

Student Orientation and Support Policy

POLICY NO.	GC-POL-23
EFFECTIVE DATE (THIS REVISION)	September 8, 2026
ORIGINAL ADOPTION	September 8, 2026 (new policy)
NEXT SCHEDULED REVIEW	September 2027
APPLIES TO	All students, all approved and non-approved programs
RESPONSIBLE OFFICE	Office of the Registrar
REGULATORY BASIS	EQA Policy and Procedures Manual; EQA Code of Practice (international students) s.2.4; Private Training Act (PTA); Private Training Regulation; PTIRU Policy Manual s.3.2.7 (dedicated space, eff. Jan 1, 2026)
INSTITUTION	Guildford College PTIRU Institution No. 04470

1. Purpose

This policy ensures every student, and in particular every international student, receives the orientation and support needed to transition successfully into their studies and life in British Columbia, consistent with the EQA Code of Practice.

2. Orientation Program

The College offers an orientation program at the outset of each program, delivered virtually or at the student's enrolled location, at no additional cost to the student. Orientation addresses information needs from pre-arrival through post-arrival, including:

- what to expect on the first day at the College;
- living costs, housing costs, availability of suitable accommodation, and tenancy rights in British Columbia (see also the Housing Assistance Policy);
- requirements for program attendance and academic progression (see the Attendance Policy and Academic Learning Supports Policy);
- the College's dispute resolution process for academic and non-academic concerns (see the Dispute Resolution Policy);
- employment rights and conditions in British Columbia;
- links to campus and community groups (student, religious, cultural, and sports) to support integration;
- information about the diverse Indigenous peoples of British Columbia and Canada, including the Treaties and the history of residential schools;
- contact information for designated staff supporting international students, and emergency contact information (campus security, 911).

3. Written Orientation Package

Every student receives a written orientation package, at no additional cost, covering the topics above and made available on the College's website.

4. Designated Support Staff

The College designates one or more staff members as the official point of contact for international students, and provides written information about facilities and support services available to help students adjust to life in Canada and to their studies.

5. Dedicated Space for International Students

Consistent with the PTIRU Policy Manual, at each approved location the College maintains a dedicated space for international students who hold a study permit, for the purpose of study or socializing outside instruction hours. The space is safe, inclusive, and accessible to students, available during regular location hours, and appropriately sized for the number of students enrolled in in-class or combined-delivery programs. Information on the space's hours and location is posted in a prominent place at each location.

6. Continuous Improvement

The College gathers feedback from students on orientation materials and procedures, and reviews and updates orientation content regularly to ensure it remains accurate, relevant, and culturally appropriate.

Approved by: Firas Haddad
President & Senior Educational Administrator, Guildford College