program in the event of insufficient enrolment or unforeseen circumstances, often referred to as an Act of God.

### **1.5 Transfer Credits & Prior Learning**

PDA strives to give students credit for prior learning where the learning outcomes of a given course or program have been demonstrably met prior to enrollment. The purpose of this policy is to establish a consistent process that applies to all programs offered by PDA and outlines the mechanisms by which prior learning may be assessed.

To process a credit transfer request, PDA will assemble a committee composed of the Academic Dean and the Department Head of the relevant program. They may call upon the expertise of additional faculty members or external parties as needed. PDA reserves the right to determine whether credits are to be awarded based on previous coursework completed at a post-secondary institution or other prior learning.

When seeking to transfer credits to PDA from another post-secondary institution, students must submit (i) a transcript showing a course grade and (ii) a course outline for each course proposed for transfer.

When evaluating whether a course credit is suitable for transfer from another institution or program, the credit transfer committee will consider the:

- Course learning outcomes
- Course duration
- Course level
- Accreditation of the institution

In cases where prior learning is not evidenced through formal education, the credit transfer committee may use the following methods to assess a student's comprehension of the learning outcomes for the given course:

- Portfolios
- Examinations
- Assignments
- Interviews
- Letters and documents

The credit transfer committee will decide which methods to use in the assessment of learning outcomes, always endeavouring to apply a consistent and fair process.

Applications for transfer credit and prior learning assessment may only be submitted after a student has been accepted into a program and paid the deposit fee. Applications must be received at least two weeks before the start of a term to be considered.

In circumstances where prior learning is to be assessed by means other than the examination of transcripts and course outlines, a non-refundable fee of \$120CAD per course must be paid by the student. This fee is for the assessment, not the credit, and must be paid before the assessment takes place.

Transfer and prior learning credit, combined, may not be granted for more than 50% of a program's total hours.

# Housekeeping

- 2.1 Food & Beverages
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## **2.1 Food & Beverages**

Please keep all work areas and classrooms clear of food and garbage. Beverages are only allowed in classrooms when they are in closed containers. No food or drink of any kind is permitted in the computer labs.

The student kitchen is a shared space. Please clean up after yourself and remove any old food from the fridge.

## **2.2. Breaks**

We encourage students to leave their classrooms and the school during their breaks. Students are expected to be respectful of the lounge areas, amenities, and other students' use of these spaces.

## **2.3 No Smoking**

All premises of PDA are non-smoking environments. Smoking is not permitted inside or in front of the school.

## **2.4 Lost & Found**

Please turn in all found articles to the main reception desk. PDA will hold these items for up to 30 days.

## **2.5 Damage to School Property**

Students who damage school property are expected to acknowledge such damages and take responsibility for any replacements or repairs.

## **2.6 Cell Phones & Headphones**

Cell phones are allowed in class but should not distract the student, classmates, or the instructor. If a cell phone disturbs an instructor while class is in session, students may be asked to excuse themselves or the cell phone may be temporarily confiscated.

Based on the discretion of the instructor, headphones are allowed during individual work periods; however, the instructor reserves the right to ask students to put them away.

## **2.7 Computer Labs**

The computers at PDA are shared units and school property. Students are responsible for any damage they cause. It is prudent to back up all work; computer crashes and technical failures are not acceptable excuses for late or incomplete work.

## **2.8 Visitors**

Visitors are welcomed at PDA but are only allowed to enter classrooms by invitation from instructors, who must be consulted in advance. If you'd like to arrange a tour for friends or family, please make arrangements with the Registrar. Visitors must check in at the front desk, and remain in the front foyer until their host is available to personally welcome them.

## **2.9 Animals**

Animals, other than those certified and used for assistive purposes, are not permitted within PDA premises.

## **2.10 Display of Student Work**

PDA reserves the right to copy and/or retain student projects for use as display items. Student work used for this purpose may not be removed without permission of PDA staff. Projects not used for display must be removed from the school after final grades are received. Abandoned materials and possessions left at the school after graduation are not the responsibility of PDA.

## **2.11 Holidays**

PDA observes statutory holidays as described in the school calendar, as well as winter and spring breaks. Classes will not be rescheduled because of a holiday. Please see the school calendar for details.

## **2.12 Transportation**

Due to our location in the heart of historic Victoria, parking nearby can be difficult. Please consider using alternative modes of transportation, such as:

### **a) Bicycles**

There is a bicycle cage located behind the school, and students can obtain the access code from the front desk. Students are not permitted to share this code

with individuals who are not associated with the school and are responsible for locking their own bicycle within the cage, as the school is not liable for any damage or loss. Additional bicycle parking options are available near the school, including in Bastion Square. In cases of bad weather, covered bike shelters can be found on the first floor of the Yates Street parkade and outside the Mountain Equipment Co-op on the corner of Government and Pandora. There is also the [Downtown Victoria Bike Valet](#) located at Centennial Square.

b) **Cars**

PDA does not have parking available for students. There are several private parkades within walking distance of the school.

c) **Walking**

Please consider your personal safety. If you are leaving the school at a late hour, either walk home with a friend, call a taxi or ride share service to 8 Bastion Square.

d) **BC Transit**

Our campus is a short walk from the Douglas Street transit hub. PDA is a [BC Transit](#) vendor and has the authority to sell 30-day bus passes at a discounted rate for students. Please see the main reception for more information.

## **2.13 Fragrance-Free Environment**

Many people have sensitivities to the chemical agents found in scented products. Students and staff are asked to refrain from using heavily scented products such as perfume, hair spray, and extra fragrant deodorants while at school.

## Academic Policies

- 3.1 Course Credits & GPA
- 3.2 Course Outlines & Student Assessment
- 3.3 Late Assignments, Tests, and Exams
- 3.4 Extensions
- 3.5 Standards of Academic Progress
- 3.6 Attendance Policy
- 3.7 Attendance Appeal
- 3.8 Academic Leave
- 3.9 Grading Breakdown
- 3.10 Grade Appeal Policy
- 3.11 Work Experience
- 3.12 Course Experience Surveys

### 3.1 Course Credits & GPA

Courses are assigned a credit value equivalent to their weekly duration unless otherwise decided by the Director, such as in the case of compressed courses. For example, a class of three hours per week is worth three credits. Term and year-end grades are determined by averaging these classes according to their weighted values. Credits are earned when a student achieves a grade of 60% or better in a course.

Due to the condensed nature of our programs, there are no electives and all courses within each program are mandatory.

To pass an academic year, students must achieve a yearly program average of 65% or better and earn at least 52 out of 60 credits. Students with an average below 65% but hold an attendance record of no less than 75% will receive a Letter of Attendance. Students finishing with a yearly program average of 90% or greater will graduate with Honours.

### 3.2 Course Outlines & Student Assessment

Students will receive a course outline on the first day of each class every term. This outline will detail course objectives, materials required, and how students will be assessed.

Assessment methods may vary by program and can include feedback during class discussions, assignments, projects, tests, and exams. See 3.9 for the grading breakdown.

If a student is unclear regarding their academic performance throughout their course, they may request an assessment from their instructor at any time.

### 3.3 Late Assignments, Tests, and Exams

All projects must be submitted by the specified deadline and to the appropriate instructor or teacher's assistant. Late work is subject to academic penalty. Please see Extensions (3.4) for information about extensions.

- **Projects** submitted within one week of the due date have 25% of their mark deducted. Projects submitted later than one, and within two weeks, will have 50% of their mark deducted. If an assignment is more than two weeks late, it is no longer acceptable for submission and receives a 0% unless an extension is granted (see 3.4).
- **Tests** missed during the term that are not granted an extension are marked 0%.
- **Final Projects or Exams** not handed in or missed are marked 0% unless an extension is granted. If a project or exam is completed after the end of the term, the release of the student's transcript may be delayed.

### 3.4 Extensions

Reasonable extensions are left to the discretion of the instructor. If a student believes their request for an Extension has been unfairly denied, they may appeal the decision under the school's Dispute Resolution Policy (6.4).

### 3.5 Standards of Academic Progress

Students who fall behind in assignments or fail to learn the curriculum in any course or program will be required to meet with their Instructor(s), Department Head, Academic Coordinator, and/or the Academic Dean. Failure to make reasonable academic progress renders a student vulnerable to academic penalties, including dismissal (see 4.3).

### 3.6 Attendance Policy

Students are expected to promptly inform their instructors if they will be absent from or late to any class, prior to the start of class. Students who are absent from classes are responsible for catching up on any missed material on their own.

In compliance with PTIB regulation, attendance is recorded precisely, with how late a student arrives or how early a student leaves class noted in 15-minute increments.

Absenteeism over 25% of any class will result in an Incomplete grade (0%) in that class. Excessive absence from program hours across multiple courses may result in dismissal from the school (see 4.3 for more information regarding dismissal).

Students who miss two consecutive calendar weeks of study are considered withdrawn by PDA unless they contact PDA directly with extenuating circumstances. Students holding a loan through StudentAid BC will have their loan cancelled. The weeks are defined as being from Sunday to Saturday.

The Academic Coordinator will notify students via email if their absences become a problem and may require a meeting if the student is approaching 25% absence in any course.

If the student is having difficulties attending class for excusable reasons, they should follow the process outlined in Attendance Appeal (see 3.7), or Student Accommodations (see 5.1).

### **3.7 Attendance Appeal**

This policy governs academic exceptions made to help support students who experience unexpected or unavoidable circumstances during the term that interfere with their ability to attend class.

Students are responsible for reviewing their course schedule at the beginning of the term to identify any potential conflicts between course requirements and outside activities. It is the student's responsibility to resolve any conflicts as soon as possible.

If a student misses class, they will be marked absent. Absenteeism over 25% of any one class results in an Incomplete grade (0%) in that class. Please see the Attendance Policy (3.6) for more information.

If a student receives an Incomplete grade in a course and wishes to appeal this grade, they may submit an Attendance Appeal. To do so, they must complete the Attendance Appeal form, addressing the grounds for the appeal, and, providing relevant supporting documentation (e.g., from a medical or mental health professional, or by a professional qualified to assess the impact of the event on the student).

The grounds for an Attendance Appeal are:

- a. Medical circumstances:** an acute physical or mental illness or medical circumstance that emerges or recurs during a term; the emergence of or change in a chronic physical or mental health condition.
- b. Compassionate circumstances:** a traumatic event experienced by a student, family member, or close friend; an act of sexual misconduct experienced by a student, family member, or close friend; a death in the family or of a close friend.
- c. Conflicting responsibilities:** attending court as a witness, jury member, or party; being required to report to a government office for immigration/citizenship proceedings; attending a meeting as required by PDA administrative staff (e.g., academic discipline); participating in a religious observance or, for First Nations, Métis, or Inuit students of Canada, a cultural observance; and, very occasionally, other conflicting responsibilities at the discretion of the Academic Dean.

No supporting documentation is required for planned religious or cultural observances.

The form and documentation must be submitted to the Academic Coordinator within five business days of the end of term. With the exception of term 3, as students graduating will need to complete this process within three business days of the end of term. This is to accommodate the tight turnaround time between the end of classes and graduation. Appeals submitted after that point will not be considered.

The Academic Coordinator will arrange a mandatory meeting for the student with the

Academic Coordinator, Department Head, and Academic Dean all present. During this meeting, the student will have an opportunity to explain their absences. Due to the pace of our academic programs, students who missed more than two weeks in a row may be encouraged to withdraw from the program and return the following term or year.

After the meeting, the Academic Coordinator, Department Head, and Academic Dean will then make a final decision on whether to revoke the student's Incomplete grade. This decision will be based on the reasons for the student's absences, the student's work in the class, and other relevant information. The decision will be presented to the student within 7 business days. This decision is final.

If the student does not attend the meeting, their Appeal will not be considered.

Granting an Appeal shall not lower academic standards, remove the need for evaluation, or remove the need to meet academic requirements/learning outcomes.

### 3.8 Academic Leave

A student who has been or will be away for an extended period and wishes to complete their studies later must arrange a meeting with the Academic Coordinator and Department Head to discuss possible options.

### 3.9 Grading Breakdown

GRADE	PERCENTAGE	DESCRIPTOR
A+	95-100	Exceptional
A	90-94	Excellent
A-	85-89	Very good
B+	80-84	
B	75-79	Good
B-	70-74	Satisfactory
C+	65-69	
C	60-64	Pass
F	< 59	Fail
I	0	Incomplete

Students receive an "I" if they fall below 75% attendance.

### 3.10 Student Grade Appeal Policy

The process by which a student may appeal a grade received in a course at PDA is as follows:

### **3.10.1 Informal Grade Appeal Process**

A student who wishes to appeal a grade in a course should first ask the instructor to review the assigned grade before initiating the Formal Grade Appeal Process.

The instructor must receive the grade review request from the student via email within 5 business days after the assignment in question has been returned to the class.

The instructor should review the assignment and present a decision to the student via email within 7 business days of receiving the review request. If the review process takes longer than 7 business days, the instructor should inform the student of the reason (e.g. extra time is needed to arrange a meeting) and the date by which the review will be completed.

At their discretion, the instructor may ask the student to submit their request for review in writing and/or ask the Department Head or Academic Dean to be present at in-person meetings.

### **3.10.2 Formal Grade Appeal Process**

If the matter cannot be resolved informally, the student may request a formal review by the relevant Department Head or the Academic Dean via email.

Department Heads shall review appeals related to courses by instructors in their departments.

The Academic Dean shall review appeals related to courses taught by Department Heads and those that cannot otherwise be resolved.

The student must submit the Formal Grade Appeal Form, available through the Academic Coordinator, to the Academic Coordinator via email within 5 business days of receiving the instructor's decision.

The Formal Grade Appeal must include all relevant information and documentation (e.g., the assignment, instructor comments, supporting evidence if relevant) as well as the basis for the appeal and why the student believes a better grade is justified.

The Formal Grade Appeal must not include compassionate grounds (e.g., illness, death in the family), which should be addressed through the Extensions process (see 3.3). It also must not include accessibility grounds, which should be addressed through the Accommodations Process (see 5.1).

If the Department Head cannot resolve the issue, the student may submit an appeal to the Academic Dean within 5 business days of receiving a decision from the Department Head.

The grade determined by the Academic Dean shall be the final grade, regardless of whether it is higher, lower, or identical to the original grade.

In cases concerning the interpretation of course policy, the Department Head or

Academic Dean will defer to the course syllabus whenever possible and otherwise will make a ruling on the matter.

### **3.11 Work Experience (applicable for Interior Design and Practice of Building Technology)**

The Work Experience practicum is a program requirement for Interior Design (ID) and Practice of Building Technology (PBT). Working alongside industry professionals enables students to develop their careers by networking and gaining practical skills. It must be relevant to the program's body of knowledge and requires the completion of two terms for participation.

Below details the process by which the student will complete their work experience:

#### **1. Finding a placement:**

- 1.1. Students will be offered a list of relevant host organizations to choose from but are also encouraged to seek out their own placement if there is an acceptable designer or firm they wish to work for. These will need to be approved by the Department Head.
- 1.2. Contact the organization(s) the student is interested in working for to express their interest, arrange an interview, and secure the placement.
- 1.3. If the student is unable to arrange an appropriate work experience, the Department Head or Academic Dean will make the placement.

#### **2. Work Experience Agreement:**

- 2.1. Once the student has secured their placement, PDA, the host organization and the student will enter into a written agreement (the Work Experience Agreement form, made available to the student by the Academic Coordinator) detailing each party's responsibilities and the activities that the student will undertake during the work experience.
- 2.2. This form, signed by all three parties, must be submitted to the Academic Coordinator ([admin@pacificdesignacademy.com](mailto:admin@pacificdesignacademy.com)) **before the start date of the work experience**. A copy of the authorized agreement will be kept in the student's file.

#### **3. Work Experience Evaluation:**

- 3.1. The student will be evaluated by the supervisor at the host organization, using PDA's Work Experience Student Evaluation form.
- 3.2. The evaluation criteria fall into two categories:
  - 3.2.1 Professionalism in the workplace.
  - 3.2.2 Technical competencies associated with program learning outcomes.
- 3.3 The Academic Coordinator will send the evaluation form to the supervisor listed in the agreement for them to fill out and send back upon the completion of the work experience.

PDA will evaluate the fulfilment of the work experience criteria upon completion of

80 hours (PBT; one-year program) and 160 hours (ID; two-year program) and the submission of the following documentation to the Academic Coordinator:

- The Work Experience Agreement form signed by the student, host organization, and PDA representative, due before the start of the work experience.
- The Work Experience Student Evaluation form is completed and signed by the host organization supervisor, which is due at the end of the work experience.

For Interior Design: the completion of 160 hours can be completed in the following ways:

- 80 hours during the summer between years one and two and the summer after graduation with one host organization or two different ones.
- 160 hours throughout one summer with one host organization.
- During the academic year, after the completion of their first two terms, and so long as it does not conflict with their studies and will not impact their attendance.

For Practice of Building Technology: the completion of 80 hours can be completed:

- During the summer after the completion of the academic year.
- During their third term, after the completion of their first two terms, and so long as it does not conflict with their studies and will not impact their attendance.

### **3.12 Course Experience Surveys**

Students will be given the opportunity to provide written feedback on each of their instructors and courses. Students may also meet with the Department Head and/or the Academic Coordinator to discuss the program, which can include concerns or suggestions about the courses and instructors.

# Student Conduct

## 4.1 Professional Standards

## 4.2 Academic Integrity

## 4.3 Dismissal Policy

### 4.1 Professional Standards

Students are expected to behave in a responsible and courteous manner in accordance with school policies. Students must maintain their attendance, avoid acts of dishonesty, cheating, or plagiarism, and behave professionally with instructors, staff, and fellow students. In cases where a student fails to meet these standards or behaves inappropriately, PDA reserves the right to take appropriate action, which may include dismissal from the school.

### 4.2 Academic Integrity

PDA takes academic integrity seriously. Students who commit acts of academic dishonesty are subject to various penalties including dismissal from the school. Students who are uncertain about what constitutes cheating or plagiarism or who have questions about incorporating source material in their work should contact their instructors or the Academic Dean.

**Plagiarism** is defined as using words, images, or ideas (even if the words are different) from another source without providing proper citation; having someone else complete your assignment; submitting the same work for credit in multiple classes (self-plagiarism); collaborating on an assignment without the permission of your instructor; citing a source inaccurately; inadequately paraphrasing a source; and completing an assignment for someone else.

AI (Artificial Intelligence) may be utilized as a tool for inspiration or creative exploration but cannot be used as a replacement for original work within any projects or assignments. The use of AI will differ in each program and will ultimately be up to the discretion of individual instructors on how students use or incorporate it into their projects. The most important thing is to be mindful when using AI and must be credited accordingly when using it in their work. The improper use or lack of crediting AI could lead to failing that project, dismissal from the program on the basis of plagiarism, and beyond an academic setting, lawsuits or the tarnishing of a career and reputation.

**Cheating** includes copying or attempting to copy from others during a test or on an assignment; using unauthorized materials during a test (e.g., notes, books, devices); communicating with others during a test; taking a test for another person; having

someone take a test for you; and using extra time or resources during a test or assignment without permission.

If an instructor finds a student has committed plagiarism or cheated, they will report the matter to the Academic Dean. A first incident of academic dishonesty usually results in a grade of 0% on the assignment, a second incident results in a grade of 0% for the course, and a third results in dismissal from the school.

### **4.3 Dismissal Policy**

This policy governs the dismissal of students from Pacific Design Academy for academic, behavioural, financial, or administrative reasons. Below are grounds for dismissal:

#### **Absenteeism**

Unexcused absences over 25% of the total course hours will result in an Incomplete grade for the course (0%). Missing more than 25% of the total course hours in more than two courses may result in dismissal from the school. See section 3.6 for more information on the Attendance Policy.

Any student who misses two consecutive calendar weeks of study is considered withdrawn by PDA. If the student holds a loan through StudentAid BC, their loan is cancelled. (The weeks are defined as being from Sunday to Saturday.)

Any student whose attendance drops below 60% of a full-time course load for three consecutive calendar weeks is considered withdrawn by PDA and, if holding a loan with StudentAid BC, has their loan cancelled. With a 20-hour week, this translates into a student attending less than 12 hours of class per week for three consecutive weeks.

Students who are absent for a significant number of hours, which would then render them unable to pass their courses, will be dismissed from their program.

#### **Failure to make reasonable academic progress**

Students who fail 8 or more course credits, or who otherwise fail to make reasonable academic progress, are at risk of dismissal.

#### **Disruptive behaviour and/or harassment of students, faculty, or staff**

PDA supports the fundamental right of students and instructors to have a learning environment free from disruptive behaviour, harassment, or any form of abuse. Any behaviour that limits an instructor's ability to teach, a student's ability to learn, or a staff member's ability to perform their duties is considered a violation of these rights and is grounds for dismissal.

Such behaviour may include but is not limited to, insulting an instructor, staff member, or student; raised voices in the school; abuse of staff time; theft; improper use of equipment; unsafe working practices; disruptive behaviour while on PDA campus; submission or circulation of written material that is offensive or abusive; sexual misconduct; and violations of basic human rights.

**Refusal to Meet**

A Department Head, the Academic Dean, or the Director may request a meeting with a student to discuss academic progress, finances, conduct, or other matters. PDA will provide students flexible meeting times during business hours to facilitate such meetings. Refusing to meet with administrative staff or multiple appointment cancellations are grounds for dismissal from the school.

**Plagiarism & Cheating**

PDA takes issues of Academic Integrity seriously. Students who commit acts of academic dishonesty are subject to academic sanctions and dismissal. See section 4.2 for more information.

**Unpaid tuition or fees**

Students are required to make their payments on time, as outlined in the enrollment contract. Students will be subject to dismissal if payments are in arrears and/or if no appropriate arrangements have been made.

**Course/Program Cancellation**

Students may be dismissed in the case of course or program cancellation (see 1.4).

**Dismissal Process**

In the event of violence, unsafe conduct, harassment, theft, sexual misconduct, cheating, unexcused absence from school for longer than 2 weeks, or course cancellation, PDA reserves the right to dismiss a student immediately.

In all other cases, students at risk of being dismissed will be given a written or verbal warning and will be asked to attend a meeting with the Academic Dean or Director.

If the behaviour in question persists after a first warning, the student will be given a second warning in writing.

If the student's behaviour in question persists after two warnings, the student will be dismissed.

Note that penalties other than a warning or dismissal may apply to behaviours described in this policy (e.g., a student who plagiarizes an assignment will receive an assignment grade of 0% for a first offence in addition to a warning).

# Student Support Services

- 5.1 Student Accommodations
- 5.2 Academic Support
- 5.3 Internal Support Services
- 5.4 Other Support Services
  - 5.4.1 Financial & Academic Assistance
  - 5.4.2 Health & Well-Being

## 5.1 Student Accommodations

Pacific Design Academy (PDA) strives to create an accessible learning environment for all our students. We recognize, however, that certain aspects of our educational setting may present barriers to the success of some students. If a student has a disability (learning or otherwise), mental health diagnosis or chronic health condition that would impact their studies or attendance, they may request accommodations. This would be determined through a collaborative process with the student and PDA to create an individualized plan to ensure all the learning outcomes are still met.

PDA requires that an *Accommodations Form*, available through the Academic Coordinator, (or note from a qualified assessor including equivalently comprehensive information) be submitted to the Academic Dean, Kevin Zak ([kzak@pdaeducation.com](mailto:kzak@pdaeducation.com)). Approval of this request is at the discretion of PDA. PDA does not provide diagnostic services or assume their costs.

## 5.2 Academic Support

No instructor may decline to meet with a student to discuss academic matters. Students must work with PDA staff and faculty as soon as difficulties arise.

PDA employs Teaching Assistants for classes with more than 16 students if deemed necessary by the instructor and/or Academic Dean. Please see the appropriate TA or your instructor(s) if you find you are having difficulty with the material and/or assignments.

## 5.3 Internal Support Services

All Students have access to the Academic Coordinator should they need additional support. These conversations are subject to confidentiality unless PDA is obligated by law to disclose specific information.

The Academic Coordinator may refer students to the Academic Dean or external support services depending on the circumstances.

If the issue is strictly academic, students should first speak with the relevant instructor and/or Department Head before going to the Academic Coordinator.

## **5.4 Other Support Services**

Contacts for various organizations and associations can be found below (organizations are not exclusive arbiters or aides; provided lists are not exhaustive; organizations and associations are not necessarily affiliated with PDA).

### **5.4.1 Financial & Academic Assistance**

#### ***Resources:***

##### **StudentAid BC**

SABC helps with the cost of post-secondary education through student loans, grants, and scholarships. They also have programs that help with loan repayment.

<https://studentaidbc.ca/>

1-800-561-1818

##### **National Student Loans Service Centre – Government of Canada**

Student scholarships, grants and loans.

<https://www.csnpe-nslsc.canada.ca/en/home>

1-888-815-4514

##### **Ministry of Education, Province of British Columbia**

Scholarships, grants, awards & bursaries and many additional resources.

<https://gov.bc.ca/bced/>

1-888-879-1166

#### ***Information:***

##### **Managing your budget as a student**

From the Financial Consumer Agency of Canada including costs, income, tax deductions & credits, paying back student debt and more:

<https://www.canada.ca/en/financial-consumer-agency/services/pay-down-student-debt.html>

##### **Education Planner BC**

Learn about the costs of post-secondary and options for financial aid:

<https://www.educationplannerbc.ca/go/plan/financial-resources>

## **5.4.2 Health & Well-Being**

### **Island Health**

Island Health offers a wide range of health services, including but not limited to public health support, primary healthcare, home and community care, mental health and substance use services.

<https://www.islandhealth.ca/>

[info@islandhealth.ca](mailto:info@islandhealth.ca)

250-370-8699

1-877-370-8699 (toll-free)

### **Island Sexual Health**

Island Sexual Health defines sexual health as a state of physical, emotional, mental, and societal well-being related to sexuality. ISH aims to provide timely, accessible, client-centred care which embodies holistic wellness, including exemplary sexual health education and care. They offer sexual health clinical care, community education, and a retail store that carries gender-affirming apparel (for all ages).

<https://www.islandsexualhealth.org/>

250-592-3479

### **Here2Talk**

Here2Talk connects students with mental health support when they need it. Through this program, all students – currently registered in a BC post-secondary institution have access to free, confidential counselling and community referral services, conveniently available 24/7 via app, phone, and web.

<http://www.here2talk.ca>

604-642-5212

1-877-857-3397 (toll-free)

### **Island Community Mental Health Association**

ICMHA is a community center of knowledge regarding information, referrals, system navigation, advocacy, and services. This includes peer support, supported education & employment, recovery workshops & programs and much more.

<https://icmha.ca/>

[info@icmha.ca](mailto:info@icmha.ca)

250-389-1211

### **Crisis Centre BC**

The Crisis Centre of BC offers 24/7 immediate access to barrier-free, non-judgmental support via phone lines and online services, providing help and hope to individuals, organizations, and communities. Our education and training programs promote mental wellness and empower schools, organizations, and communities to assist those at risk of suicide.

<https://www.crisiscentre.bc.ca/>

9-8-8

(call or text) National Suicide Crisis Helpline

310-6789

BC Mental Health & Crisis Response  
(no area code needed)

1-800-784-2433

BC Suicide Prevention  
and Intervention Line

<https://www.crisiscentreachat.ca/>

Online Chat Support for Adults  
(25+ years old)

<https://www.youthinbc.com/>

Online Chat Support for Youth  
(under 25 years old)

### **Counselling BC Directory**

Counselling BC offers a comprehensive directory of psychologists, counsellors, and therapists making it easier for individuals to find professional help for a variety of issues, including anxiety, depression, and trauma. Users can search by location, practice area, and therapeutic approaches, connecting them with suitable professionals in their community.

<https://counsellingbc.com/>

## Withdrawals, Refunds, Disputes, & Sexual Misconduct

- 6.1 Withdrawal Policy
- 6.2 Refund Policy
- 6.3 Student Records & Privacy
- 6.4 Dispute Resolution
- 6.5 Sexual Misconduct Policy

### 6.1 Withdrawal Policy

A student wishing to discontinue their studies at PDA must submit a letter expressing the intention to withdraw from their program to the Registrar. Failure to submit written notification results in a failing grade and no refund of paid tuition or other fees (where applicable).

### 6.2 Refund Policy

This policy applies in all cases where a refund may be issued, including but not limited to student withdrawal, student dismissal and/or course/program cancellation.

After acceptance and prior to the commencement of the program, the \$200 (\$500 for international students) application fee is not refunded while all paid tuition and lab fees are subject to refund as outlined below.

Refunds, after the program of study commences, are based on a percentage of annual tuition fees and issued in accordance with the Private Training Institutions Branch of BC (PTIB):

REFUND POLICY	
APPROVED PROGRAMS IN-CLASS OR COMBINED DELIVERY	REFUND DUE
Before program start date, institution receives a notice of withdrawal:	
No later than seven days after student signed the enrolment contract, and before the program start date	100% tuition and all related fees, other than application fee.  <b>Related fees include administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.</b>

At least 30 days before the later of: a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract.	Institution may retain up to 10% of tuition, to a maximum of \$1,000.
More than seven days after the student and institution signed the enrolment contract, and less than 30 days before the later of: a) The program start date in the most recent Letter of Acceptance (international students) b) The program start date in the enrolment contract.	Institution may retain up to 20% of tuition, to a maximum of \$1,300.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal (applies to all approved programs, other than distance-education-only programs):	
After the program start date, and up to and including 10% of instruction hours have been provided.	Institution may retain up to 30% of tuition.
After the program start date, and after more than 10% but before 30% of instruction hours have been provided.	Institution may retain up to 50% of tuition.
After the program start date, and 30% or more of the hours have been provided.	No refund due.
Student does not attend – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
A student does not attend the first 30% of the program.	Institution may retain up to 50% of the tuition paid.
Institution receives evidence that a study permit was denied (applies to international students requiring a study permit):	
Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract  Student has not requested additional Letter(s) of Acceptance.	100% tuition and all related fees, other than application fee.

### **6.3 Student Records & Privacy**

Current and incoming student records are housed in secure storage in the school. All documents related to individual students are maintained in their file. Archived records are maintained and stored electronically in a secured offsite location for 55 years.

Under the Personal Information Protection Act, students are entitled to access their student file. To do so, please contact the Registrar. The personal information collected will only be used for the purpose for which it was originally collected or for a use consistent with that purpose unless the student consents to other uses.

Former students requesting copies of transcripts may do so by completing the Transcript Request Form, available through the Registrar. A fee of \$20.00 is charged for copies of all transcripts, letters, and diplomas.

### **6.4 Dispute Resolution**

This policy governs complaints from students regarding Pacific Design Academy and any aspect of its operations.

A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the Institution at any time.

PDA offers two Dispute Resolution Procedures: Informal and Formal. Most disputes can be settled through the Informal Procedure. The Formal Procedure should be used if the Informal Procedure fails to resolve the dispute. From time to time, depending on the nature of the dispute, a student may choose to initiate the Formal Procedure immediately.

#### **Informal Resolution Procedure**

Any dispute should first be discussed with PDA Instructor(s), who will attempt to address the concern immediately.

If the concern is not resolved, students may bring their complaints to the relevant Department Head, who will consult with the instructor.

The student may discuss concerns with the Academic Coordinator if the Instructor or Department Head cannot resolve the situation.

If the problem is not resolved within 10 business days, the Formal Resolution Procedure described below should be followed.

#### **Formal Resolution Procedure**

Students may submit a Formal Complaint in writing to the Academic Dean, Kevin Zak ([kzak@pdaeducation.com](mailto:kzak@pdaeducation.com)). If the Academic Dean is named in the complaint or is not available to accept the complaint submission, students may submit their complaints to the Director, Isabel Yu ([isabel.yu@pdaeducation.com](mailto:isabel.yu@pdaeducation.com)).

The written complaint should include the following information:

- A description of the nature of the complaint and its impacts;
- The names of all parties involved, including witnesses where appropriate;
- And the dates of relevant incidents.

The Academic Dean is responsible for making the initial determination within 15 days of receiving the complaint. The reasons detailing the decision will be provided in writing.

If the Academic Dean cannot resolve the issue, or if students wish to appeal the initial determination, students can submit their complaints to the Director, Isabel Yu (see above).

The Director is responsible for delivering the reconsideration within 30 days after the Formal Complaint has been made. Reasons for the reconsidered decision will be provided in writing.

The written response will advise a student that, if the student is dissatisfied with the determination and has 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; [www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)). Complaints must be filed with PTIB within one year of the date that 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.

## **6.5 Sexual Misconduct Policy**

Pacific Design Academy is committed to the prevention of and appropriate response to sexual misconduct.

Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:

### **Sexual Assault**

Any form of sexual touching or the threat, express or implied, of sexual touching without the individual's consent.

### **Sexual Exploitation**

The sexual abuse of children and youth through the exchange of sex or sexual acts for drugs, food, shelter, protection, other basics of life, and/or money. Sexual exploitation includes involving children and youth in creating pornography and sexually explicit websites.

### **Sexual Harassment**

Unwelcome conduct, by comment or gesture, of a sexual nature that detrimentally affects the working, learning, or living environment, or leads to adverse consequences for the individual directly subjected to the harassment.

### **Stalking**

Stalking through the use of the internet or other electronic means, or engaging in unwelcome conduct, expressed or implied, that causes an individual to fear for their physical or psychological safety. It can include repeatedly following the individual,

repeatedly communicating with the individual through any means, engaging in threatening conduct, or keeping watch over the place where the individual happens to be.

### **Indecent Exposure**

Exposing one's body to another individual either physically, electronically, or through any other means, for a sexual purpose without the individual's consent, or coercing another individual to remove their clothing in order to expose their body.

### **Voyeurism**

Non-consensual viewing, photographing, or otherwise recording another individual in a location where there is an expectation of privacy and where the viewing, photographing, or recording is done for a sexual purpose. This includes, but is not limited to, the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video, without their consent and with the intent to distress them; the attempt or threat to commit an act of sexual misconduct.

### **Complaints of Sexual Misconduct**

A Complaint of sexual misconduct is different than a Report of sexual misconduct.

A **Complaint** is when the victim/survivor discloses or chooses to tell someone at the institution of an incident of sexual misconduct in order to seek support but may not want to make a formal report to the police or the institution. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action. A Report does not have to be made by the victim/survivor.

A student making a Complaint will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a Report.

Primary Contact: Kevin Zak, Academic Dean ([kzak@pdaeducation.com](mailto:kzak@pdaeducation.com))

Alternate Contact: Isabel Yu, School Director ([isabel.yu@pdaeducation.com](mailto:isabel.yu@pdaeducation.com))

A Complaint does not initiate an investigation or other action by PDA, subject only to Confidentiality and Privacy.

The individual making the Complaint does not need to prove that sexual misconduct occurred to access support or receive accommodations. The Complainant may seek emotional, medical, or advocacy support without reporting the incident to the police, and their decision should be respected.

The process for responding to a Complaint of sexual misconduct involving a student is as follows:

- PDA will acknowledge receipt of the Complaint within 5 working days.
- PDA will respond supportively. This may include:
  - Assisting the Complainant in making a police report, including accompaniment by a PDA staff member if requested.

- Facilitating a Third-Party Report to the police through a Community Victim Service Agency if the Complainant wishes to remain anonymous.
  - Reports are sent to police by an intermediary agency and provide detailed information about the incident and the Respondent but do not include the name or contact information of the Complainant. A Third-Party Report is not in and of itself a police investigation; it is an option of last resort for the Complainant, who would not otherwise provide information to the police but who may want to access support and let the police know of a sexual predator in order to protect others.
- Connecting the Complainant with medical assistance or a forensic medical exam, while informing them about the collection and storage of forensic samples.
  - It is advisable for anyone who has experienced sexual assault to seek medical attention to address possible physical injury, pregnancy, and/or sexually transmitted infections. The Complainant will be referred to the nearest hospital and will be connected with a sexual assault response worker or advocate who can provide support and accompany them to the hospital. The Complainant will be informed of the need to collect any forensic samples while they decide whether or not to report the sexual assault to the police. Forensic samples can be collected and stored for up to one year while the Complainant decides whether or not to speak with the police.

### **Report of Sexual Misconduct**

A Report is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.

The process for making a Report of sexual misconduct involving a student is as follows:

- A student who has experienced sexual misconduct may make a Report by contacting the Academic Dean or Director in writing. A Report may be made in writing by e-mail or letter.
- A Report to PDA may be made at any time.
- Reports must be submitted in writing and should set out the relevant details concerning the alleged sexual misconduct. Reports should include a list of any potential witnesses, along with a description of the information those witnesses are expected to provide. Copies of relevant documents, including any social media communications, should be provided with the Report.
- Upon receipt of a Report, the Academic Dean or Director will determine whether the subject matter of the Report falls within this policy and whether to initiate an investigation.

The process for responding to a Report of sexual misconduct involving a student is as follows:

- PDA will review the Report within 10 working days.
- The Academic Dean or Director will determine whether or not the subject matter of the Report falls within this policy.

- If the Complainant, after initial consultation, wishes to proceed with the Report of Sexual Misconduct under the Policy, the Director may provide advice on the necessary elements for a request for **Formal Investigation** (see below).

The Academic Dean and/or Director do not determine whether or not behaviours are sexual misconduct; the Academic Dean and/or Director only confirms that behaviours as described by the Complainant may constitute Sexual Misconduct. Only a Formal Investigation can determine whether or not Sexual Misconduct has taken place.

### **Informal Resolution**

If a Complainant wishes to pursue further actions after an initial consultation with the Academic Dean and/or Director and the misconduct and/or harassment behaviours are subject to process under this policy, they may first seek Informal Resolution. Informal Resolution is not mandatory and may not be appropriate for all manner of Sexual Misconduct. The Complainant may choose to proceed immediately to a Formal Resolution.

If the behaviours are student-to-student and classroom-based, the Complainant may request that the Instructor or Academic Dean intervene to address the misconduct or harassment behaviours and take action as appropriate to the situation.

Where misconduct or harassment behaviours are not student-to-student/classroom-based or faculty intervention is not appropriate or possible, the Complainant may seek Informal Resolution. When the Academic Dean and/or Director receives a written Complaint of Sexual Misconduct, they will follow up on such allegations promptly including informing the Respondent of the Complaint and providing a copy of this policy. Such follow-up may involve attempting to facilitate a mutually agreed-to resolution between the Complainant and Respondent, and/or taking appropriate preventative, disciplinary, or remedial measures. Disciplinary actions may include but are not limited to:

- Warning or reprimand
- Referral to educational or psychological services
- Restricted/no access to specific areas of campus
- Suspension/expulsion from specific classes and/or from the institution

### **Formal Investigation**

Where the Complainant wishes to pursue Formal Investigation, the Complainant must submit a written and signed request for Formal Investigation to the Academic Dean and/or Director.

The process for responding to a Formal Investigation is as follows:

- The appointed third-party investigator will ensure that both the Complainant and the Respondent are aware that a Formal Investigation has commenced and that each has a copy of the PDA Sexual Misconduct Policy.
- The investigator will collect information from the Complainant, the Respondent, and any other individuals whom the Investigator believes may have information

relevant to the complaint.

- Information may be received through written documentation and/or interviews. The Investigator will ensure that both the Complainant and the Respondent are aware of the positions of the other, and of any allegations made against them, and are given a reasonable opportunity to respond.
- Where an investigator conducts interviews, the Complainant and the Respondent may request that a support person be present. This person will act as an observer/ supporter and will not participate in the proceedings. An interpreter for either or both the Complainant and Respondent (where either or both parties have English as a second language) may be provided by the investigator.
- After completion of the investigation and within ten working days, the investigator will complete a written report, including a copy of the written complaint and findings of fact, and submit the report to the Academic Dean and/or Director. The report will state a positive or null finding of misconduct/harassment based on the balance of probabilities and may include recommendations for resolution of the complaint and/or for remedial or disciplinary action.
- PDA reserves the right to initiate an independent investigation of sexual misconduct if sufficient cause has been demonstrated to warrant such action.

After reviewing the investigator's report, the Academic Dean and/or Director will make their decision(s) based on the findings of sexual misconduct and appropriate actions in the circumstances.

The decision will be rendered, in writing, to the Complainant and Respondent, as soon as possible but in any case within 10 working days of the receipt or the report of the Investigation. The Academic Dean and/or School Director will provide a summary of the findings of the Investigator with their decision to the Complainant and the Respondent. Where the Academic Dean and/or School Director finds that Sexual Misconduct has occurred, disciplinary decisions may include, but are not limited to:

- Warning or reprimand
- Referral to educational or psychological services
- Restricted/no access to specific areas of the campus
- Suspension/expulsion from specific class and/or from the institution
- Disciplinary action up to, and including, termination of employment

In all instances, the institution will:

- Ensure the safety of the victim/survivor
- As appropriate, provide emergency numbers for on and off-campus security (if applicable), law enforcement, medical assistance, mental health services, and other services.
- Respect the right of the individual to choose the services they consider most appropriate.

It is contrary to this policy for the Institution to retaliate, engage in reprisals, or threaten to retaliate in relation to a Complaint or a Report. Any processes undertaken pursuant to

this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect. All information related to a Complaint or Report is confidential and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

## Respectful & Fair Treatment of Students Policy

Pacific Design Academy is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students.

While on Pacific Design Academy premises or during activities or events hosted by PDA the following activities are prohibited:

**Bullying:** Repeated, intentional behaviour aimed at causing physical, emotional, or psychological harm to another individual. This includes verbal, physical, and cyberbullying.

**Harassment:** Unwanted behaviour that demeans, humiliates, or intimidates an individual based on their gender, race, ethnicity, sexual orientation, disability, or any other protected characteristic.

**Discrimination:** Unfair or unequal treatment of individuals based on their gender, race, ethnicity, religion, disability, sexual orientation, age, or any other protected characteristic, resulting in denial of opportunities or unequal access to resources.

**Sexual Misconduct:** Any form of non-consensual sexual contact, including sexual harassment, assault, exploitation, stalking, and related activities. See section 6.5 for the Sexual Misconduct Policy.

**Violence:** Physical force or power used against another person with the intention to cause harm, including physical assaults or threats of violence.

**Hazing:** Any action taken, or situation created intentionally to cause embarrassment, harassment, or ridicule and risks emotional and/or physical harm to individuals within groups or teams, regardless of the person's willingness to participate.

**Substance Abuse:** The use, possession, distribution, or sale of alcohol, cannabis, and/or illegal drugs on PDA premises or during institution-sponsored activities or events. This includes being under the influence of these substances in a manner that impairs the ability to participate in academic, professional, or social activities.

If any prohibited activity occurs, the following outlines the process for addressing the situation:

**Reporting the activities to the Academic Coordinator:**

- Any student who witnesses or experiences a prohibited activity should report the incident immediately.
- Reports can be made in person, in writing through email.
- Reports should include a detailed description of the incident, including the date, time, location, parties involved, and any witnesses.

**Initial Response:**

- Upon receiving a report, the Academic Coordinator will acknowledge receipt within five working days.
- The Academic Coordinator will work with the Academic Dean to assess the situation to ensure the immediate safety and well-being of those involved.
- Interim measures may be taken to prevent further harm, such as adjusting schedules, providing counselling, or imposing temporary restrictions.

**Investigation:**

- The investigation will be conducted impartially and confidentially, to determine whether the prohibited activity occurred.
- All communication throughout the investigation process will be honest, straightforward, timely, and objective to ensure clarity and transparency.

**Resolution:**

- Based on the findings of the investigation, the school will take appropriate action, which may include:
  - Disciplinary measures against the perpetrator(s), such as warnings, suspension, expulsion, or termination/dismissal.
  - Remedial actions to support the victim(s), such as counselling, academic accommodations, or other support services.
- The outcome of the investigation and the actions taken will be communicated to the relevant parties in an honest, straightforward, and timely manner within 20 days.

**Appeal Process:**

- If the outcome of the investigation is disputed, the affected parties have the right to appeal the decision.
- Appeals must be submitted in writing within 10 days following the notification of the outcome.
- The appeal will be reviewed by the school director, and a final decision will be made and communicated to the parties involved.

**Confidentiality:**

- All reports, investigations, and outcomes will be handled with the utmost confidentiality. Information will only be shared with those who need to know in order to carry out their duties.

**Prevention and Education:**

- PDA is committed to preventing prohibited activities through ongoing education and awareness programs.
- Training sessions, workshops, and resources will be made available to students, staff, and faculty to promote a respectful and inclusive learning environment.

By fostering a respectful and fair learning environment, PDA aims to ensure that all students can thrive academically and personally. Any violations of this policy will be taken seriously and addressed promptly to maintain the integrity of our community.

## Student Statement of Rights

Pacific Design Academy is certified with the [Private Training Institutions Branch](#) (PTIB) of the British Columbia Ministry of Advanced Education and Skills Training.

Before you enrol at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **Student Enrolment Contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if applicable, the requirements to participate in a work experience
- whether the program was approved by PTIB or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIB for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within **one year** of completing, being dismissed or withdrawing from your program.

For more information about PTIB and how to be an informed student, go to: <http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student>

## School Map





**PACIFIC DESIGN  
ACADEMY**